

# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Tower Hamlets



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

*Qualitative Feedback, 1 January - 31 March 2025*

## Index and overview of findings



943

### Data Source

This report is based on the experience of 943 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.



76%

### Overall Satisfaction

*Overall satisfaction is at 76% positive, 23% 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.



79%

### Information, Involvement and Support

*Satisfaction is at 79% positive, 20% negative and 1% neutral, comments suggest.*

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



87%

### Quality and Empathy

*According to comments, satisfaction is at 87% positive, 12% negative and 1% neutral.*

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



39%

### Access to Services

*Satisfaction is at 39% positive, 60% negative and 1% neutral.*

This quarter, complaints are down by 9% on telephone access, by 7% on ability to book appointments and by 6% on waiting times. 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 had to wait about 40 minutes after my appointment time to be seen, but the doctor was fantastic. Extremely thorough and went out of her way to explain everything to me."



302

### GP Services

*Satisfaction is at 54% positive and 46% negative, according to feedback.*

302 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.



353

### Dentists

*Comments suggest satisfaction is at 93% positive and 7% negative.*

353 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.



55

### Royal London Hospital

*Satisfaction is at 34% positive, 64% negative and 2% neutral, comments suggest.*

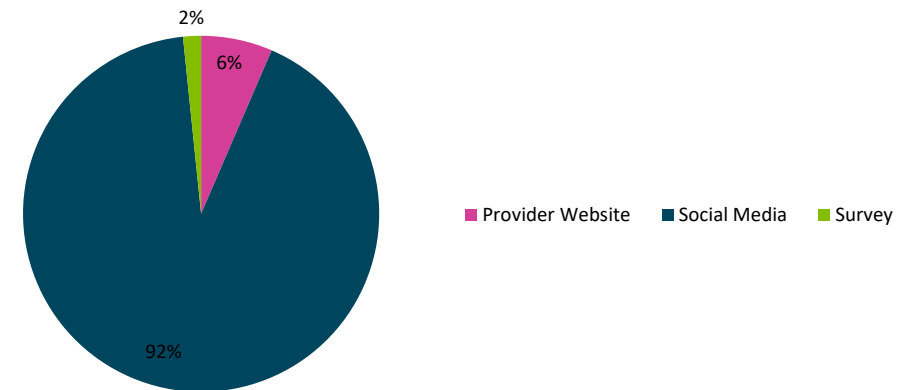
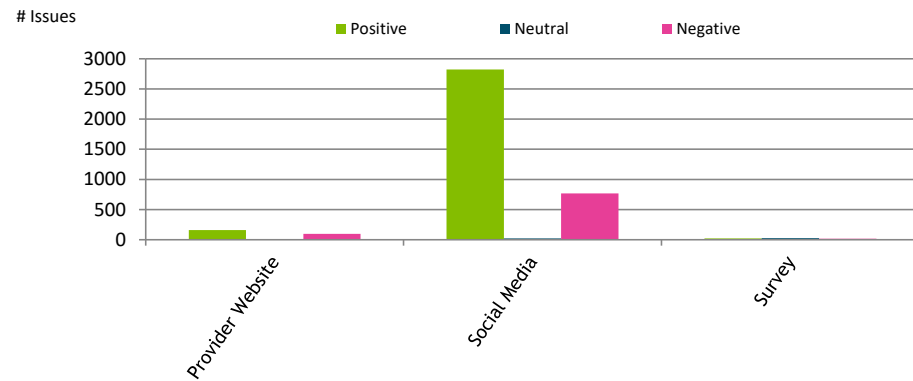
55 people comment this quarter. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication, empathy, involvement and support. More on page 11.

**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?

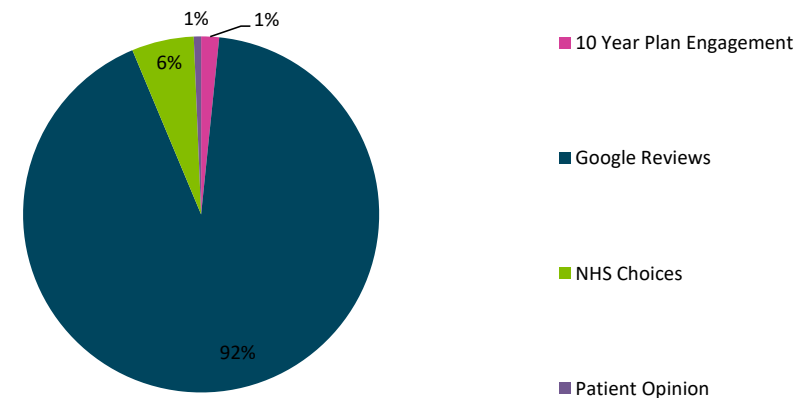
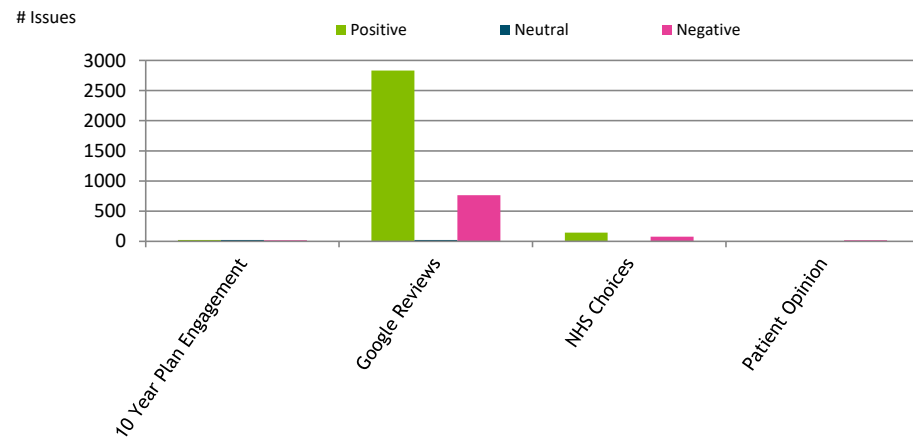


### 1.1 Source: 3932 issues from 943 people



Sources providing the most comments overall

### 1.2 Origin

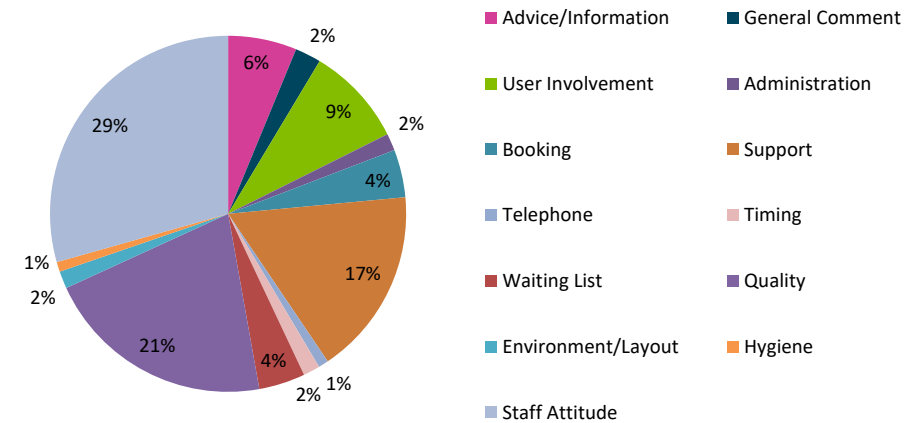
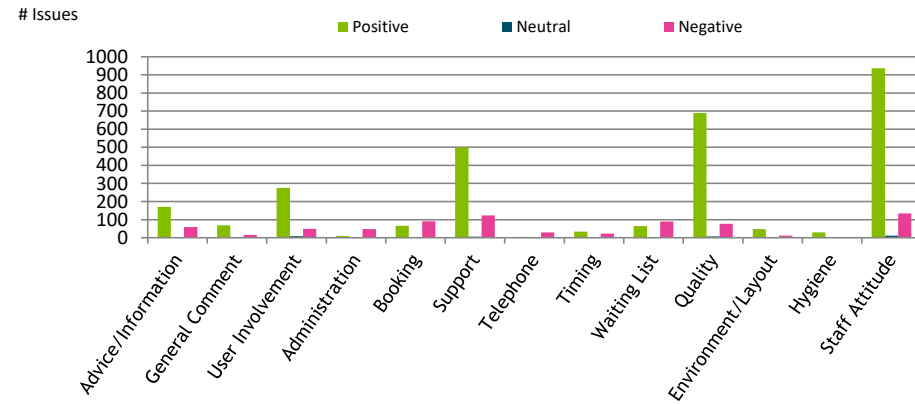


Origins providing the most comments overall

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

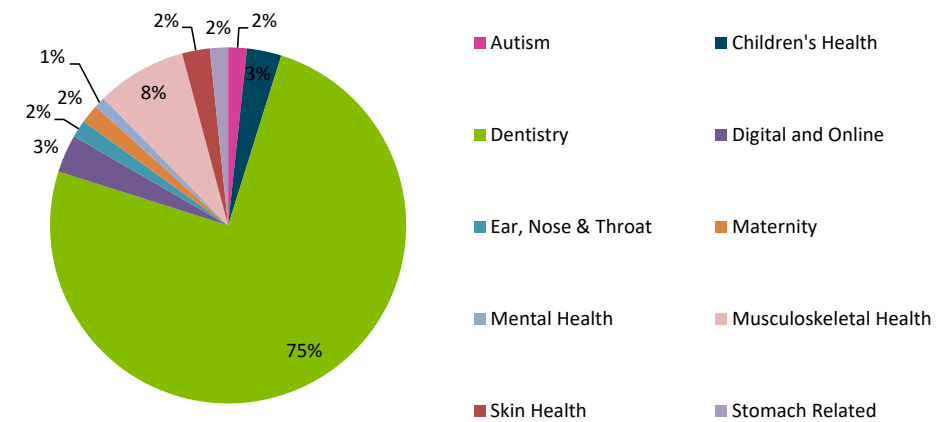
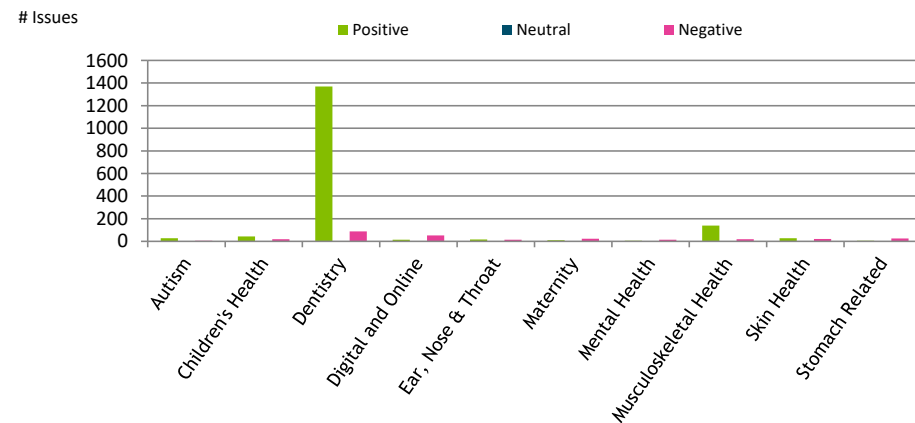


