# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Redbridge

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 July - 30 September 2025*

**healthwatch**
Redbridge

# Index and overview of findings

**1065**

### Data Source

This report is based on the experience of 1065 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.

**83%**

### Overall Satisfaction

*Overall satisfaction is at 83% positive and 17% negative, according to feedback.*

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Service access remains as a leading negative topic.

**84%**

### Information, Involvement and Support

*Satisfaction is at 84% positive and 16% negative, comments suggest.*

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

**69%**

### Access to Services

*Satisfaction is at 69% positive and 31% negative.*

This quarter, complaints are down by 10% on waiting times and by 9% on ability to book appointments, while up by 9% 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."

### GP Services

*Satisfaction is at 82% positive and 18% negative, according to feedback.*

637 people comment on GP services. Feedback suggests patients continue to receive good quality, compassionate treatment and care, with good levels of involvement and support. Service access remains as a leading negative issue. More on page 9.

**637**

### Dentists

*Comments suggest satisfaction is at 94% positive and 6% negative.*

328 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.

**328**

### King George Hospital

*Satisfaction is at 45% positive, 53% negative and 2% neutral, comments suggest.*

88 people comment this quarter. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication, empathy, involvement and support. More on page 11.

**88**

**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.

**1.1 Source: 3967 issues from 1065 people**

# Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Enter and View | Outreach | Social Media

Pie chart: 2% | 1% | 97%

Legend: Enter and View | Outreach | Social Media
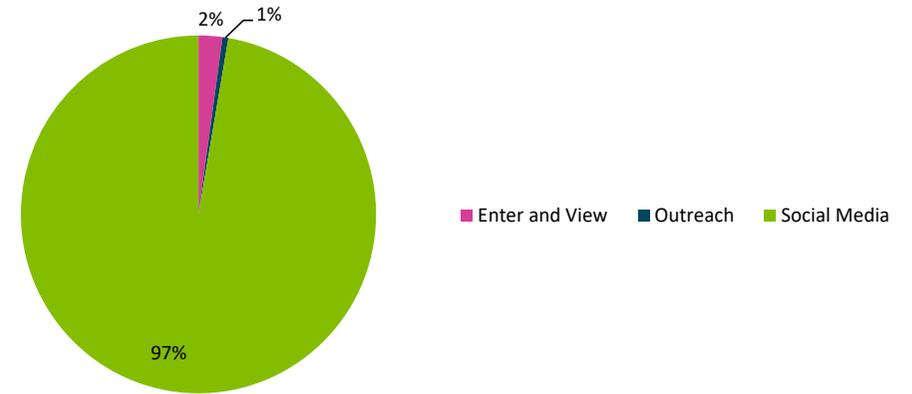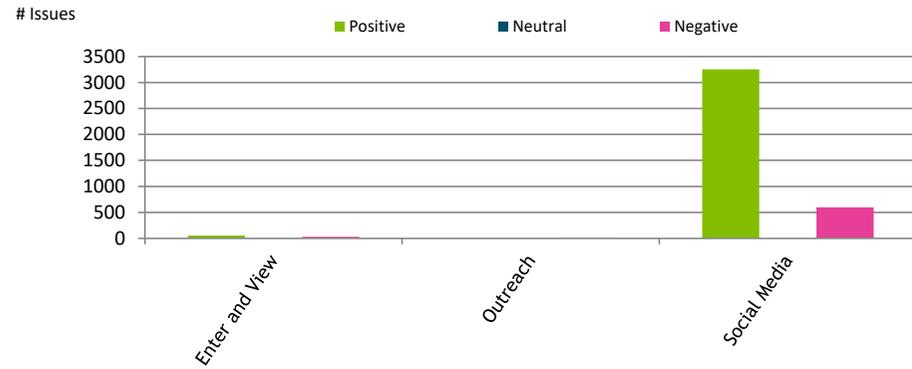
*Sources providing the most comments overall*

**1.2 Origin**

# Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Cervical Screening Project | Google Reviews | King George Hospital

Pie chart: 2% | 1% | 97%

Legend: Cervical Screening Project | Google Reviews | King George Hospital
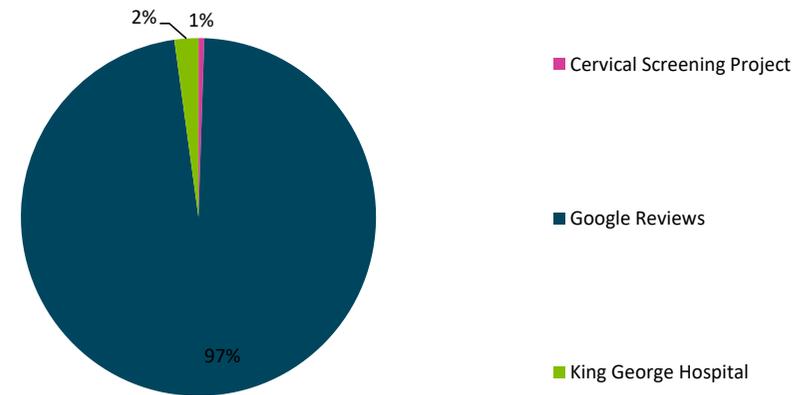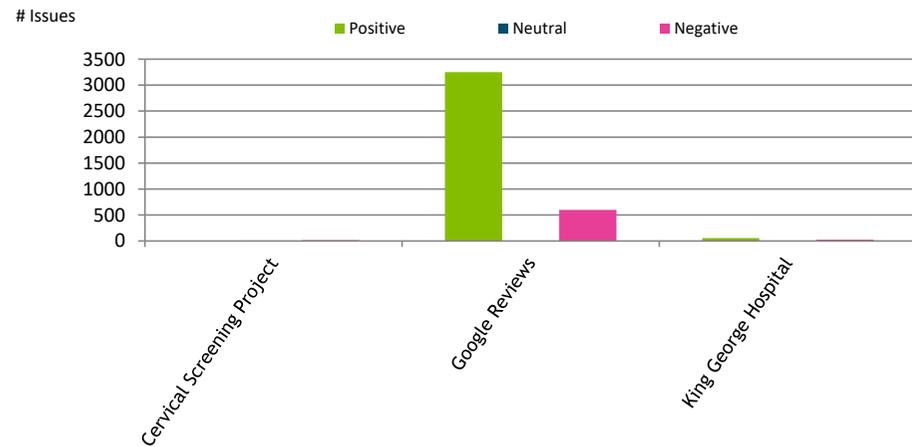
*Origins providing the most comments overall*

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

### 2.1 Top Trends: 3966 issues from 1065 people

# Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Support, Timing, Waiting List, Quality, Environment/Layout, Hygiene, Staff Attitude, Staff Training
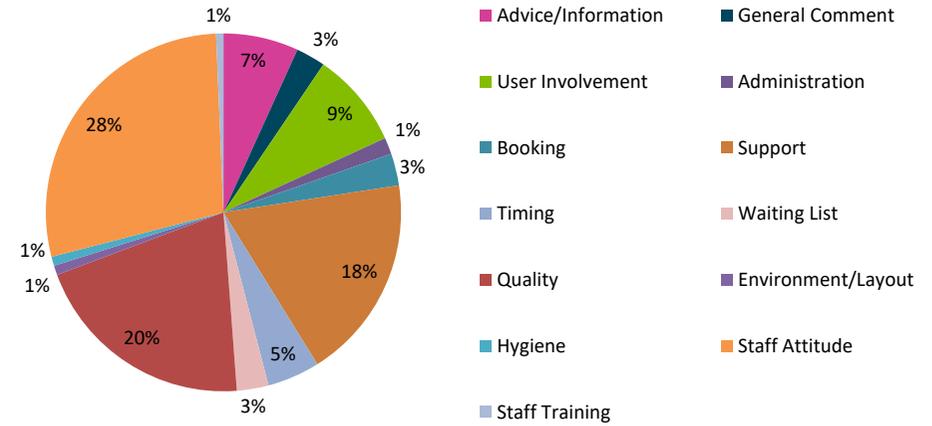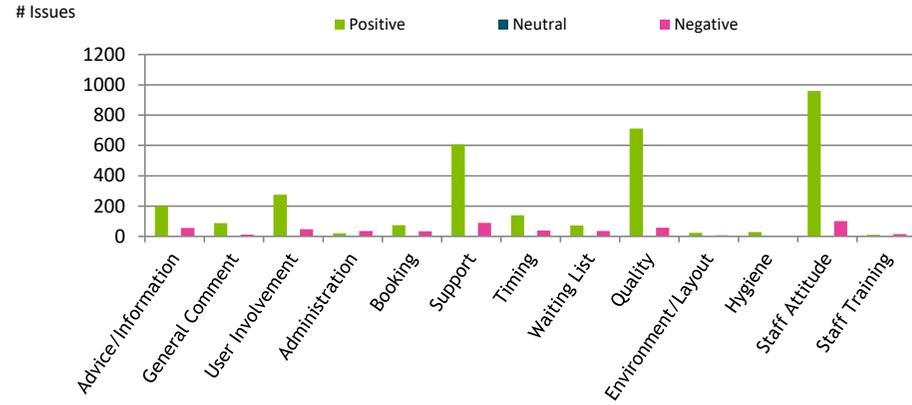
*Issues receiving the most comments overall. See pages 20-21 for issue descriptions.*

