The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Tower Hamlets

Community*Insight*

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

Qualitative Feedback, 1 April - 30 June 2025

healthwatch
Tower Hamlets

Index and overview of findings

997

Data Source

This report is based on the experience of 997 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 and 24% negative, according to feedback.

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

81%

Information, Involvement and Support

Satisfaction is at 81% positive and 19% negative, comments suggest.

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

88%

Quality and Empathy

According to comments, satisfaction is at 88% positive and 12% negative.

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

42%

Access to Services

Satisfaction is at 42% positive, 57% negative and 1% neutral.

This quarter, complaints are down by 2% on ability to book appointments and by 1% on waiting times, while up by 1% 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.

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

GP Services

Satisfaction is at 63% positive and 37% negative, according to feedback.

457 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.

457

Dentists

Comments suggest satisfaction is at 91% positive and 9% negative.

287 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.

287

Royal London Hospital

Satisfaction is at 44% positive, 55% negative and 1% neutral, comments suggest.
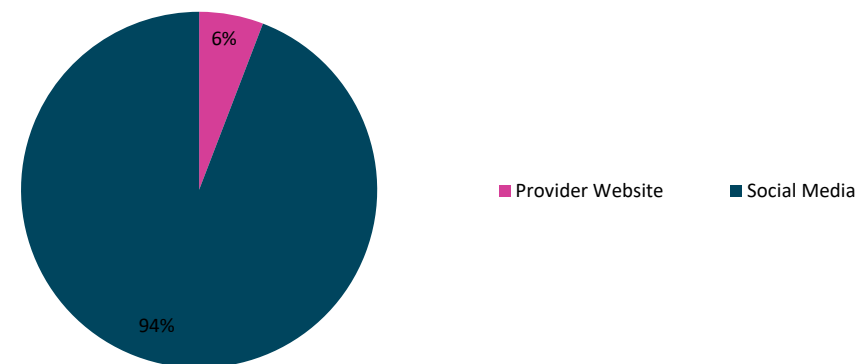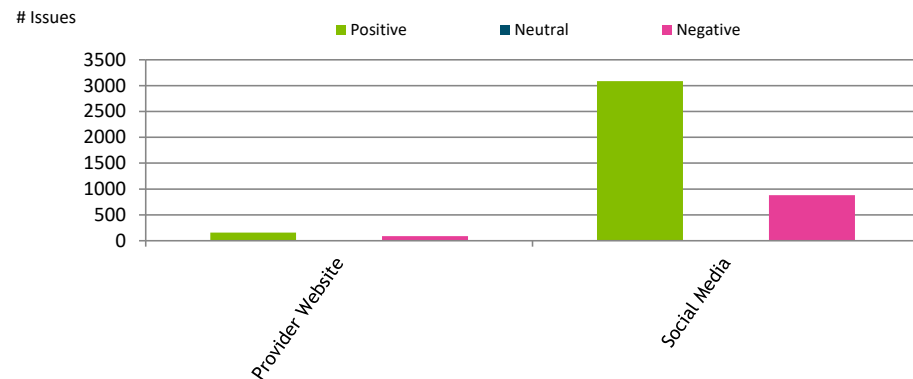
47 people comment this quarter. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication, empathy, involvement and support. More on page 11.

47

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.