### 2.1 Top Trends: 3931 issues from 943 people



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

### 2.2 Stated medical conditions

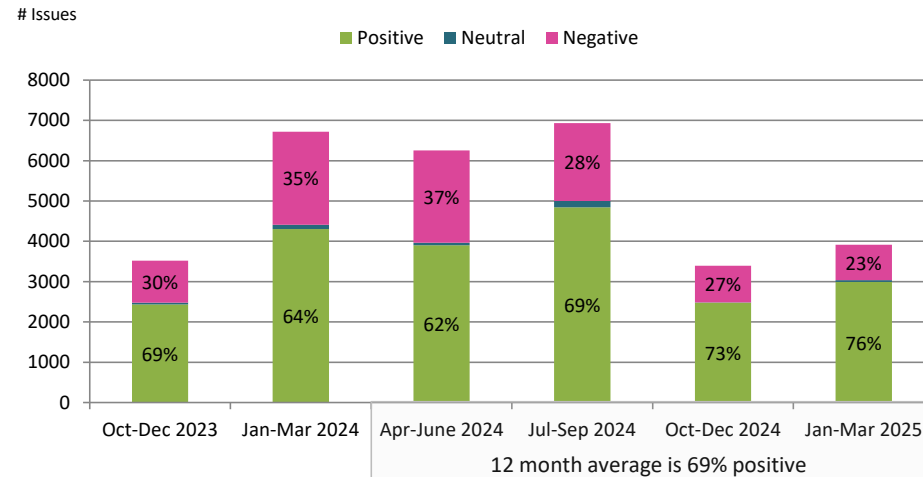


Medical conditions receiving the most comments overall

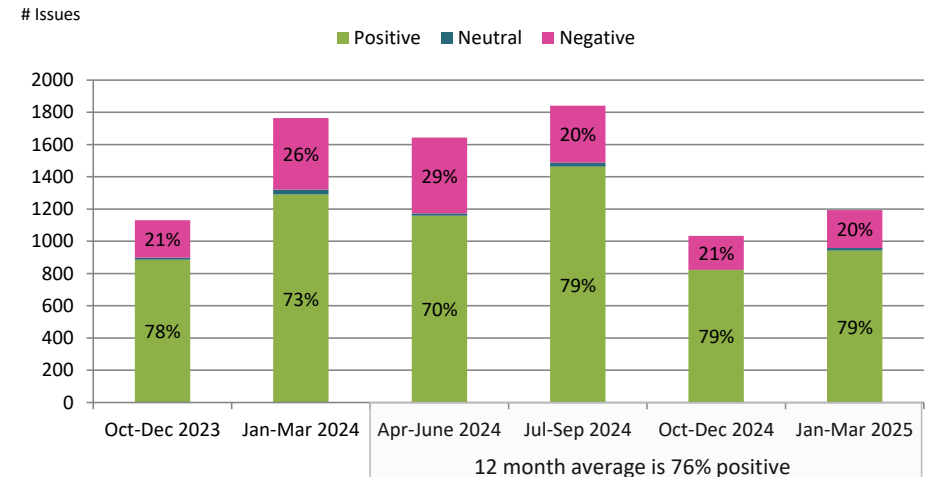
### 3. Timeline: On the whole, how do people feel about Health and Care services?



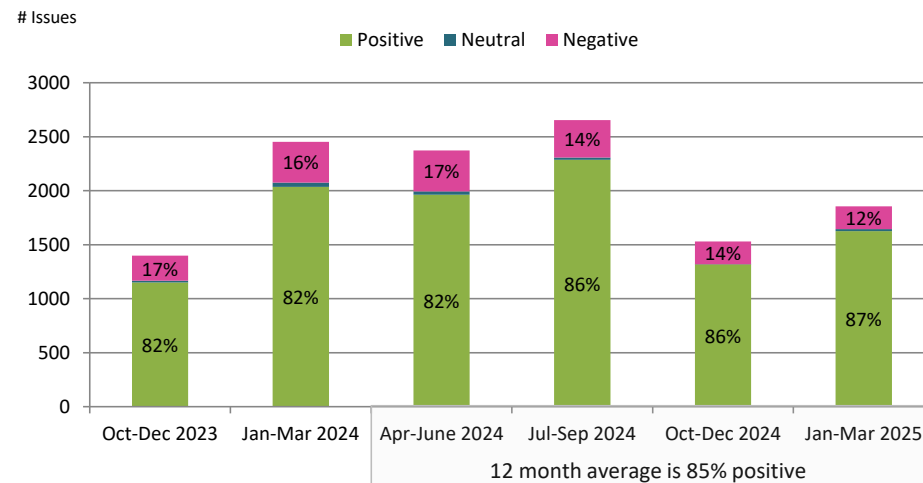
#### 3.1 How do people feel about services overall?



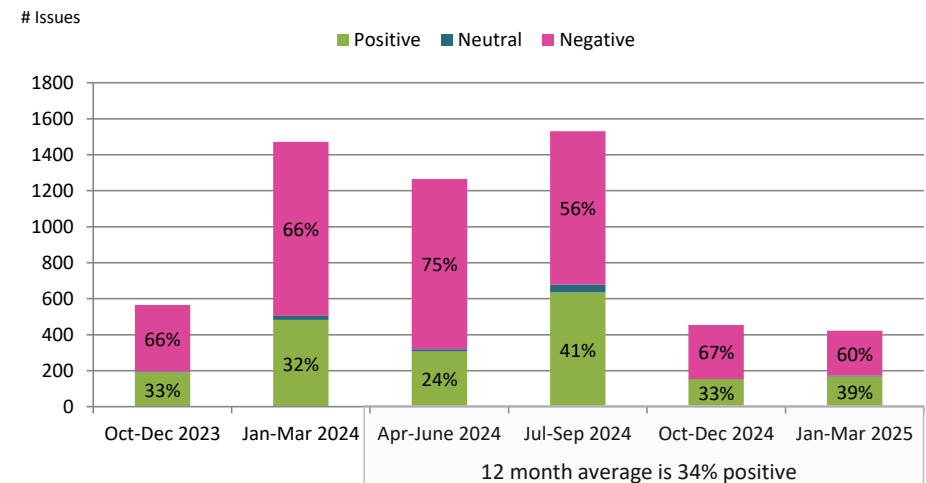
#### 3.2 How well informed, involved and supported do people feel?



#### 3.3 How do people feel about general quality and empathy?



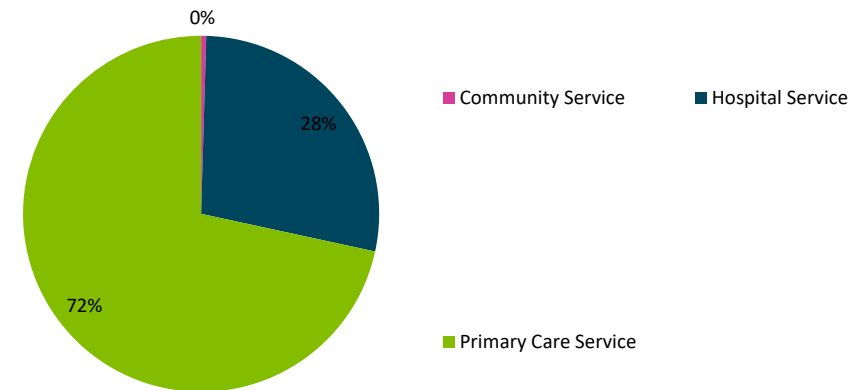
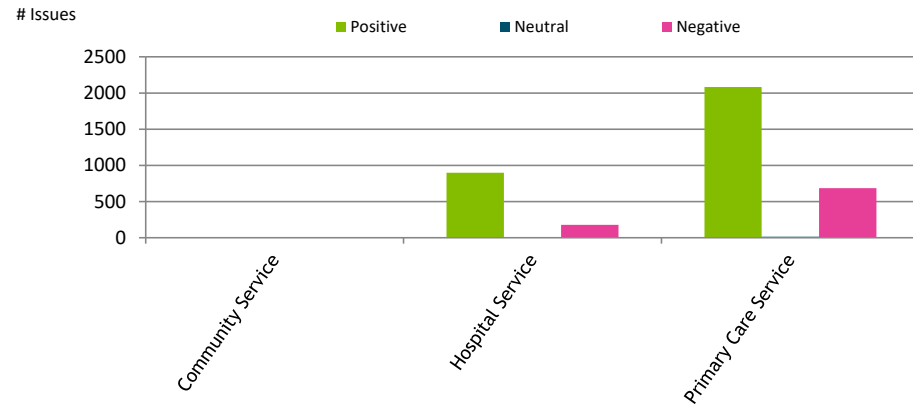
#### 3.4 How do people feel about access to services?