Pie chart percentages: Advice/Information 7%, General Comment 3%, User Involvement 9%, Administration 1%, Booking 3%, Support 18%, Timing 5%, Waiting List 3%, Quality 20%, Environment/Layout 1%, Hygiene 1%, Staff Attitude 28%, Staff Training 1%

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

### 2.2 Stated medical conditions

# Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Children's Health, Dentistry, Diabetes, Musculoskeletal Health, Older People's Health, Vaccination
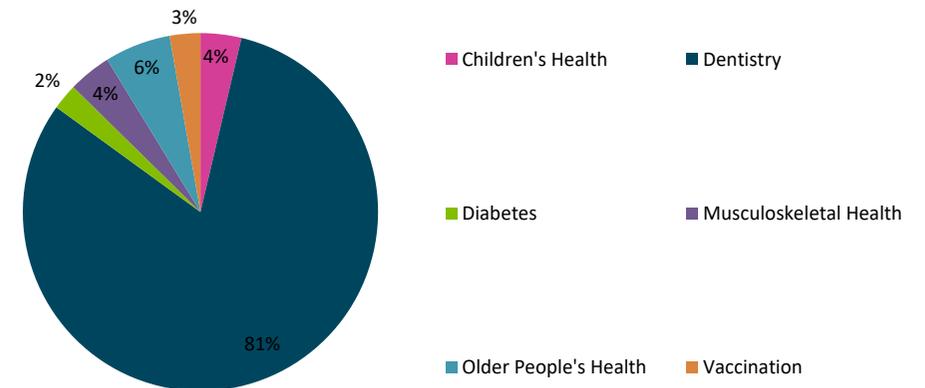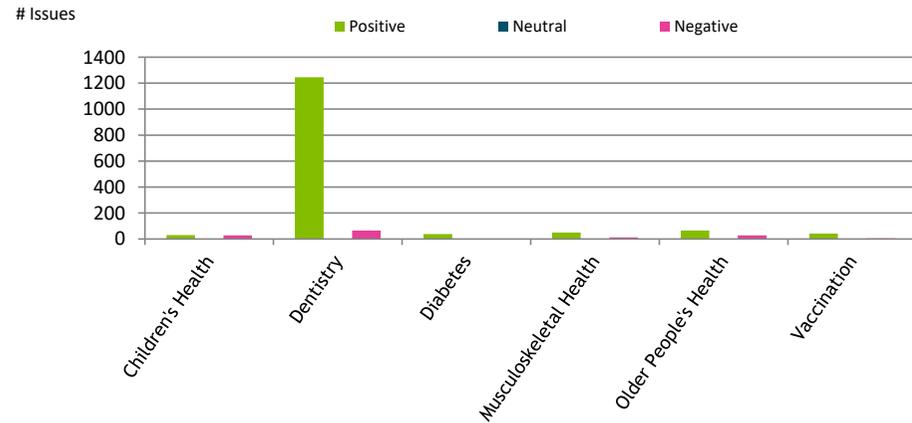
*Medical conditions receiving the most comments overall*

Pie chart percentages: Children's Health 4%, Dentistry 81%, Diabetes 2%, Musculoskeletal Health 4%, Older People's Health 6%, Vaccination 3%

Legend:
- Children's Health
- Dentistry
- Diabetes
- Musculoskeletal Health
- Older People's Health
- Vaccination

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

## 3.1 How do people feel about services overall?

# Issues

Legend: Positive, Neutral, Negative

| Period | Positive | Negative |
|--------|----------|----------|
| Apr-June 2024 | 73% | 26% |
| Jul-Sep 2024 | 74% | 21% |
| Oct-Dec 2024 | 78% | 21% |
| Jan-Mar 2025 | 73% | 23% |
| Apr-Jun 2025 | 82% | 18% |
| Jul-Sep 2025 | 83% | 17% |

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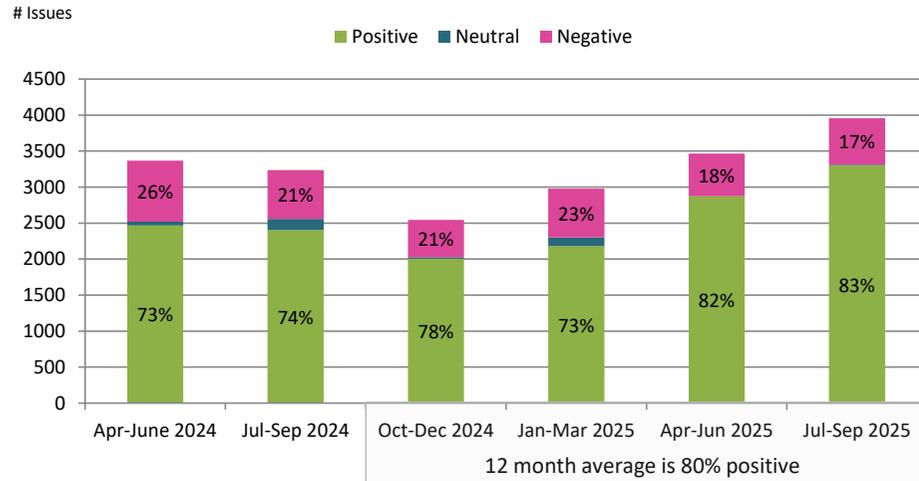
## 3.2 How well informed, involved and supported do people feel?

# Issues

Legend: Positive, Neutral, Negative

| Period | Positive | Negative |
|--------|----------|----------|
| Apr-June 2024 | 79% | 20% |
| Jul-Sep 2024 | 77% | 20% |
| Oct-Dec 2024 | 80% | 18% |
| Jan-Mar 2025 | 74% | 22% |
| Apr-Jun 2025 | 84% | 16% |
| Jul-Sep 2025 | 84% | 16% |

12 month average is 81% positive
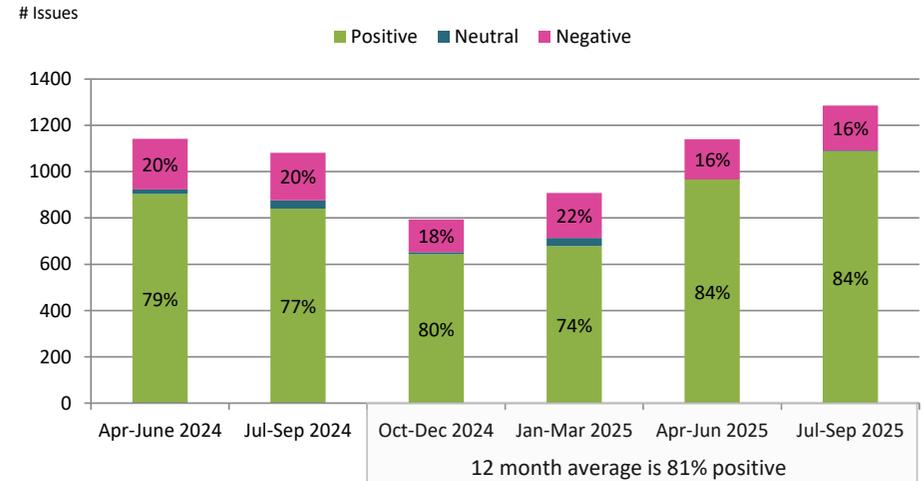
## 3.3 How do people feel about general quality and empathy?

# Issues

Legend: Positive, Neutral, Negative

| Period | Positive | Negative |
|--------|----------|----------|
| Apr-June 2024 | 84% | 16% |
| Jul-Sep 2024 | 87% | 12% |
| Oct-Dec 2024 | 87% | 12% |
| Jan-Mar 2025 | 85% | 14% |
| Apr-Jun 2025 | 89% | 11% |
| Jul-Sep 2025 | 91% | 9% |

12 month average is 88% positive
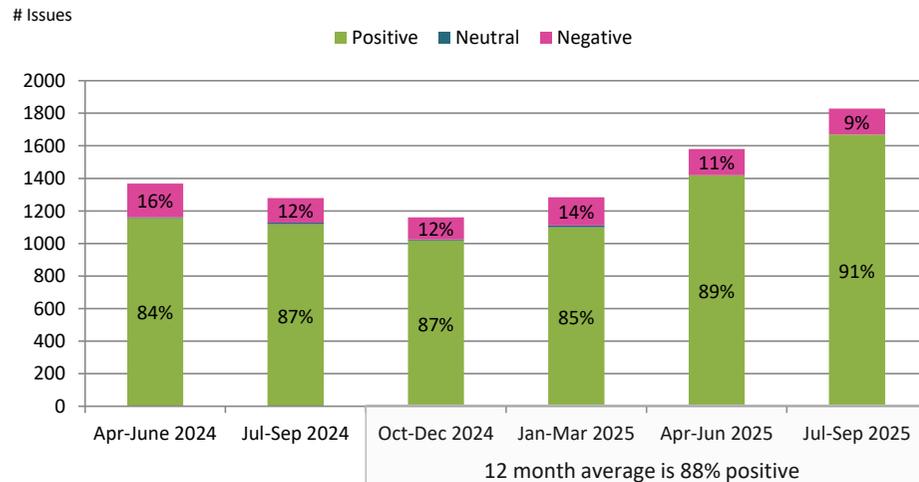
## 3.4 How do people feel about access to services?