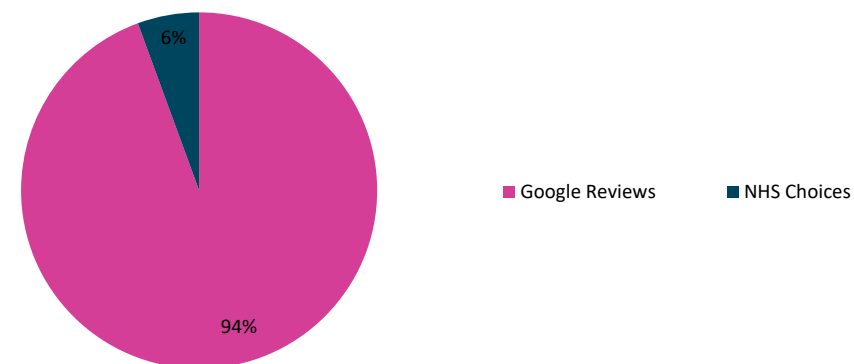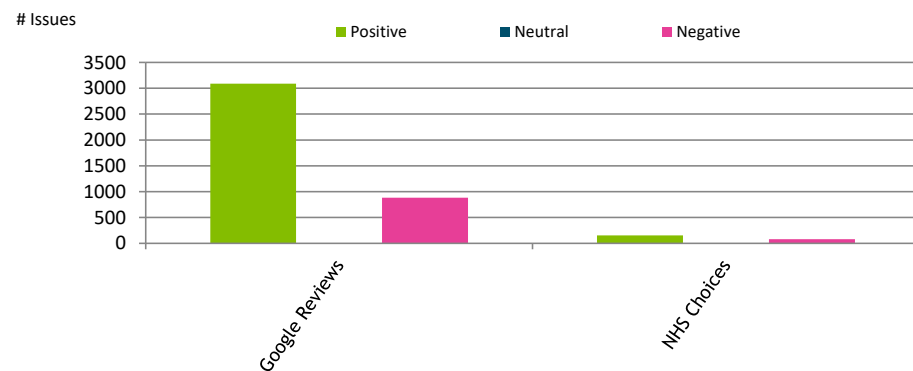## 1. Data Source: Where did we collect the feedback?

1.1 Source: 4232 issues from 997 people

Issues

Legend: Positive | Neutral | Negative

Bar chart values (y-axis # Issues, 0 to 3500):
- Provider Website
- Social Media

Pie chart:
- Provider Website: 6%
- Social Media: 94%

Sources providing the most comments overall

1.2 Origin

Issues

Legend: Positive | Neutral | Negative

Bar chart values (y-axis # Issues, 0 to 3500):
- Google Reviews
- NHS Choices

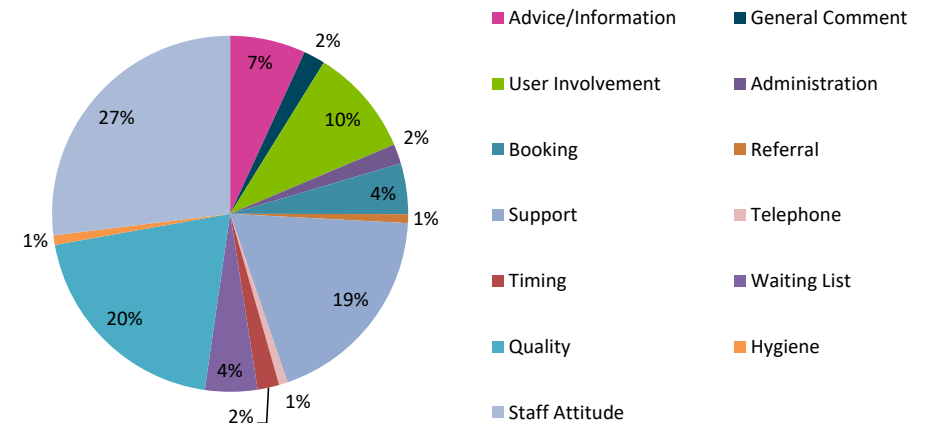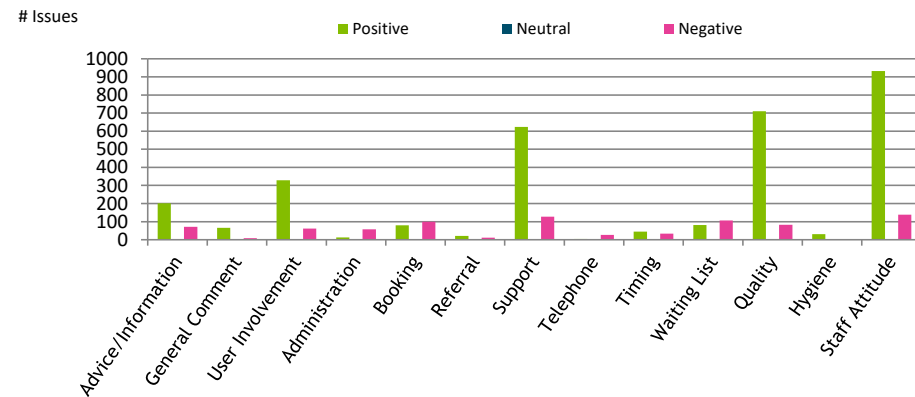Pie chart:
- Google Reviews: 94%
- NHS Choices: 6%