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

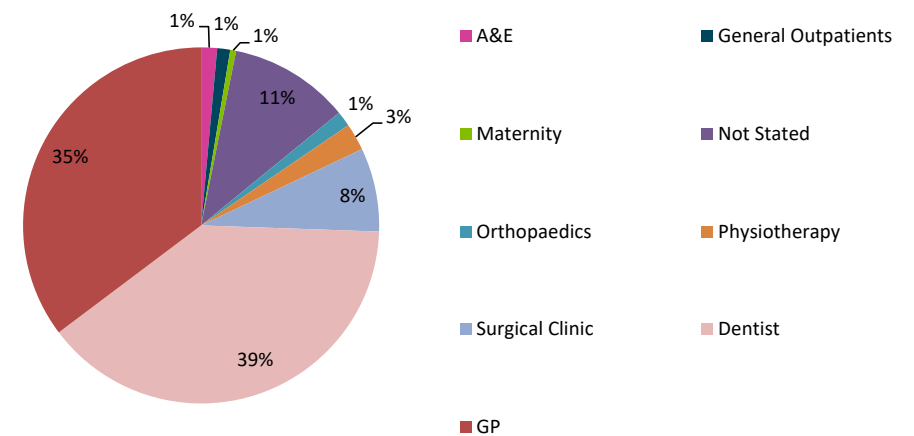
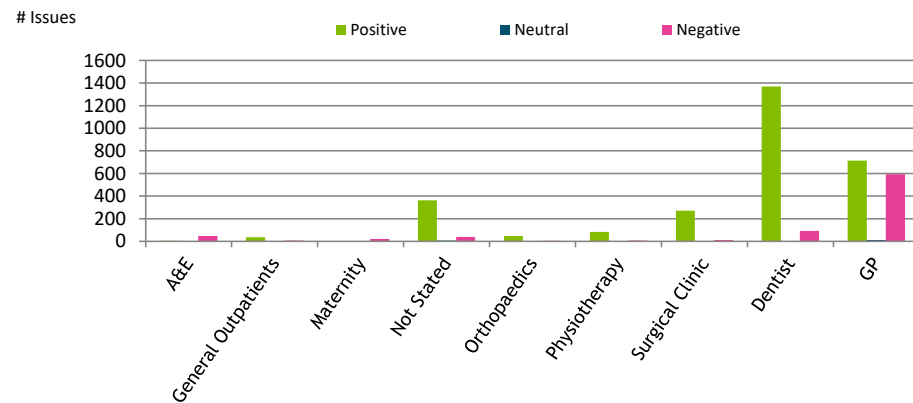


### 4.1 Service Sector



Service sectors receiving the most comments overall

### 4.2 Service Type

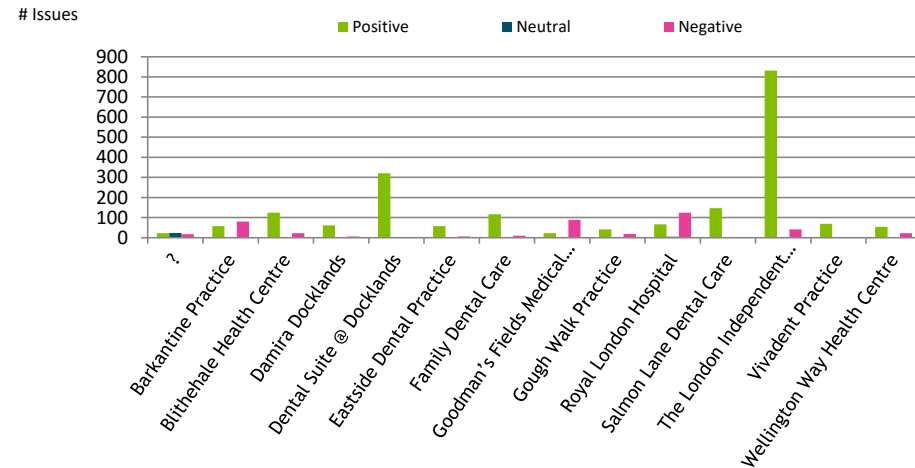


Service type receiving the most comments overall

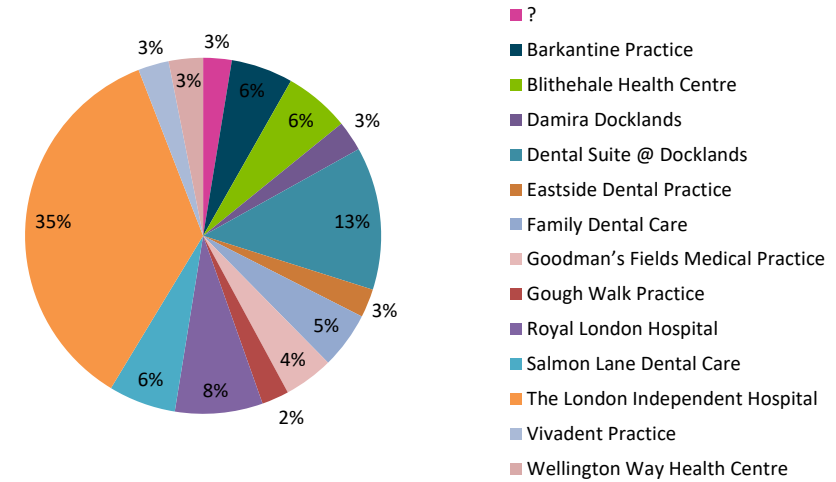
## 4. Trends: Which services are people most commenting on?



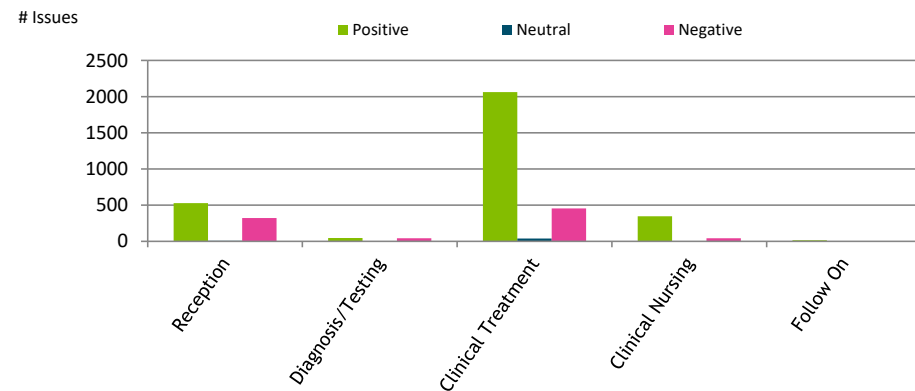
### 4.3 Services



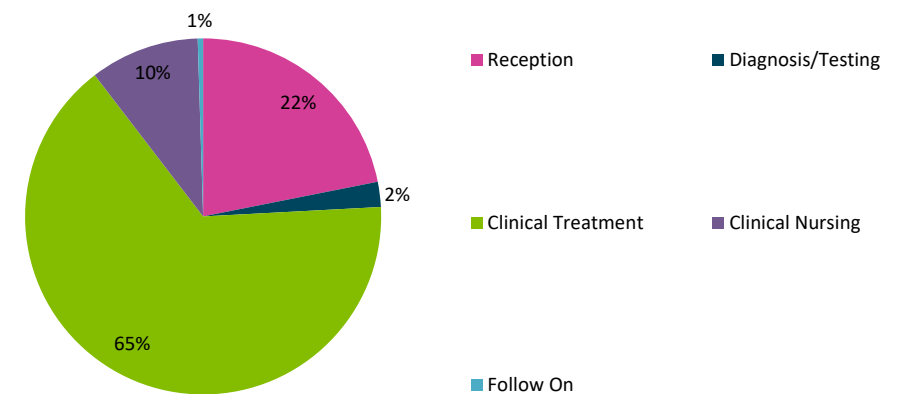
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations



Care pathway locations

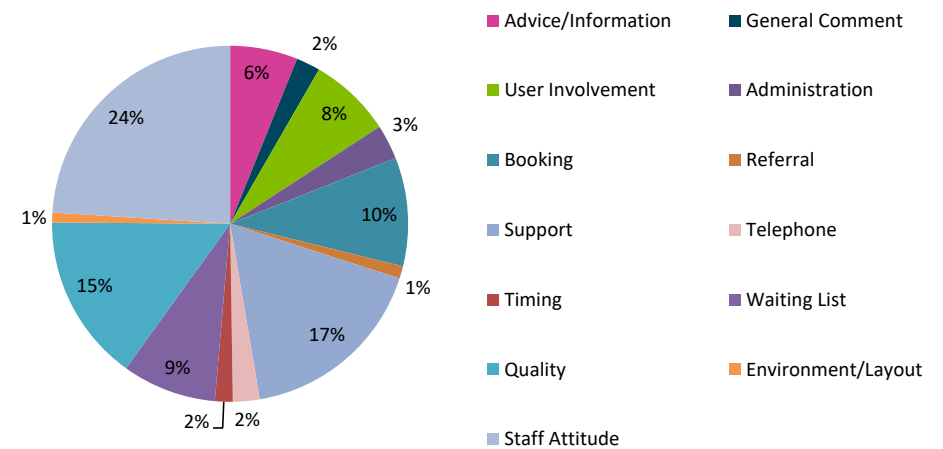
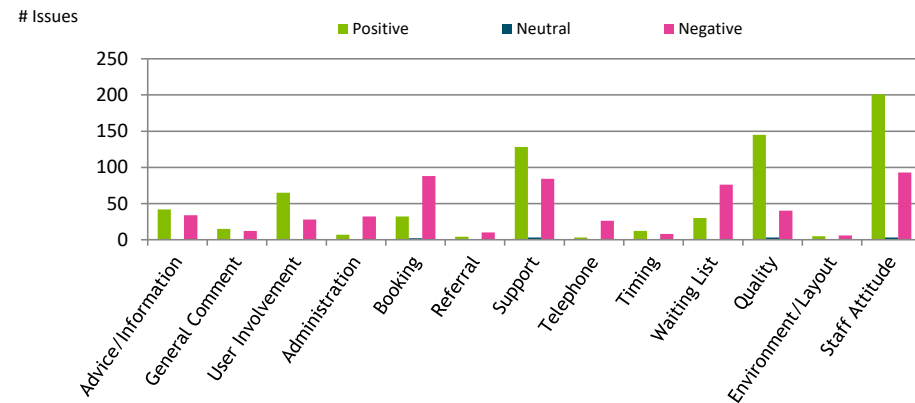