# Issues

Legend: Positive, Neutral, Negative

| Period | Positive | Negative |
|--------|----------|----------|
| Apr-June 2024 | 44% | 55% |
| Jul-Sep 2024 | 57% | 40% |
| Oct-Dec 2024 | 59% | 40% |
| Jan-Mar 2025 | 51% | 46% |
| Apr-Jun 2025 | 67% | 33% |
| Jul-Sep 2025 | 69% | 31% |

12 month average is 62% positive
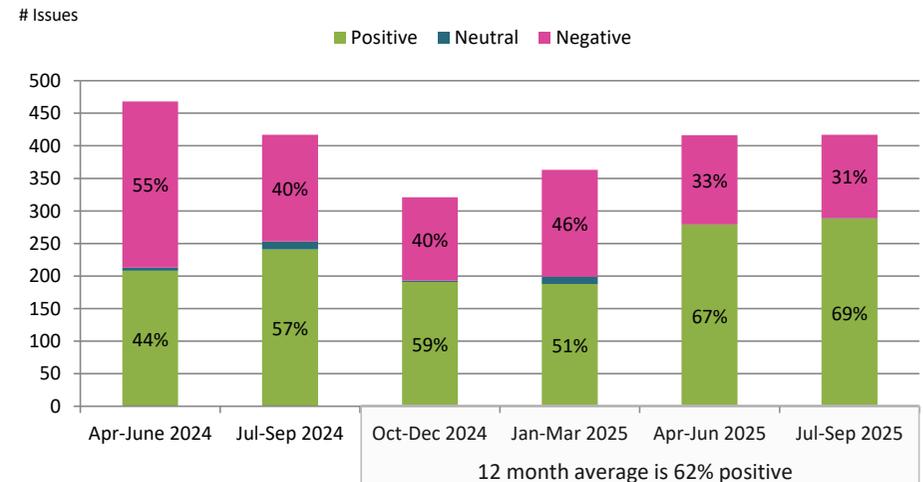
# 4. Trends: Which services are people most commenting on?

## 4.1 Service Sector

# Issues

Legend: Positive · Neutral · Negative

Bar chart (y-axis 0–3500): Hospital Service shows small Positive and Negative bars. Primary Care Service shows large Positive bar (~3200) and Negative bar (~500).

Pie chart:
- Hospital Service: 8%
- Primary Care Service: 92%
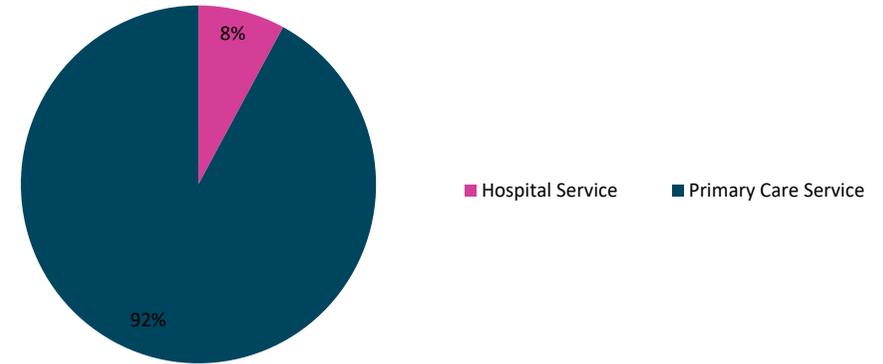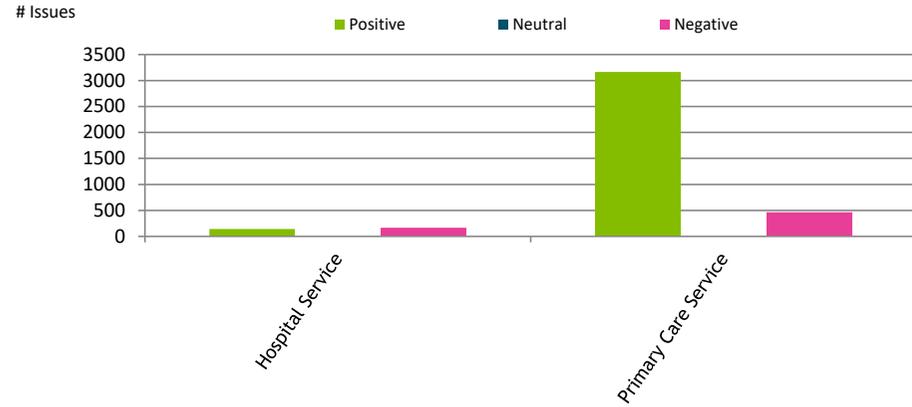
*Service sectors receiving the most comments overall*

## 4.2 Service Type

# Issues

Legend: Positive · Neutral · Negative

Bar chart (y-axis 0–2500): Categories Routine Screening, A&E, Care of the Elderly, Inpatients, Not Stated, Dentist (~1250 Positive), GP (~1950 Positive, ~400 Negative).

Pie chart:
- Routine Screening: 0%
- A&E: 2%
- Care of the Elderly: 2%
- Inpatients: 1%
- Not Stated: 1%
- Dentist: 34%
- GP: 60%
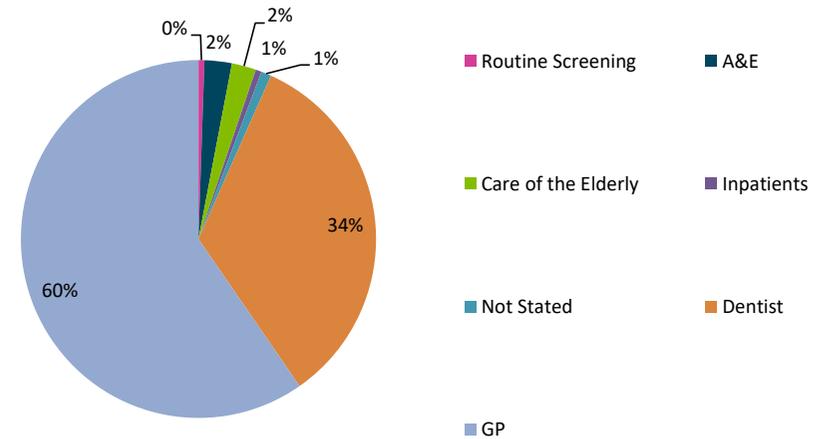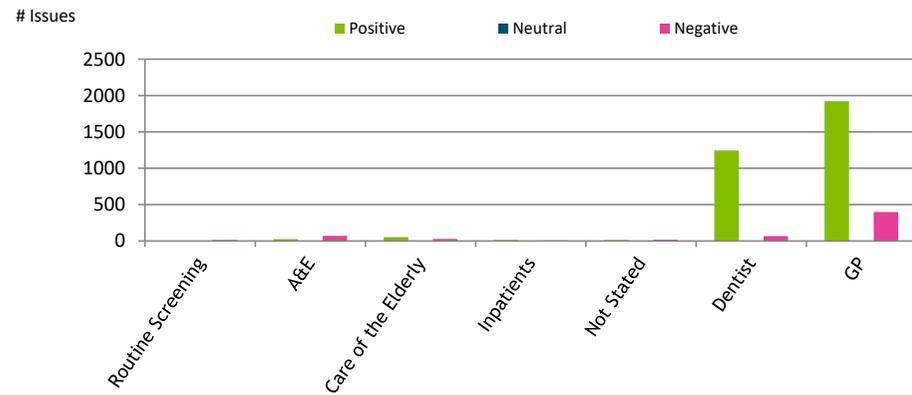
*Service type receiving the most comments overall*

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

### 4.3 Services

# Issues

Legend: Positive | Neutral | Negative

Chart categories (x-axis):
Clayhall Dental Care, Dental Health Centre, Dentaliving, Fulwell Cross Medical Centre, Ilford Medical Centre, King George Hospital, Longwood House Dental Care, Mr N Doshi, The Elmhurst Practice, The Forest Edge Practice, The Loxford Practice, The Willows Practice, Wanstead Place Surgery, Whitestar Dental Care