Origins providing the most comments overall

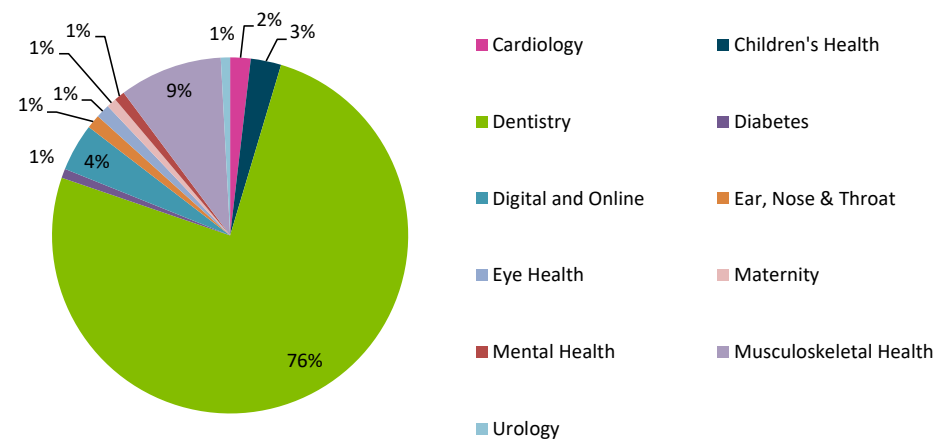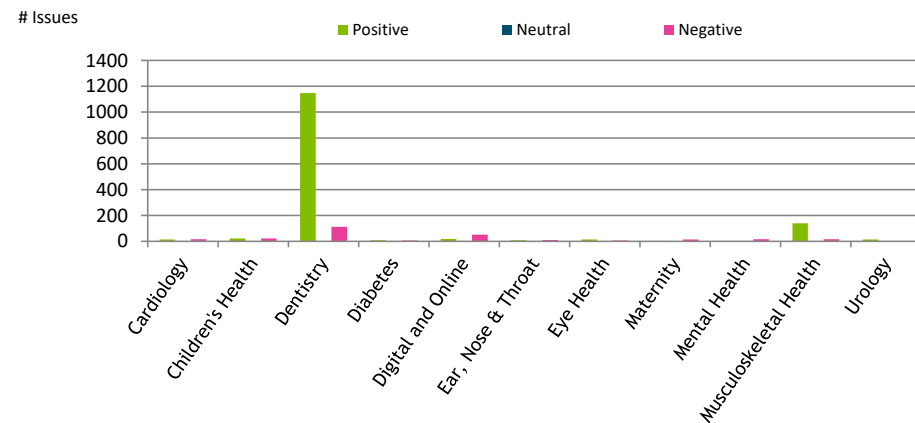## 2. Health and Care Services: Which service aspects are people most commenting on?

2.1 Top Trends: 4231 issues from 997 people

Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Advice/Information 7%
- General Comment 2%
- User Involvement 10%
- Administration 2%
- Booking 4%
- Referral 1%
- Support 19%
- Telephone 1%
- Timing 2%
- Waiting List 4%
- Quality 20%
- Hygiene 1%
- Staff Attitude 27%

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

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Categories: Cardiology, Children's Health, Dentistry, Diabetes, Digital and Online, Ear, Nose & Throat, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Urology