## 5. Trends: GP Services

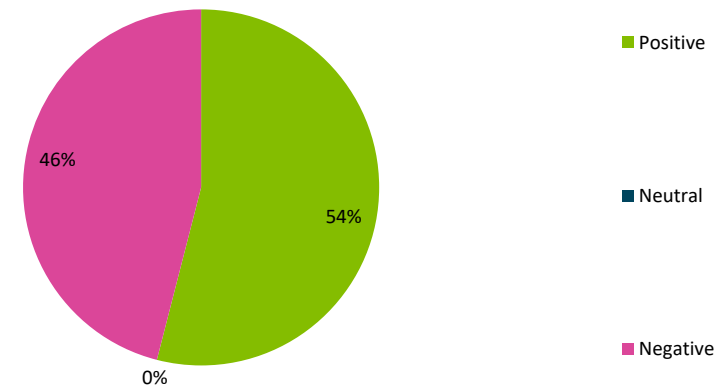
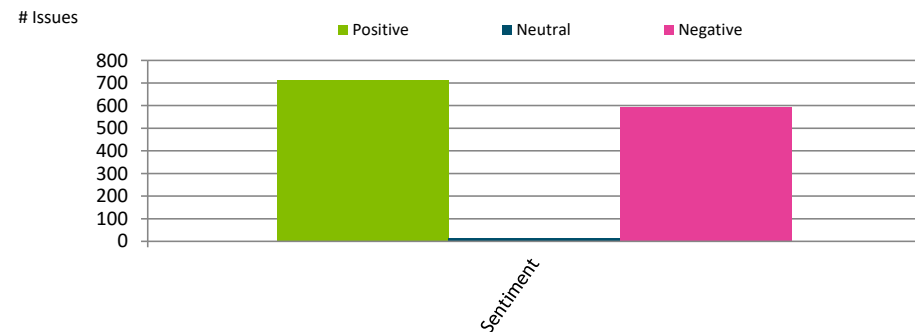


### 5.1 Trends, GP Services: 1319 issues from 302 people



Issues receiving the most comments overall

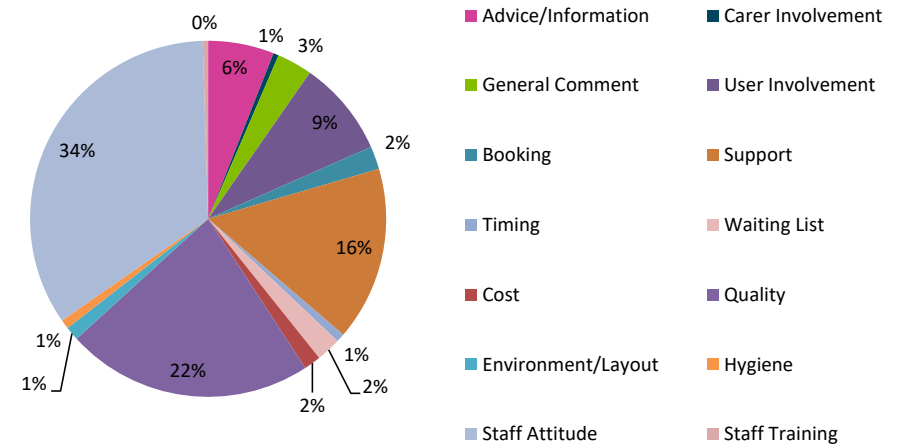
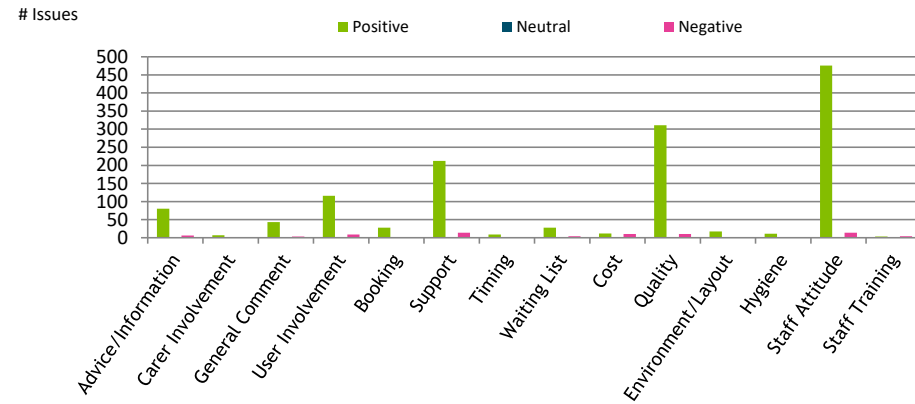
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

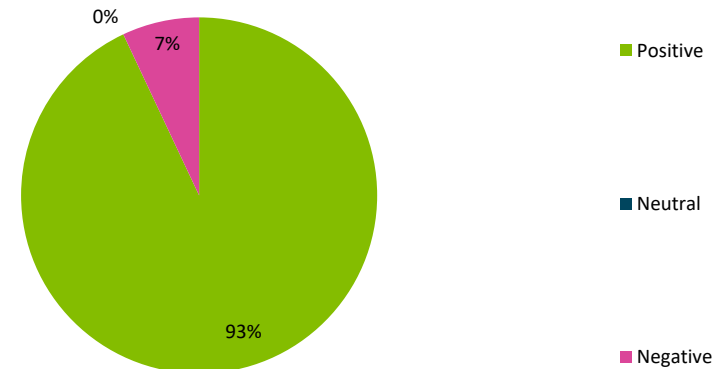
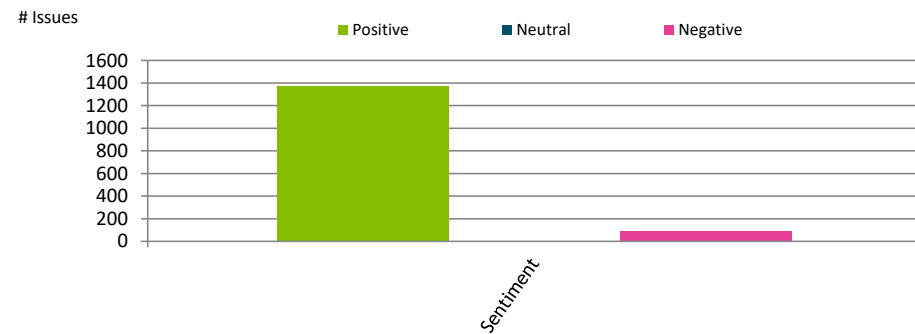


### 5.3 Trends, Dentists: 1465 issues from 353 people



Issues receiving the most comments overall

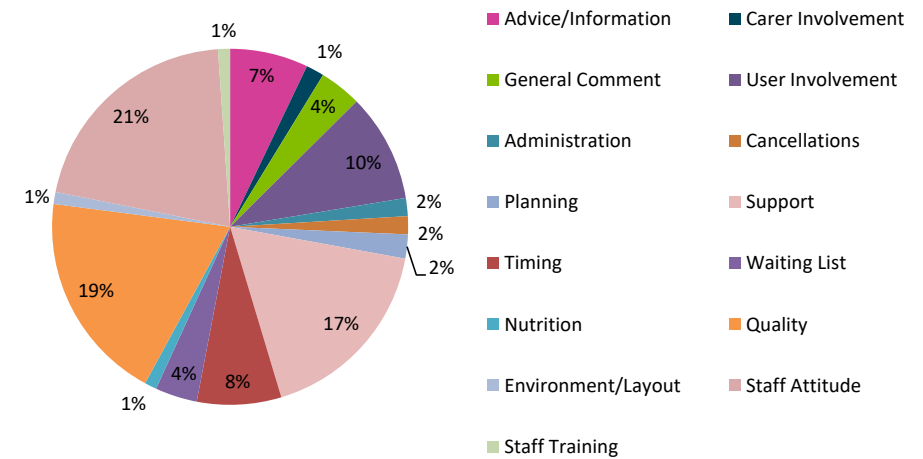
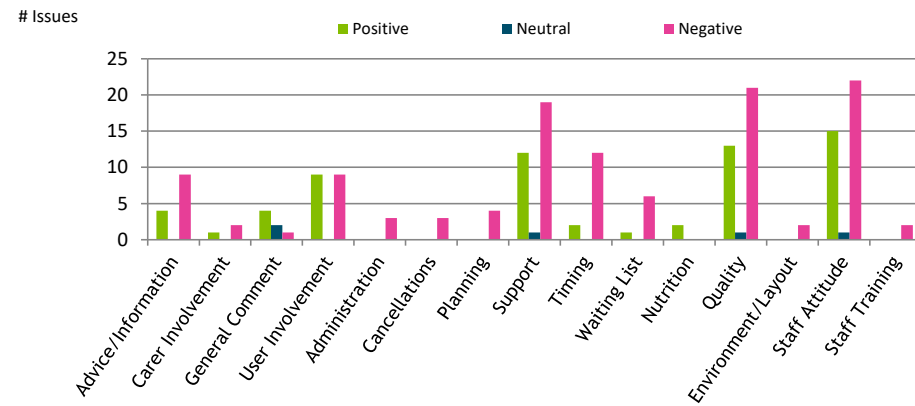
### 5.4 Sentiment, GP Services