Pie chart percentages: 7%, 2%, 8%, 29%, 3%, 9%, 2%, 8%, 2%, 4%, 4%, 11%, 2%, 9%

Legend:
- Clayhall Dental Care
- Dental Health Centre
- Dentaliving
- Fulwell Cross Medical Centre
- Ilford Medical Centre
- King George Hospital
- Longwood House Dental Care
- Mr N Doshi
- The Elmhurst Practice
- The Forest Edge Practice
- The Loxford Practice
- The Willows Practice
- Wanstead Place Surgery
- Whitestar Dental Care

*Services receiving the most comments overall*

### 4.4 Breakdown of care pathway locations

# Issues

Legend: Positive | Neutral | Negative

Chart categories (x-axis): Reception, Clinical Treatment, Clinical Nursing

Pie chart percentages: 22%, 66%, 12%

Legend: Reception | Clinical Treatment | Clinical Nursing

*Care pathway locations*

8

## 5.1 Trends, GP Services: 2323 issues from 637 people

# Issues

Legend: ■ Positive ■ Neutral ■ Negative



*Issues receiving the most comments overall*

Pie chart legend:
- ■ Advice/Information
- ■ General Comment
- ■ User Involvement
- ■ Administration
- ■ Booking
- ■ Referral
- ■ Medication
- ■ Planning
- ■ Support
- ■ Telephone
- ■ Timing
- ■ Waiting List
- ■ Quality
- ■ Staff Attitude

Pie chart values: 2%, 6%, 7%, 2%, 1%, 4%, 1%, 1%, 19%, 1%, 6%, 4%, 19%, 27%

## 5.2 Sentiment, GP Services

# Issues

Legend: ■ Positive ■ Neutral ■ Negative



Sentiment

Pie chart:
- ■ Positive — 82%
- ■ Neutral — 0%
- ■ Negative — 18%
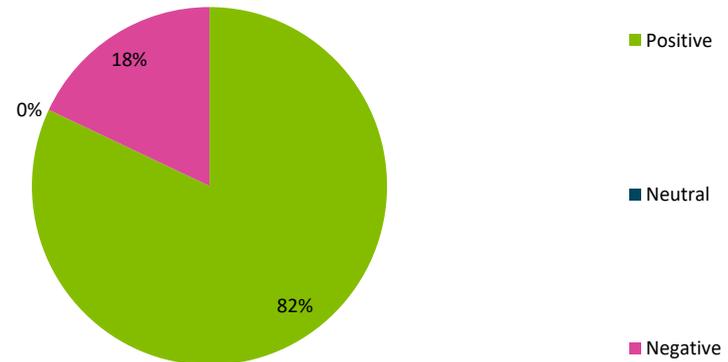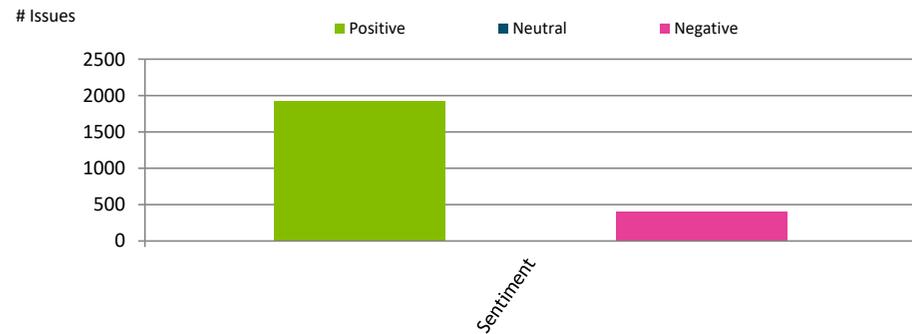
## 5.3 Trends, Dentists: 1311 issues from 328 people

# Issues

Legend: Positive, Neutral, Negative



*Issues receiving the most comments overall*

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Support
- Timing
- Waiting List
- Cost
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude

Pie chart values: 9%, 3%, 10%, 1%, 1%, 17%, 1%, 1%, 1%, 23%, 1%, 31%

## 5.4 Sentiment, GP Services

# Issues

Legend: Positive, Neutral, Negative



Sentiment

Pie chart: 0%, 6%, 94%
- Positive
- Neutral
- Negative
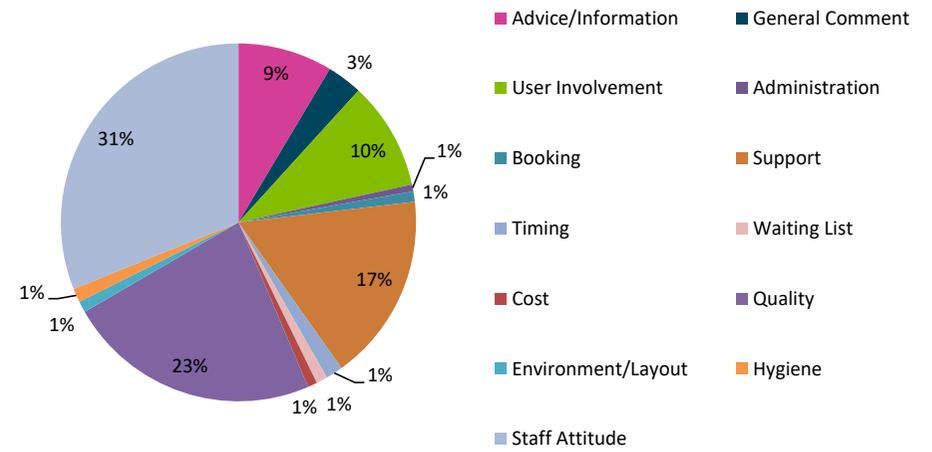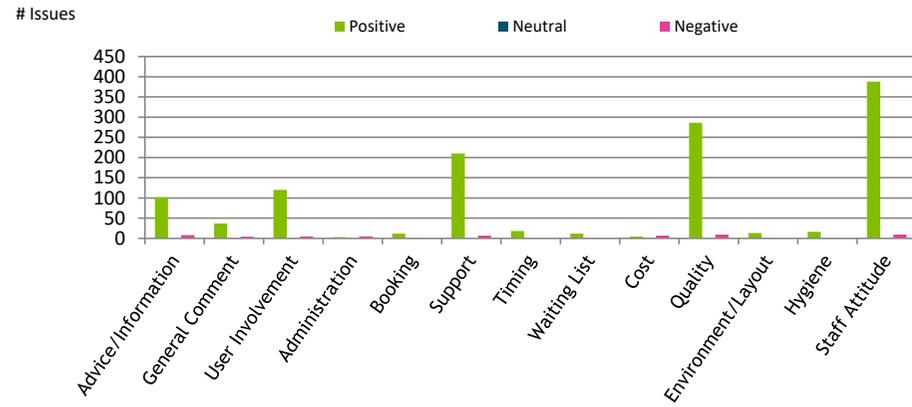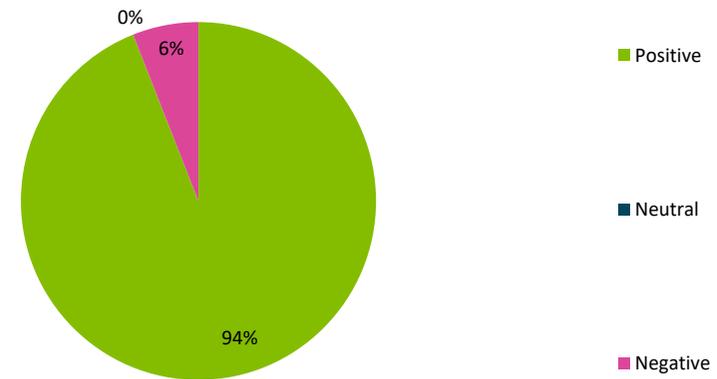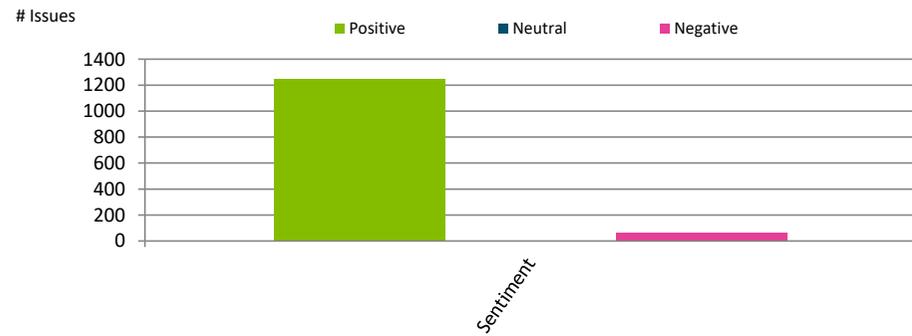
## 5.5 Trends, King George Hospital: 312 issues from 88 people



# Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Planning, Support, Timing, Nutrition, Quality, Environment/Layout, Hygiene, Omission, Staff Attitude, Staff Training