Pie chart:
- Cardiology 3%
- Children's Health 2%
- Dentistry 76%
- Diabetes 1%
- Digital and Online 4%
- Ear, Nose & Throat 1%
- Eye Health 1%
- Maternity 1%
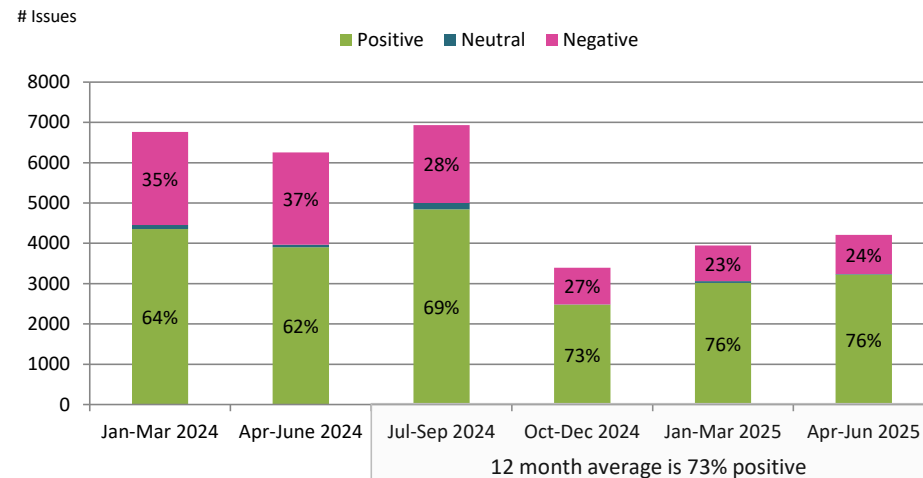- Mental Health 1%
- Musculoskeletal Health 9%
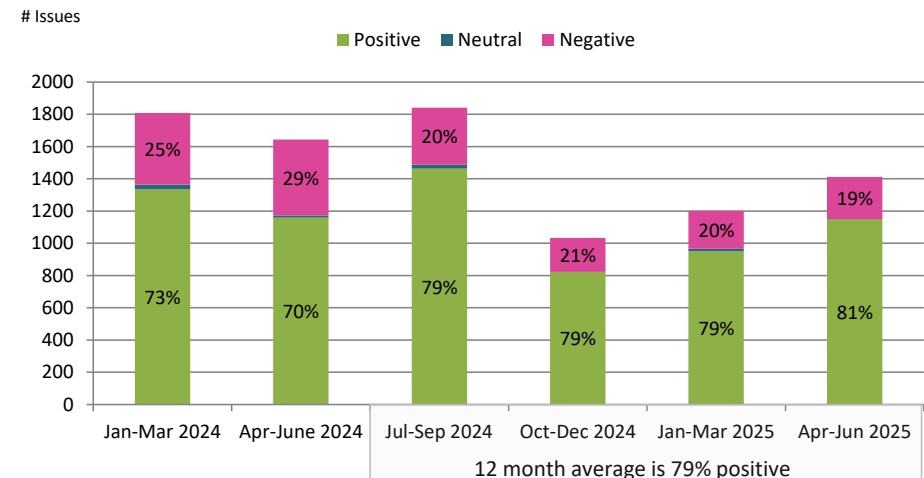- Urology 1%

Medical conditions receiving the most comments overall

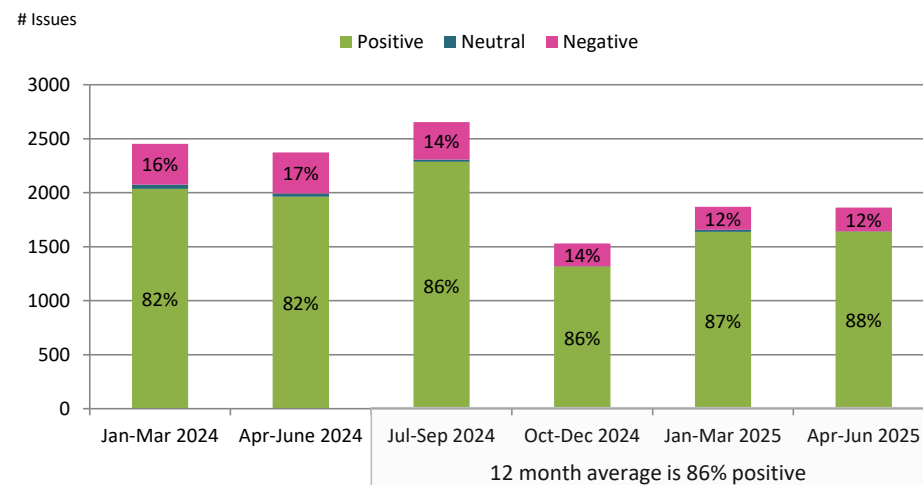# 3. Timeline: On the whole, how do people feel about Health and Care services?
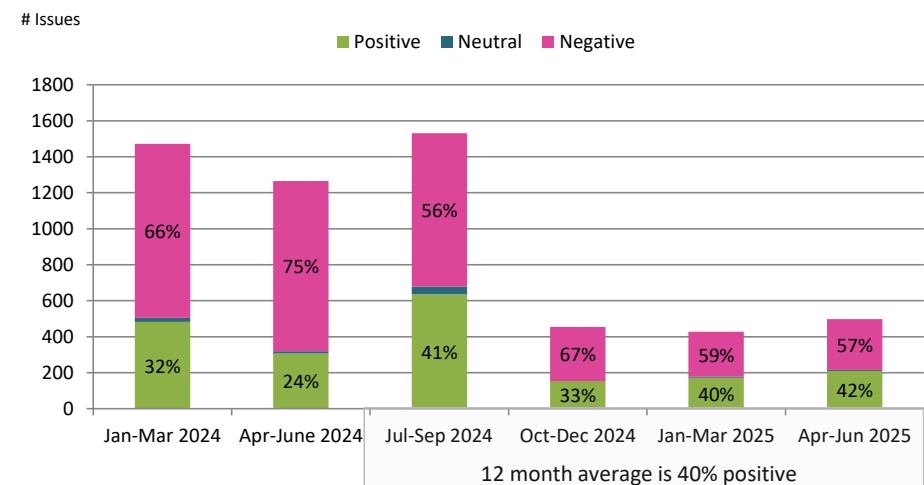
3.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
35% / 64%	37% / 62%	28% / 69%	27% / 73%	23% / 76%	24% / 76%