## 5. Trends: Royal London Hospital

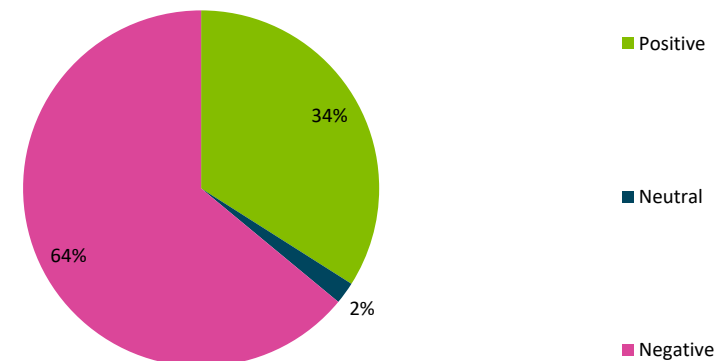
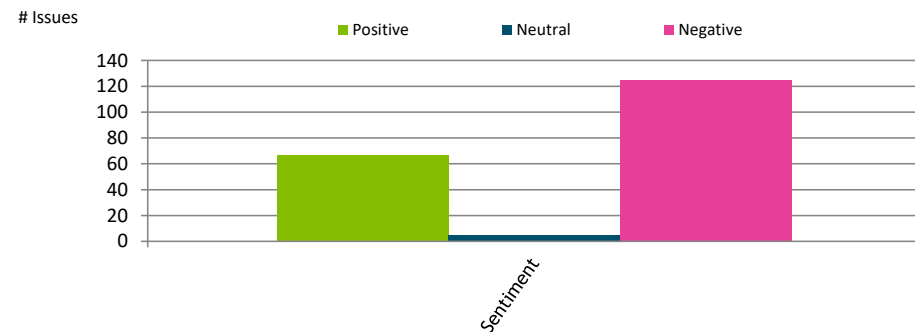


### 5.5 Trends, Royal London Hospital: 197 issues from 55 people



Issues receiving the most comments overall

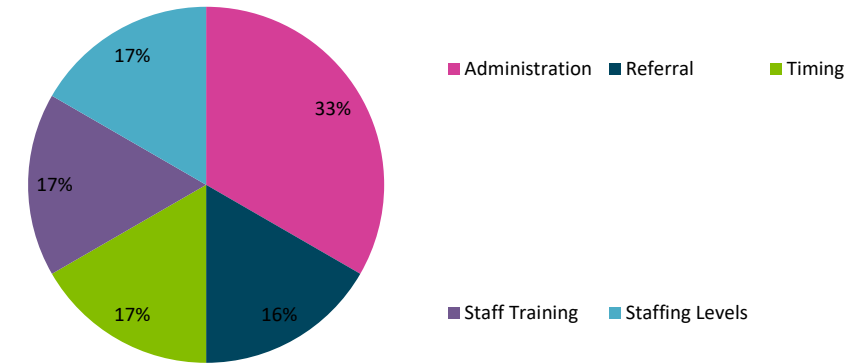
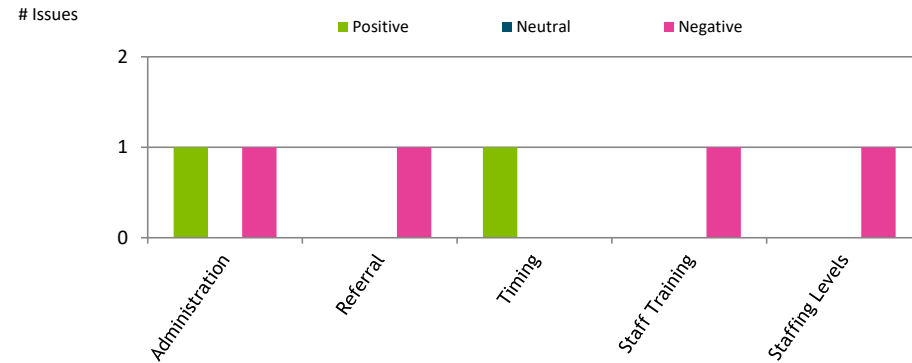
### 5.6 Sentiment, Royal London Hospital



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

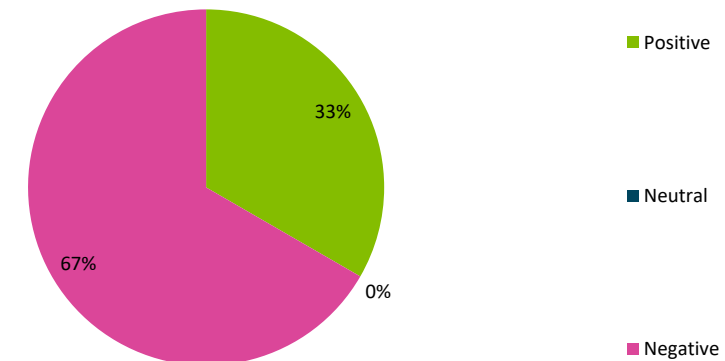
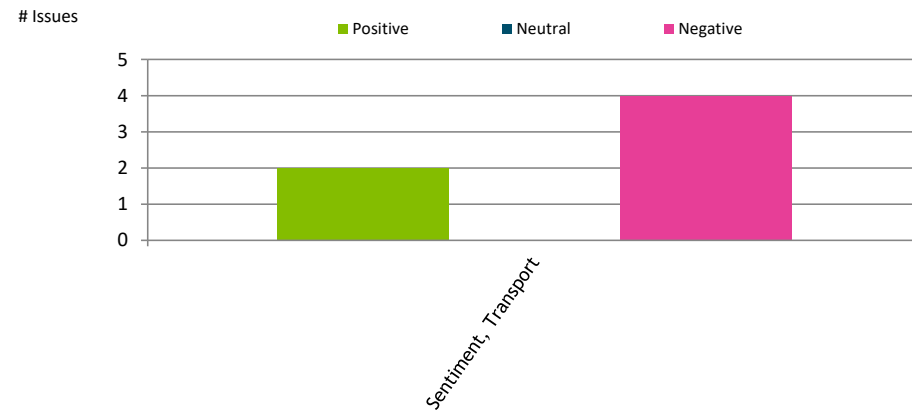


### 6.1 Trends, Transport (6 issues)



Issues receiving the most comments overall

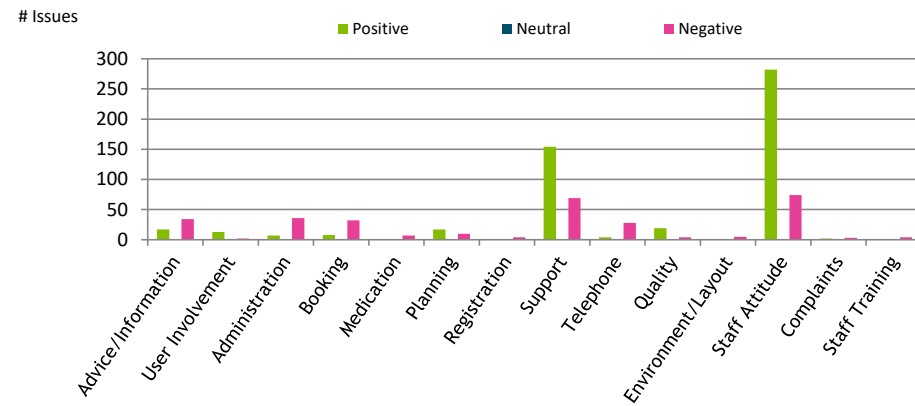
### 6.2 Sentiment, Transport



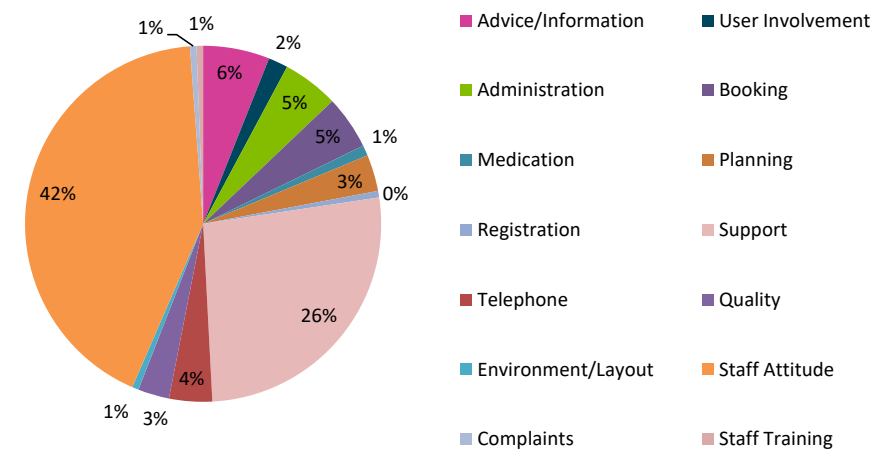
## 6. Care Pathway: Reception (reception services including back-office)



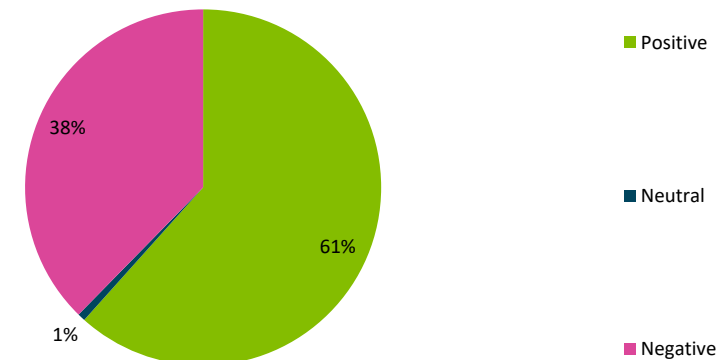
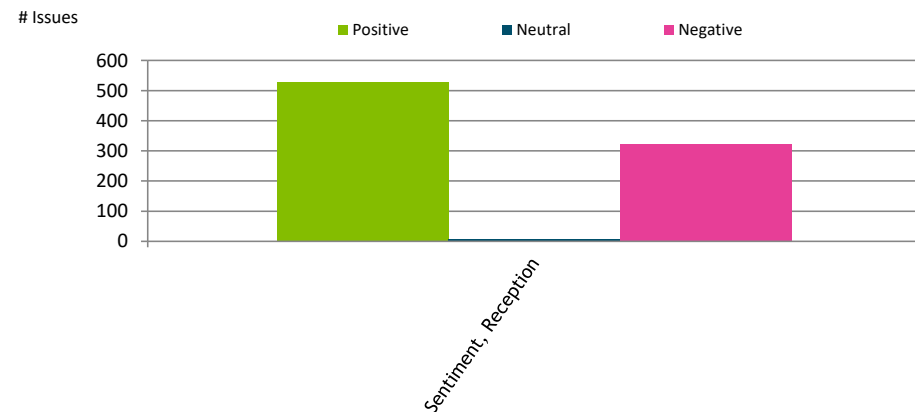
### 6.3 Trends, Reception (855 issues)