*Issues receiving the most comments overall*



Pie chart legend:
- Advice/Information — 7%
- Carer Involvement — 1%
- General Comment — 3%
- User Involvement — 10%
- Planning — 1%
- Support — 18%
- Timing — 10%
- Nutrition — 3%
- Quality — 19%
- Environment/Layout — 3%
- Hygiene — 2%
- Omission — 1%
- Staff Attitude — 20%
- Staff Training — 2%

## 5.6 Sentiment, King George Hospital



# Issues

Legend: Positive, Neutral, Negative



Pie chart:
- Positive — 45%
- Neutral — 2%
- Negative — 53%
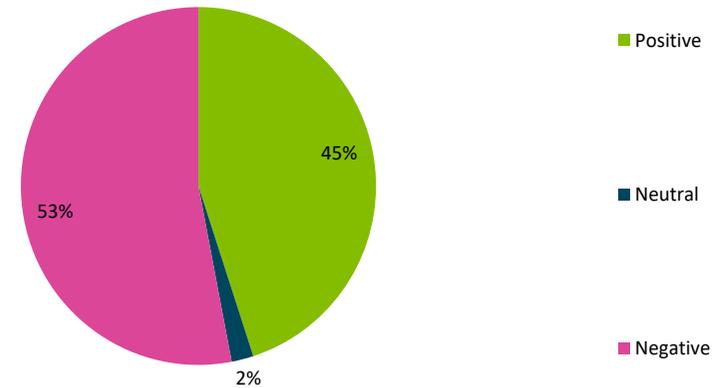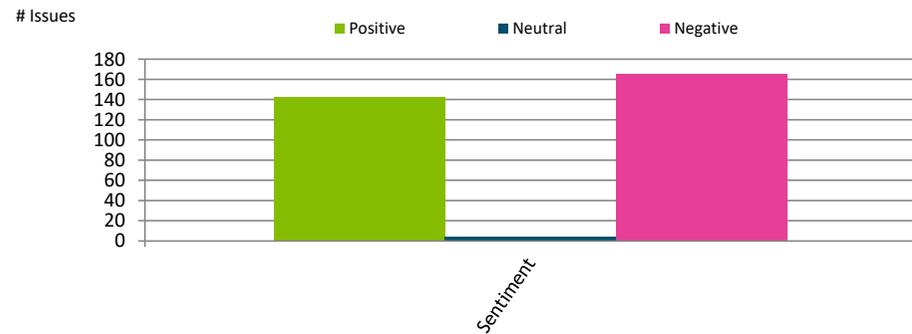
## 6. Care Pathway: Transport (ability to get to-and-from services)

### 6.1 Trends, Transport (4 issues)

# Issues

Legend: Positive ▪ Neutral ▪ Negative
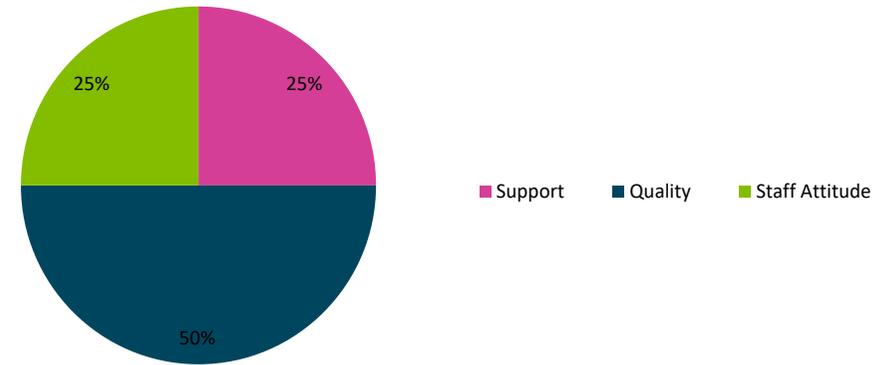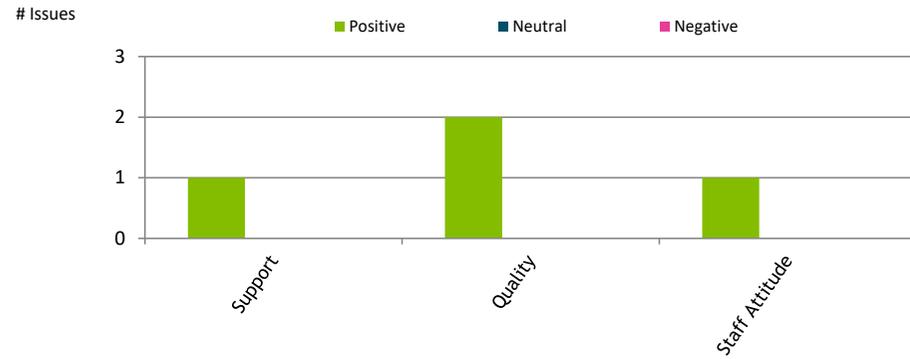


*Issues receiving the most comments overall*



### 6.2 Sentiment, Transport

# Issues

Legend: Positive ▪ Neutral ▪ Negative
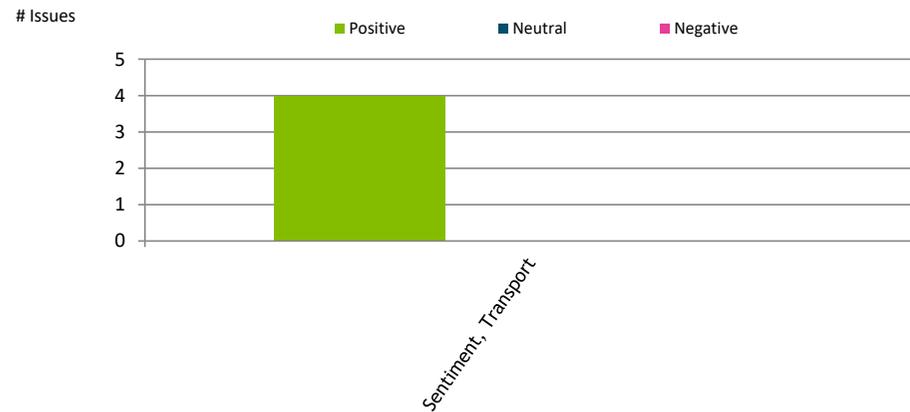
## 6. Care Pathway: Reception (reception services including back-office)

### 6.3 Trends, Reception (786 issues)

# Issues
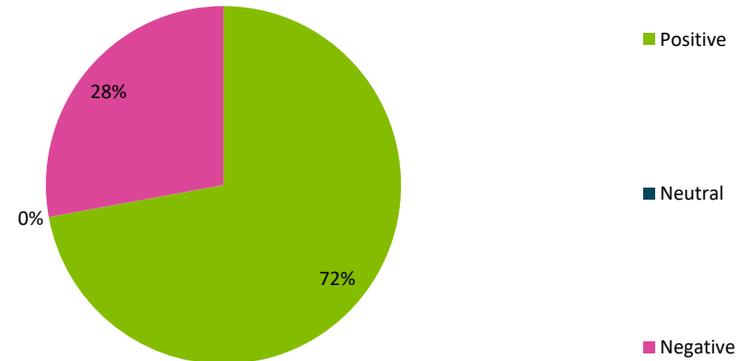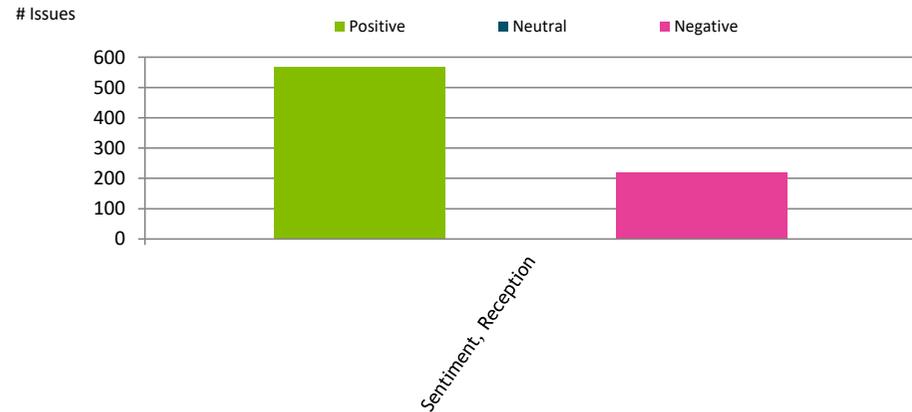
Legend: Positive, Neutral, Negative

Categories: Advice/Information, User Involvement, Administration, Booking, Medication, Planning, Support, Telephone, Quality, Environment/Layout, Staff Attitude, Complaints, Staff Training

*Issues receiving the most comments overall*

Pie chart legend:
- Advice/Information — 4%
- User Involvement — 2%
- Administration — 4%
- Booking — 3%
- Medication — 1%
- Planning — 2%
- Support — 33%
- Telephone — 2%
- Quality — 1%
- Environment/Layout — 2%
- Staff Attitude — 44%
- Complaints — 1%
- Staff Training — 1%