Issues receiving the most comments overall



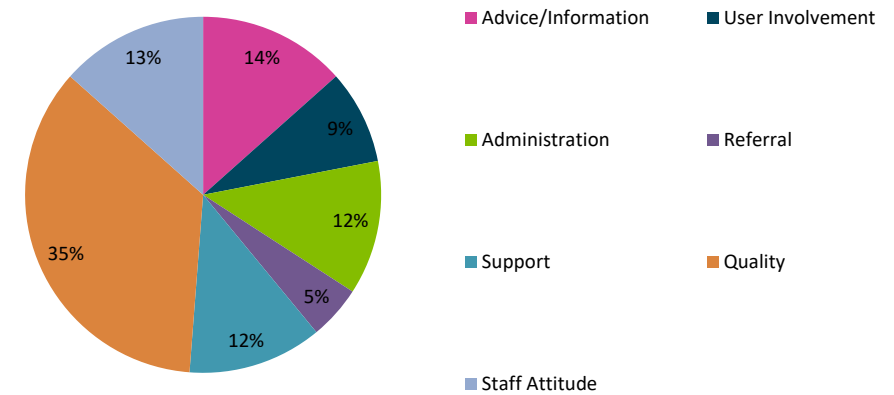
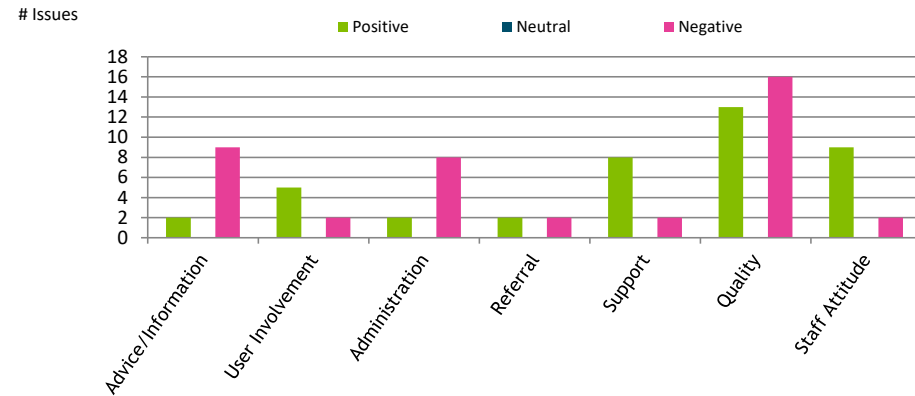
### 6.4 Sentiment, Reception



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

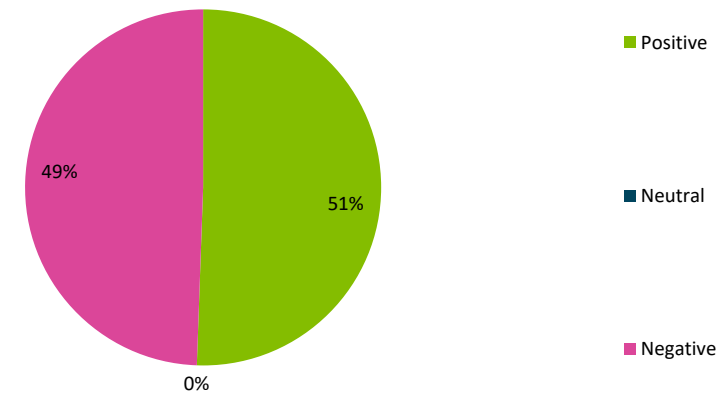
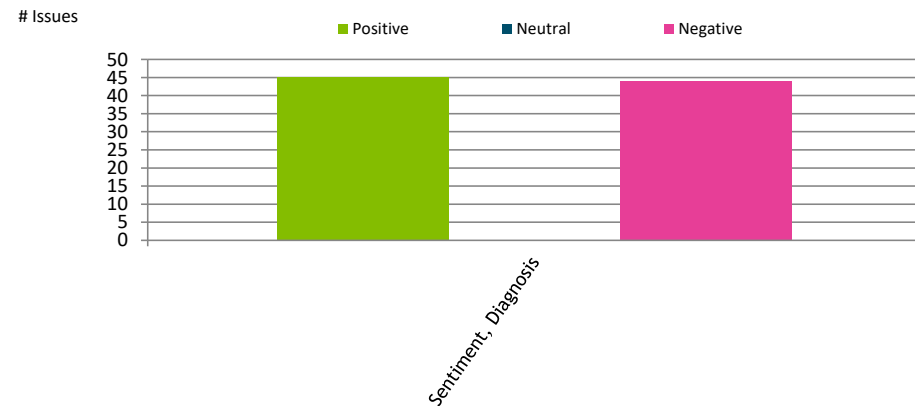


### 6.5 Trends, Diagnosis/Testing (89 issues)



Issues receiving the most comments overall

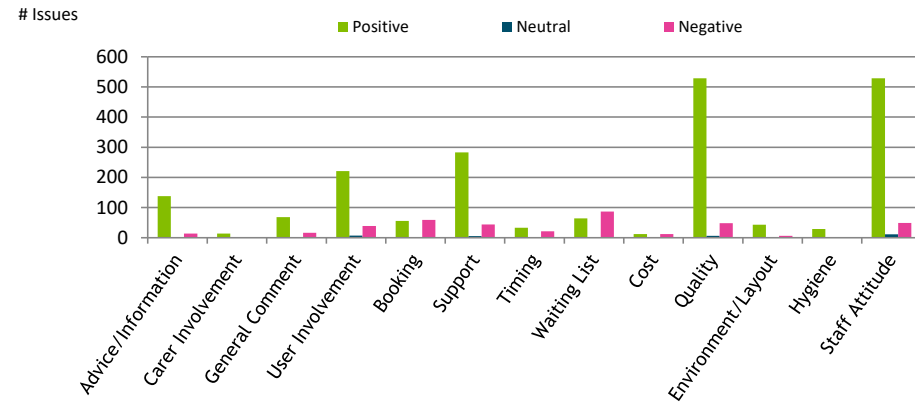
### 6.6 Sentiment, Diagnosis/Testing



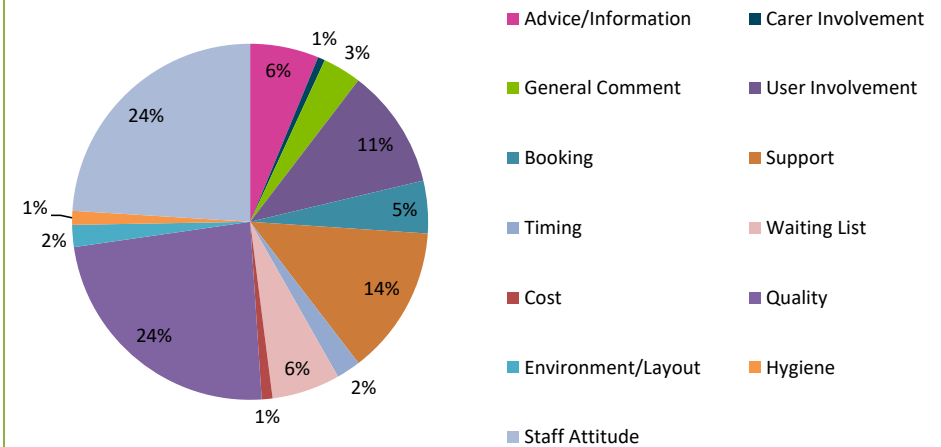
## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



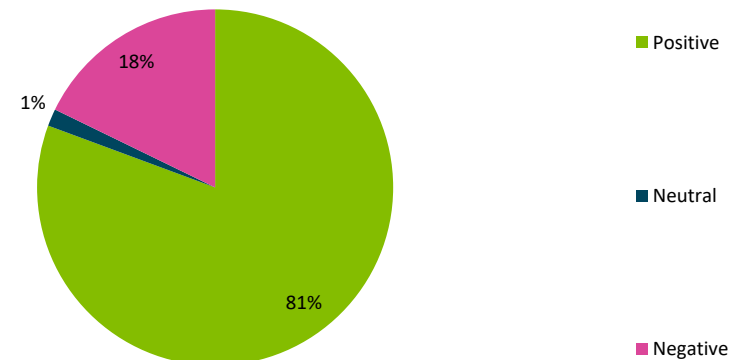
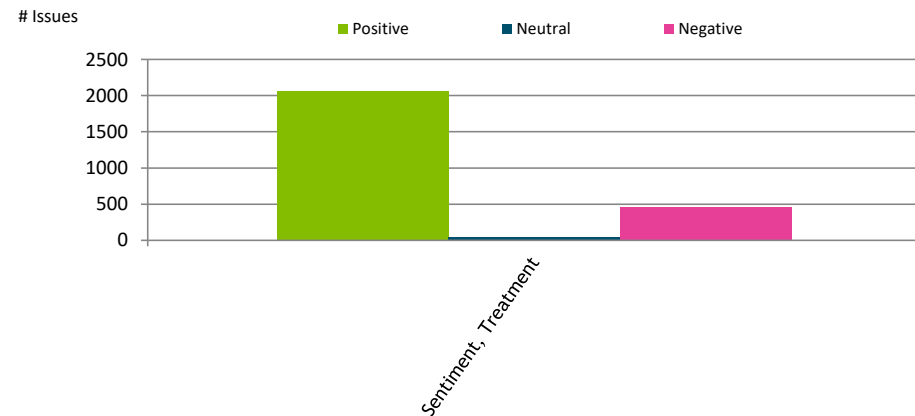
### 6.7 Trends, Clinical Treatment (2557 issues)



Issues receiving the most comments overall



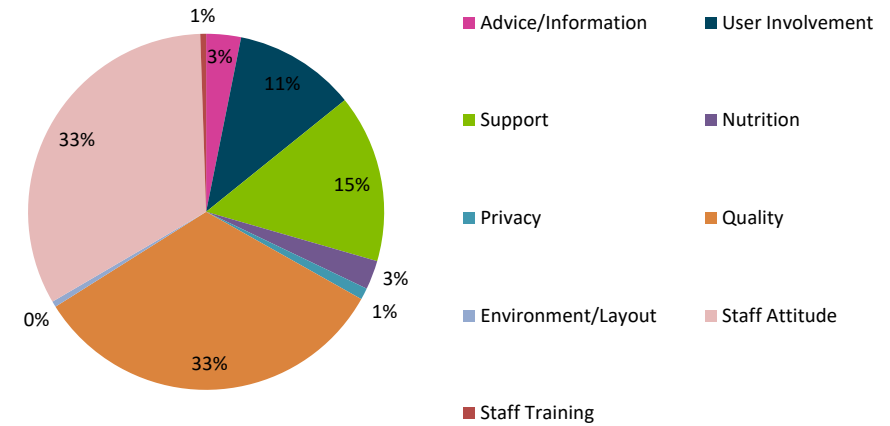
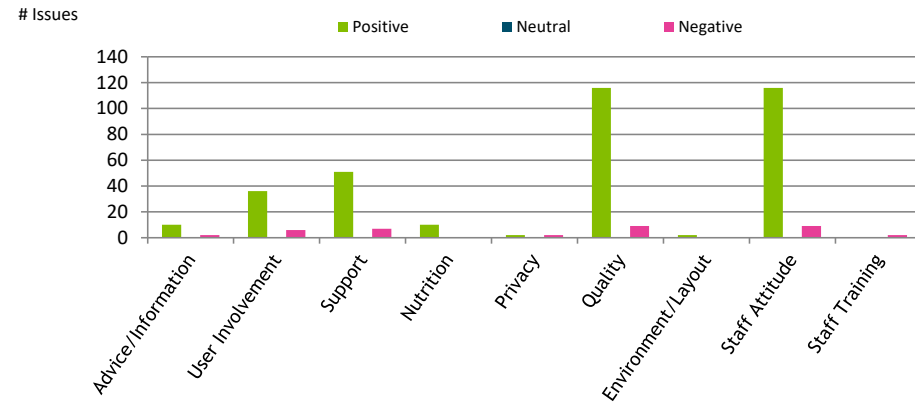
### 6.8 Sentiment, Clinical Treatment



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

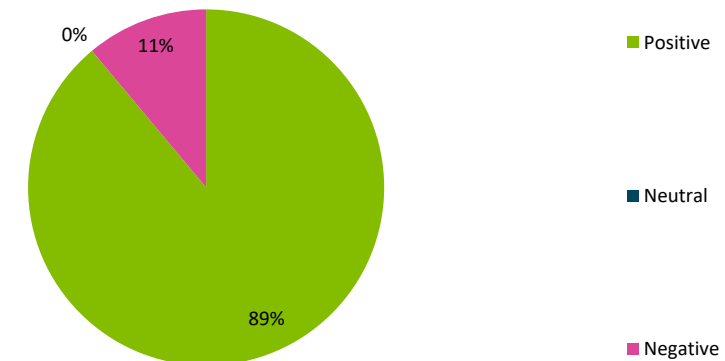
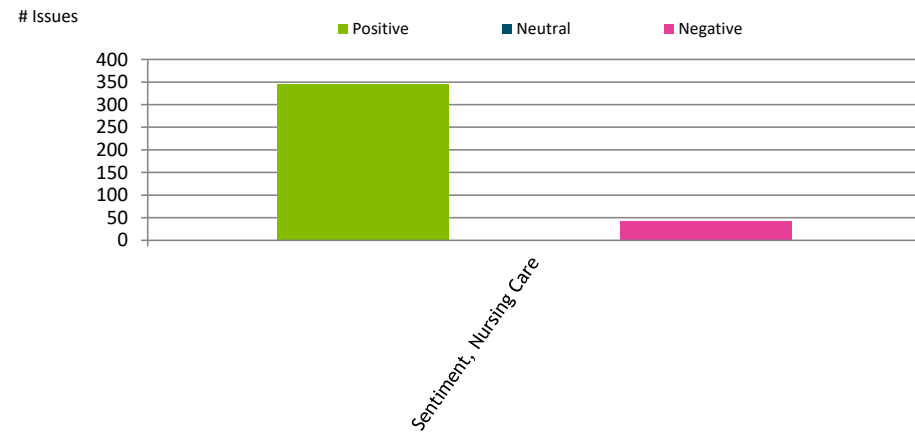


### 6.9 Trends, Clinical Nursing (388 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing

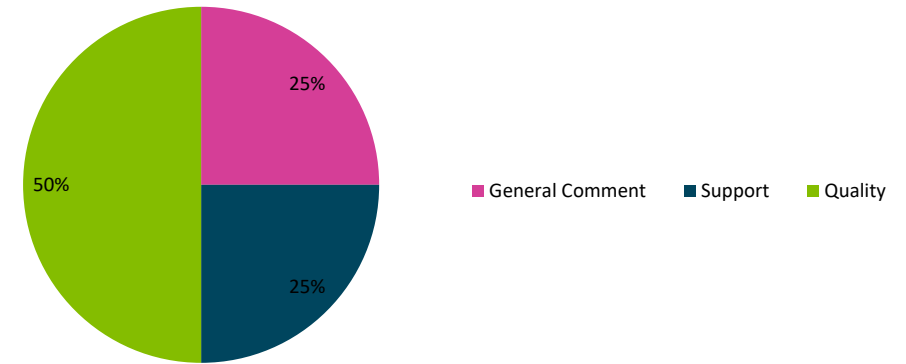
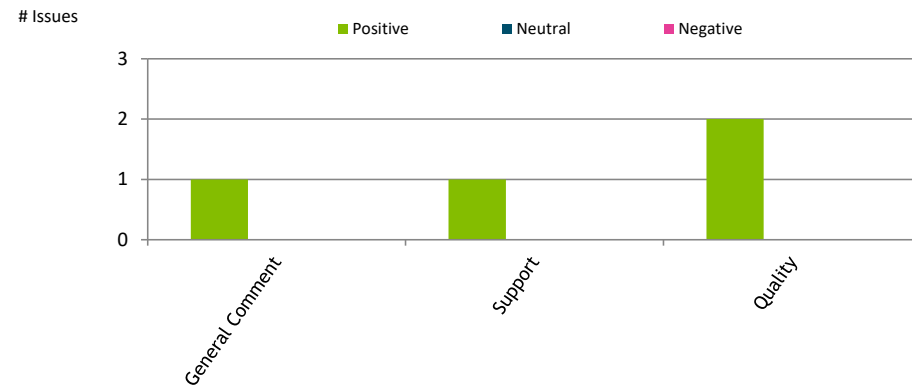




## 6. Care Pathway: Discharge (discharge from a service)

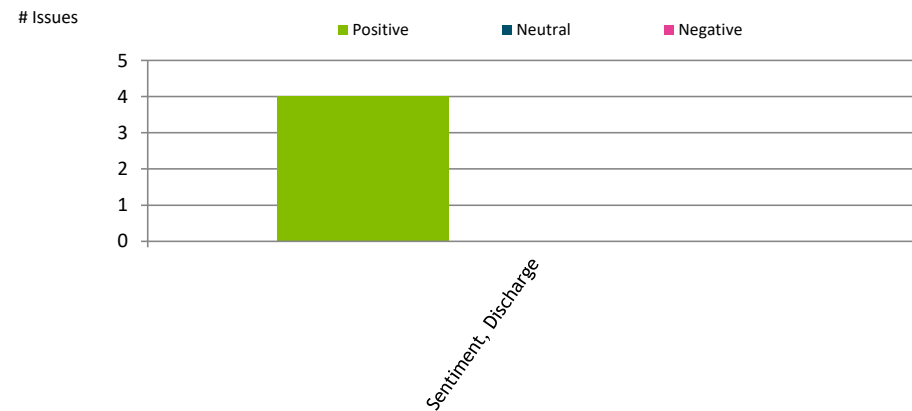


### 6.11 Trends, Discharge (4 issues)



Issues receiving the most comments overall

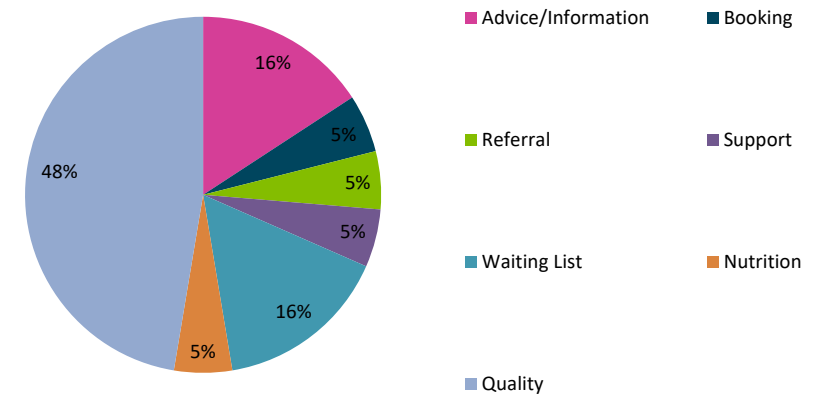
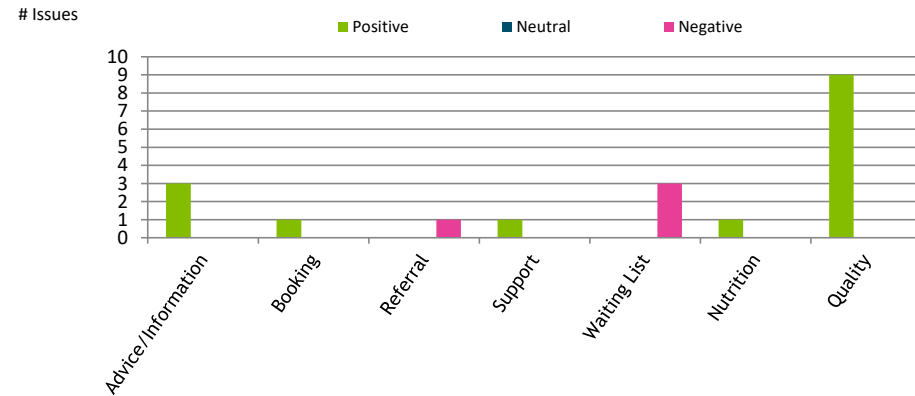
### 6.12 Sentiment, Discharge