### 6.4 Sentiment, Reception

# Issues

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart:
- Positive — 72%
- Neutral — 0%
- Negative — 28%

13

### 6.5 Trends, Diagnosis/Testing (312 issues)

# Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Referral, Medical Records, Support, Timing, Quality, Catchment/Distance, Omission, Staff Attitude

*Issues receiving the most comments overall*

Pie chart:
- Advice/Information 10%
- User Involvement 7%
- Administration 7%
- Referral 3%
- Medical Records 1%
- Support 13%
- Timing 13%
- Quality 24%
- Catchment/Distance 2%
- Omission 1%
- Staff Attitude 19%
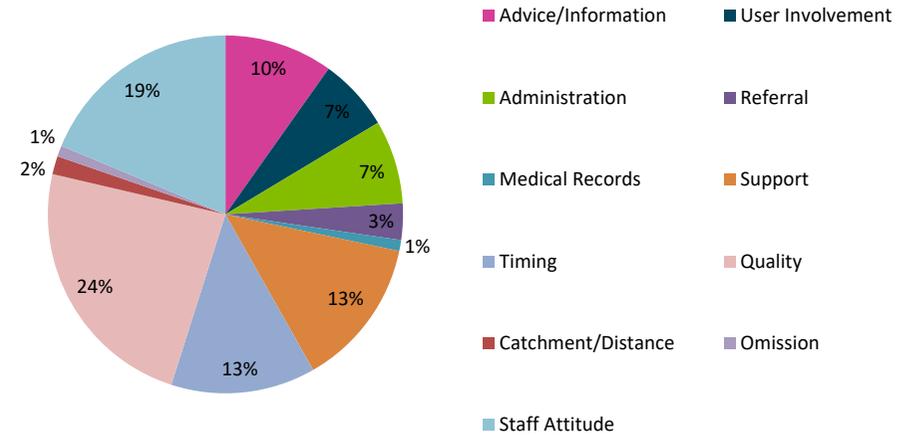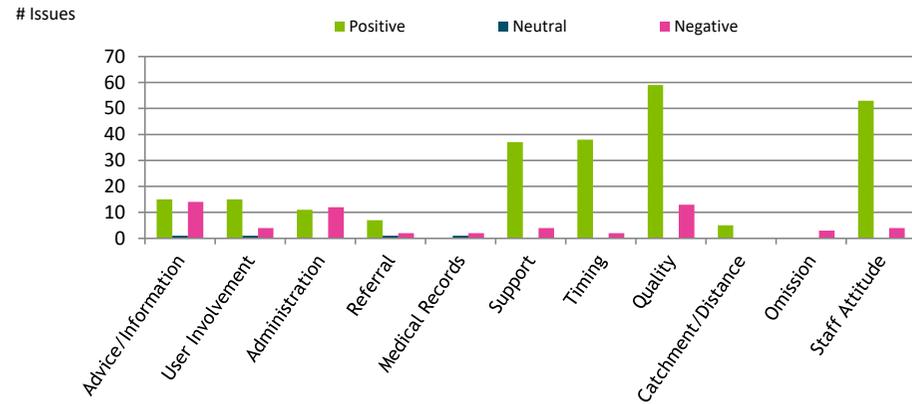
### 6.6 Sentiment, Diagnosis/Testing

# Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Diagnosis

Pie chart:
- Positive 78%
- Neutral 1%
- Negative 21%
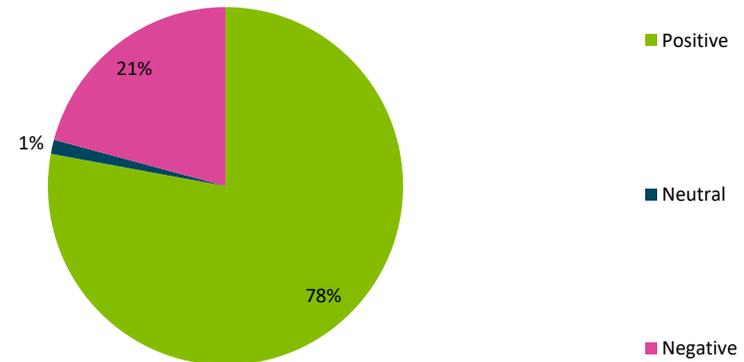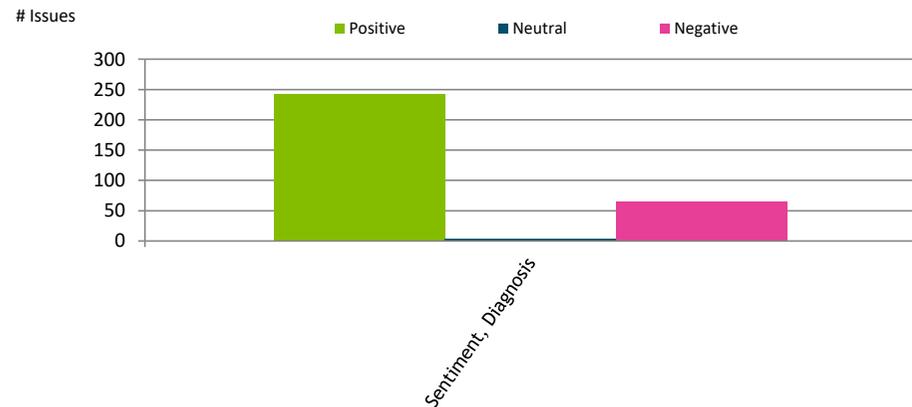
## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

### 6.7 Trends, Clinical Treatment (2386 issues)

# Issues



Legend: Positive, Neutral, Negative

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

*Issues receiving the most comments overall*



Pie chart values:
- Advice/Information: 7%
- Carer Involvement: 1%
- General Comment: 4%
- User Involvement: 10%
- Booking: 4%
- Support: 14%
- Timing: 5%
- Waiting List: 4%
- Quality: 24%
- Environment/Layout: 1%
- Hygiene: 1%
- Staff Attitude: 24%
- Staff Training: 1%

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

### 6.8 Sentiment, Clinical Treatment

# Issues



Legend: Positive, Neutral, Negative

Sentiment, Treatment



Pie chart values:
- Positive: 87%
- Neutral: 0%
- Negative: 13%

Legend: Positive, Neutral, Negative

15

**6.9 Trends, Clinical Nursing (449 issues)**

# Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Support, Timing, Nutrition, Quality, Environment/Layout, Staff Attitude

*Issues receiving the most comments overall*

Pie chart:
- Advice/Information: 6%
- General Comment: 2%
- User Involvement: 11%
- Support: 15%
- Timing: 4%
- Nutrition: 2%
- Quality: 29%
- Environment/Layout: 1%
- Staff Attitude: 30%

Legend:
- Advice/Information
- General Comment
- User Involvement
- Support
- Timing
- Nutrition
- Quality
- Environment/Layout
- Staff Attitude

**6.10 Sentiment, Clinical Nursing**

# Issues

Legend: Positive | Neutral | Negative

Bar chart category: Sentiment, Nursing Care

Pie chart:
- Positive: 87%
- Neutral: 1%
- Negative: 12%
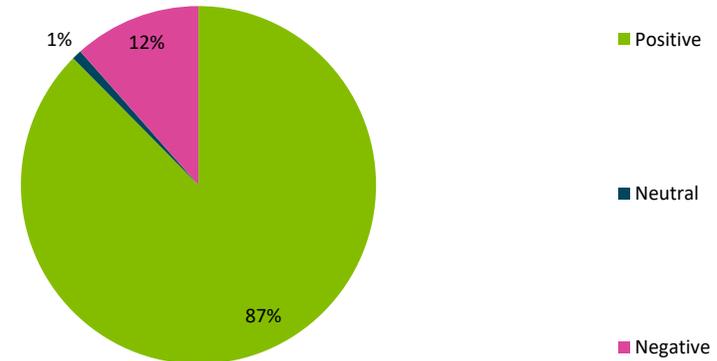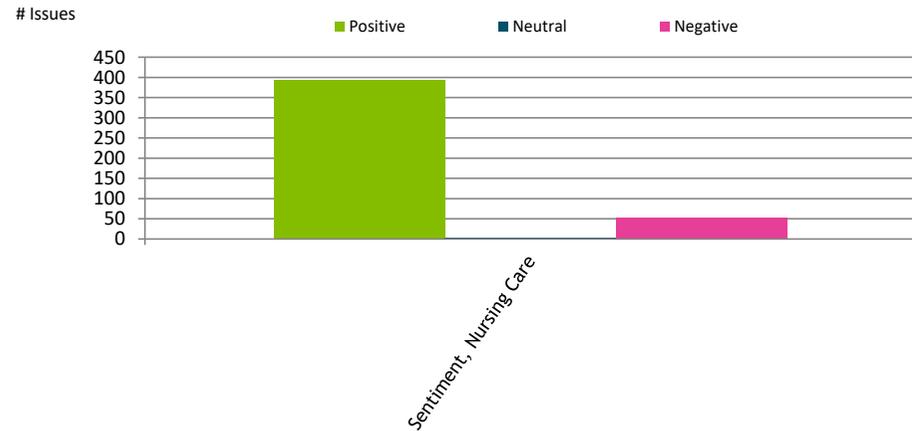
Legend:
- Positive
- Neutral
- Negative