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

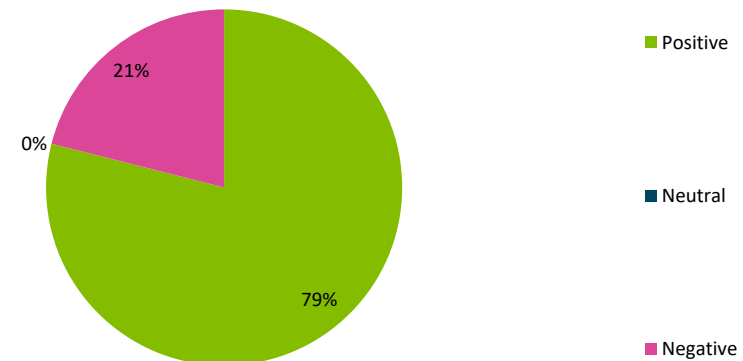
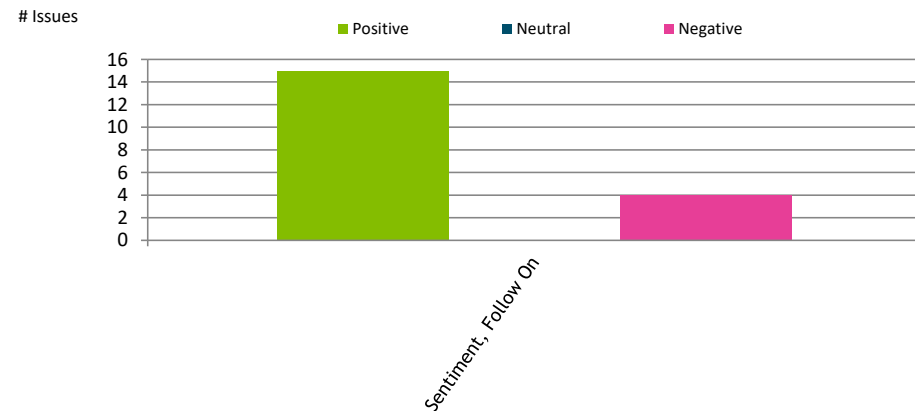


### 6.13 Trends, Follow On (19 issues)



Issues receiving the most comments overall

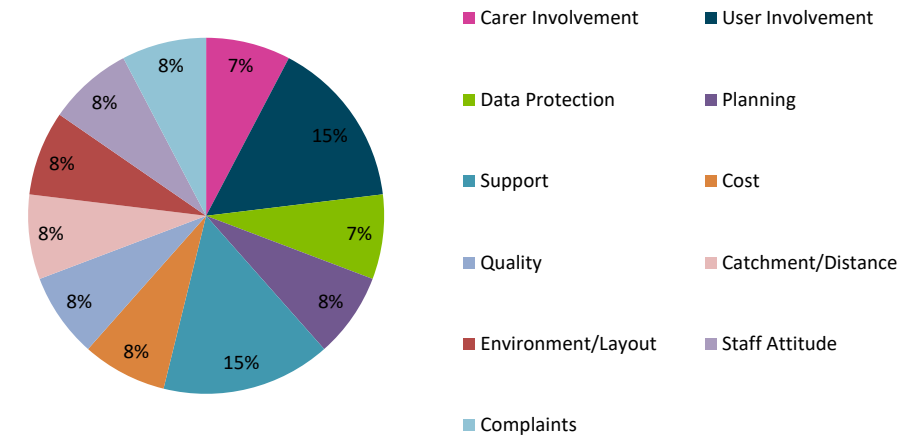
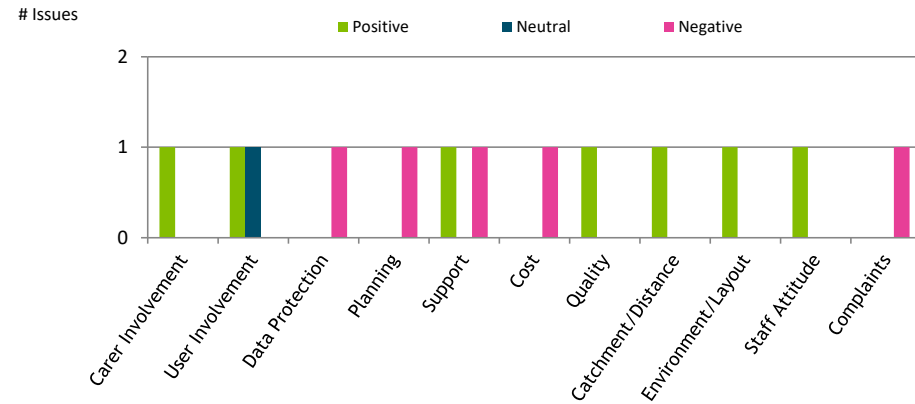
### 6.14 Sentiment, Follow On



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

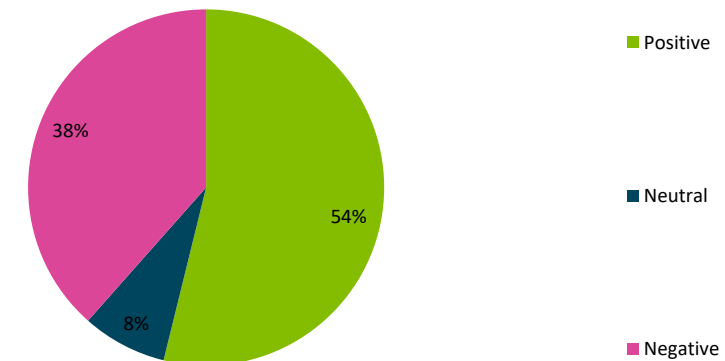
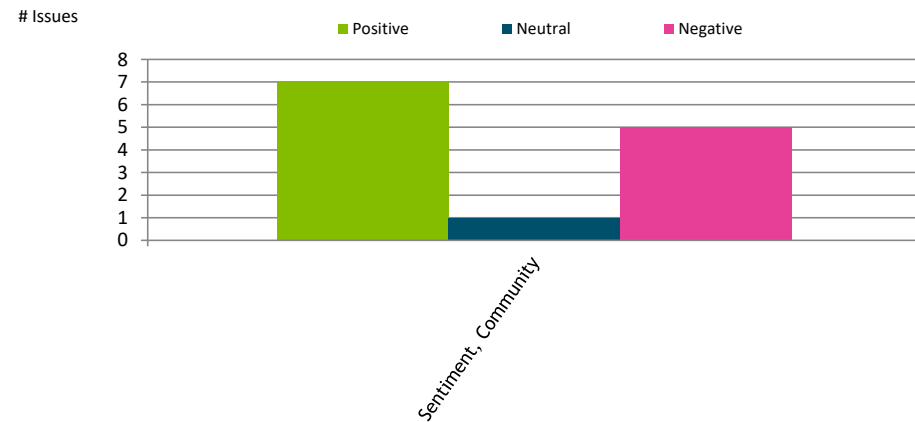


### 6.15 Trends, Community (13 issues)



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.	170	1	59	230
	Carer Involvement	Involvement or influence of carers and family members.	15	0	4	19
	Peer Involvement	Involvement or Influence of friends.	0	0	0	0
	General Comment	A generalised statement (ie; "The doctor was good.")	69	2	16	87
	User Involvement	Involvement or influence of the service user.	276	8	49	333
Systems	Administration	Administrative processes and delivery.	10	0	47	57
	Admission	Physical admission to a hospital ward, or other service.	0	0	2	2
	Booking	Ability to book, reschedule or cancel appointments.	66	3	91	160
	Cancellations	Cancellation of appointment by the service provider.	0	0	15	15
	Data Protection	General data protection (including GDPR).	0	0	2	2
	Referral	Referral to a service.	7	1	12	20
	Medical Records	Management of medical records.	0	0	0	0
	Medication	Prescription and management of medicines.	1	0	10	11
	Opening Times	Opening times of a service.	0	0	3	3
	Planning	Leadership and general organisation.	17	1	11	29
	Registration	Ability to register for a service.	1	0	6	7
	Support	Levels of support provided.	499	6	123	628
	Telephone	Ability to contact a service by telephone.	4	1	29	34
	Timing	Physical timing (ie; length of wait at appointments).	34	0	22	56
	Waiting List	Length of wait while on a list.	64	1	90	155
Values	Choice	General choice.	6	0	4	10
	Cost	General cost.	12	0	13	25
	Language	Language, including terminology.	2	0	2	4
	Nutrition	Provision of sustenance.	12	0	0	12
	Privacy	Privacy, personal space and property.	3	0	4	7
	Quality	General quality of a service, or staff.	689	7	77	773
	Sensory	Deaf/blind or other sensory issues.	2	0	1	3
	Stimulation	General stimulation, including access to activities.	6	0	0	6

## 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>	13	2	0	15
	Environment/Layout	<i>Physical environment of a service.</i>	47	0	11	58
	Equipment	<i>General equipment issues.</i>	4	0	1	5
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	2	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	30	2	1	33
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	Travel/Parking	<i>Ability to travel or park.</i>	2	0	0	2
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>	1	0	5	6
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	937	12	134	1083
	Complaints	<i>Ability to log and resolve a complaint.</i>	2	0	5	7
	Staff Training	<i>Training of staff.</i>	5	0	16	21
	Staffing Levels	<i>General availability of staff.</i>	0	0	5	5
Total:			3007	47	878	3932