**6.11 Trends, Discharge (1 issues)**

# Issues

Legend: ■ Positive  ■ Neutral  ■ Negative

(Bar chart: Advice/Information — Negative = 1)
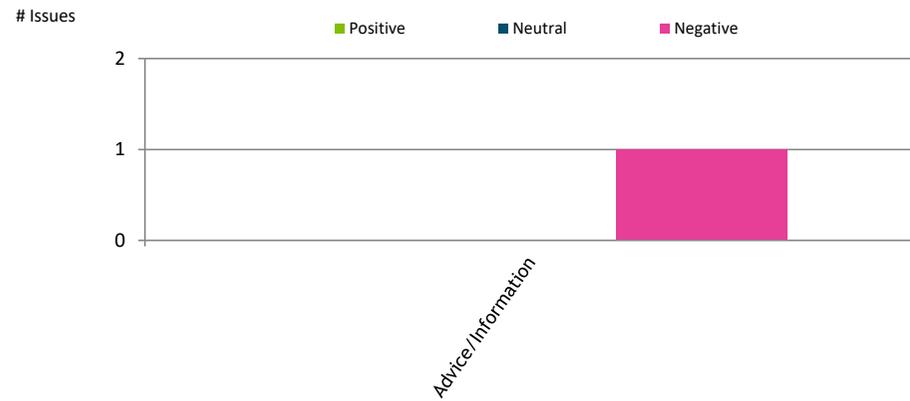
*Issues receiving the most comments overall*

**6.12 Sentiment, Discharge**

# Issues

Legend: ■ Positive  ■ Neutral  ■ Negative

(Bar chart: Sentiment, Discharge — Negative = 1)
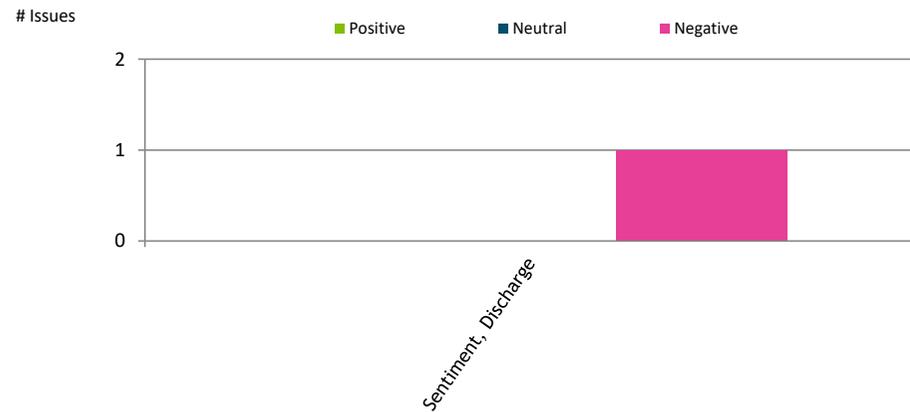
# 6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

## 6.13 Trends, Follow On (17 issues)

# Issues

Legend: Positive, Neutral, Negative



Bar chart categories: Advice/Information (6), User Involvement (1), Booking (1), Medication (1), Support (1), Waiting List (2 + 1 Negative), Quality (4)

Pie chart:
- Advice/Information 35%
- User Involvement 6%
- Booking 6%
- Medication 6%
- Support 6%
- Waiting List 18%
- Quality 23%
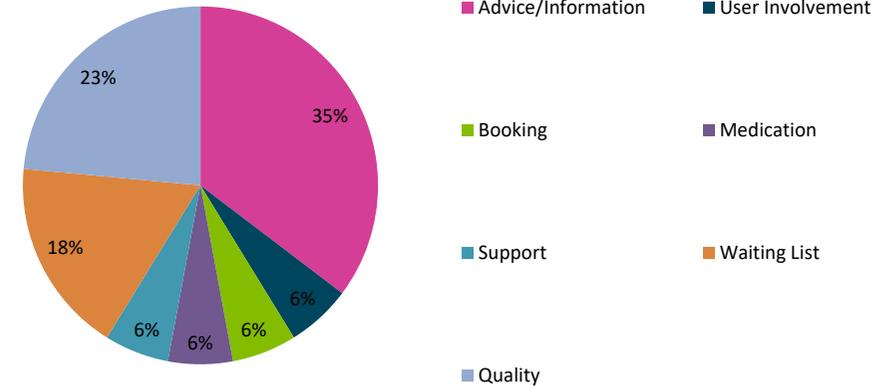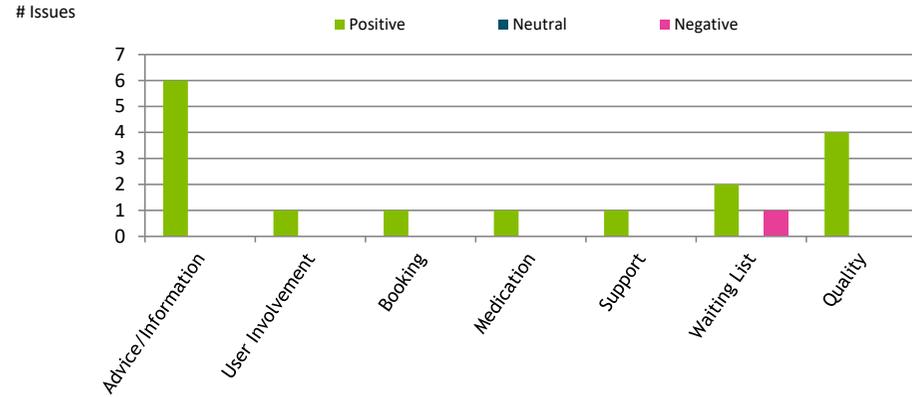
*Issues receiving the most comments overall*

## 6.14 Sentiment, Follow On

# Issues

Legend: Positive, Neutral, Negative



Bar chart: Sentiment, Follow On — Positive 16, Negative 1

Pie chart:
- Positive 94%
- Neutral 0%
- Negative 6%
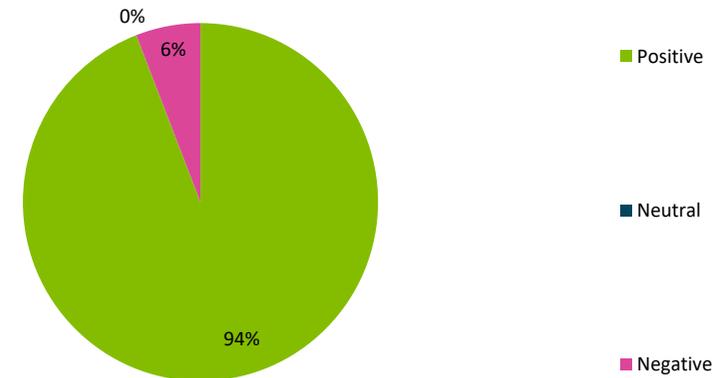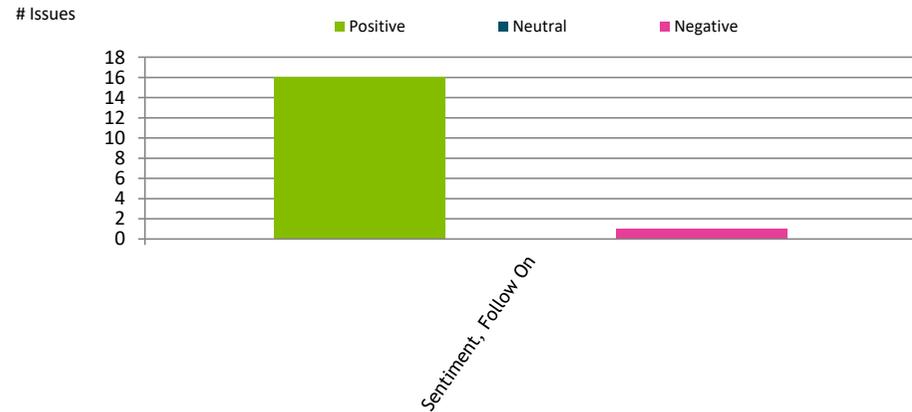
## 6. Care Pathway: Community (community health services and social care)

### 6.15 Trends, Community (11 issues)

# Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Support, Quality, Equipment, Staff Attitude

*Issues receiving the most comments overall*

Pie chart:
- Advice/Information 9%
- User Involvement 46%
- Support 9%
- Quality 9%
- Equipment 18%
- Staff Attitude 9%

### 6.16 Sentiment, Community

# Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Community

Pie chart:
- Positive 36%
- Neutral 9%
- Negative 55%

19
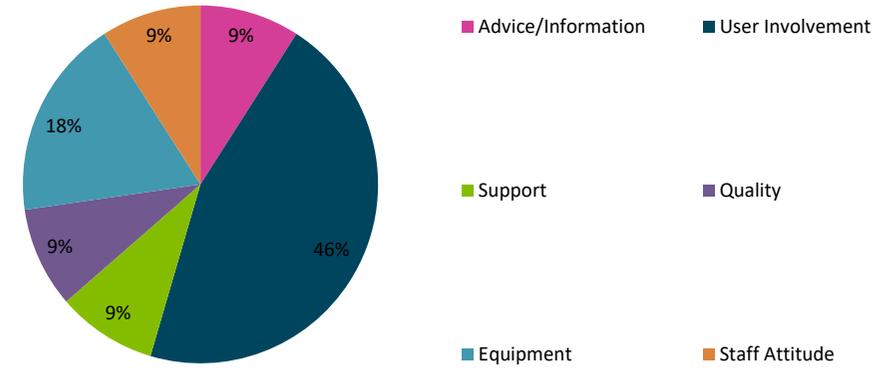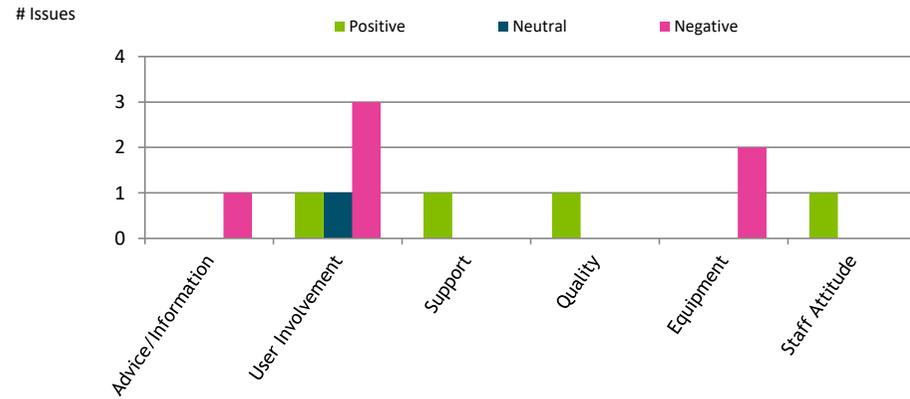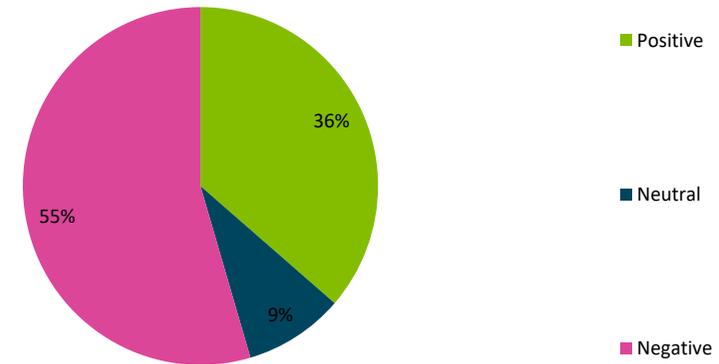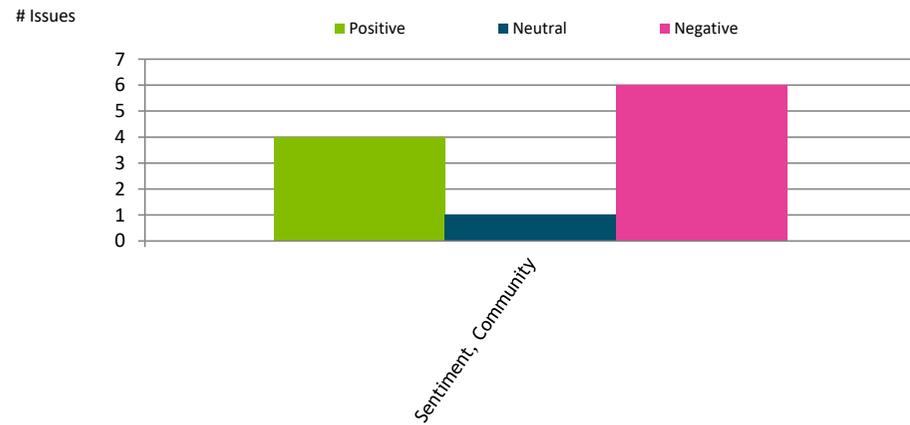
## 7. Data Table: Number of issues

| | Issue Name | Descriptor | Positive | Neutral | Negative | Total |
|---|---|---|---|---|---|---|
| **Patients/Carers** | Advice/Information | *Communication, including access to advice and information.* | 200 | 1 | 55 | 256 |
| | Carer Involvement | *Involvement or influence of carers and family members.* | 17 | 0 | 4 | 21 |
| | Peer Involvement | *Involvement or Influence of friends.* | 0 | 0 | 0 | 0 |
| | General Comment | *A generalised statement (ie; "The doctor was good.")* | 88 | 0 | 12 | 100 |
| | User Involvement | *Involvement or influence of the service user.* | 276 | 2 | 47 | 325 |
| **Systems** | Administration | *Administrative processes and delivery.* | 20 | 0 | 36 | 56 |
| | Admission | *Physical admission to a hospital ward, or other service.* | 1 | 0 | 1 | 2 |
| | Booking | *Ability to book, reschedule or cancel appointments.* | 74 | 0 | 34 | 108 |
| | Cancellations | *Cancellation of appointment by the service provider.* | 0 | 0 | 5 | 5 |
| | Data Protection | *General data protection (including GDPR).* | 0 | 0 | 4 | 4 |
| | Referral | *Referral to a service.* | 15 | 1 | 5 | 21 |
| | Medical Records | *Management of medical records.* | 0 | 1 | 4 | 5 |
| | Medication | *Prescription and management of medicines.* | 13 | 0 | 10 | 23 |
| | Opening Times | *Opening times of a service.* | 1 | 0 | 1 | 2 |
| | Planning | *Leadership and general organisation.* | 11 | 0 | 7 | 18 |
| | Registration | *Ability to register for a service.* | 3 | 0 | 2 | 5 |
| | Support | *Levels of support provided.* | 605 | 0 | 89 | 694 |
| | Telephone | *Ability to contact a service by telephone.* | 1 | 0 | 14 | 15 |
| | Timing | *Physical timing (ie; length of wait at appointments).* | 139 | 1 | 39 | 179 |
| | Waiting List | *Length of wait while on a list.* | 73 | 0 | 35 | 108 |
| **Values** | Choice | *General choice.* | 4 | 0 | 9 | 13 |
| | Cost | *General cost.* | 4 | 0 | 8 | 12 |
| | Language | *Language, including terminology.* | 2 | 0 | 3 | 5 |
| | Nutrition | *Provision of sustainance.* | 6 | 2 | 0 | 8 |
| | Privacy | *Privacy, personal space and property.* | 1 | 1 | 3 | 5 |
| | Quality | *General quality of a service, or staff.* | 711 | 0 | 57 | 768 |
| | Sensory | *Deaf/blind or other sensory issues.* | 0 | 0 | 0 | 0 |
| | Stimulation | *General stimulation, including access to activities.* | 5 | 0 | 2 | 7 |

| | Issue Name | Descriptor | # Issues | | | |
|---|---|---|---|---|---|---|
| | | | Positive | Neutral | Negative | Total |
| **Environment** | Catchment/Distance | *Distance to a service (and catchment area for eligability).* | 11 | 0 | 0 | 11 |
| | Environment/Layout | *Physical environment of a service.* | 25 | 1 | 7 | 33 |
| | Equipment | *General equipment issues.* | 4 | 0 | 3 | 7 |
| | Hazard | *General hazard to safety (ie; a hospital wide infection).* | 0 | 0 | 3 | 3 |
| | Hygiene | *Levels of hygiene and general cleanliness.* | 29 | 0 | 2 | 31 |
| | Mobility | *Physical mobility to, from and within services.* | 0 | 0 | 2 | 2 |
| | Travel/Parking | *Ability to travel or park.* | 1 | 0 | 2 | 3 |
| **Staff** | Omission | *General omission (ie; transport did not arrive).* | 0 | 0 | 10 | 10 |
| | Security/Conduct | *General security of a service, including conduct of staff.* | 0 | 0 | 3 | 3 |
| | Staff Attitude | *Attitude, compassion and empathy of staff.* | 959 | 0 | 101 | 1060 |
| | Complaints | *Ability to log and resolve a complaint.* | 0 | 0 | 6 | 6 |
| | Staff Training | *Training of staff.* | 10 | 0 | 15 | 25 |
| | Staffing Levels | *General availability of staff.* | 1 | 0 | 7 | 8 |
| | **Total:** | | **3310** | **10** | **647** | **3967** |

**Community*Insight* CRM**