12 month average is 73% positive

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

Issues

Legend: Positive, Neutral, Negative

Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
25% / 73%	29% / 70%	20% / 79%	21% / 79%	20% / 79%	19% / 81%

12 month average is 79% positive

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
16% / 82%	17% / 82%	14% / 86%	14% / 86%	12% / 87%	12% / 88%

12 month average is 86% positive

3.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
66% / 32%	75% / 24%	56% / 41%	67% / 33%	59% / 40%	57% / 42%

12 month average is 40% positive

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

4.1 Service Sector

 # Issues

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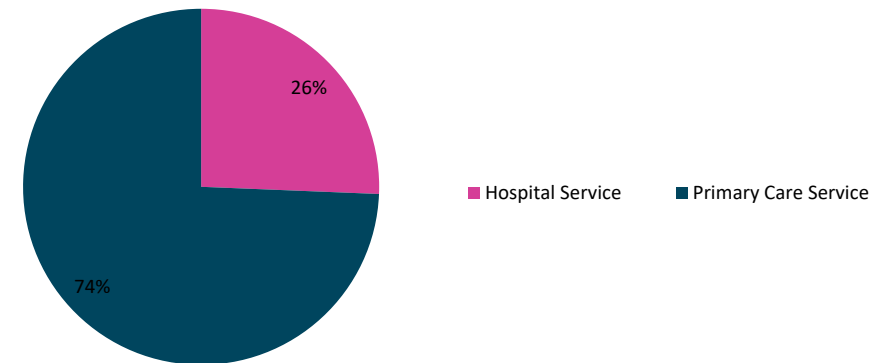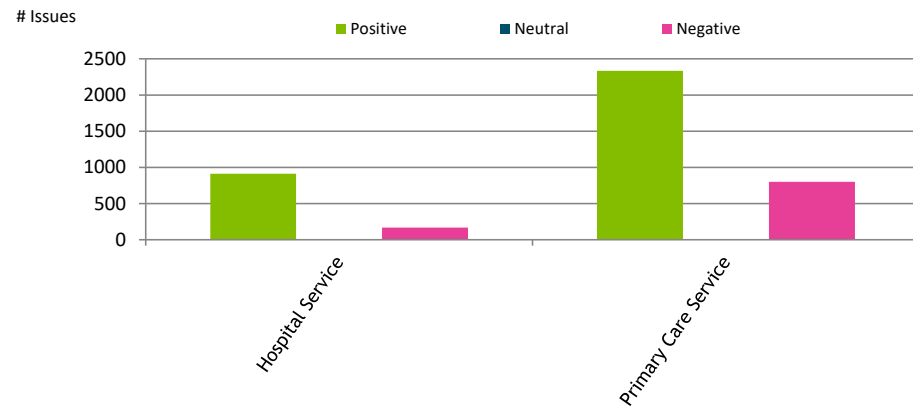
Service sectors receiving the most comments overall

Legend: ■ Hospital Service ■ Primary Care Service

Pie chart: Hospital Service 26%, Primary Care Service 74%

4.2 Service Type

 # Issues

Legend: Positive ■ Neutral ■ Negative

Categories: A&E, Endoscopy, Not Stated, Orthopaedics, Physiotherapy, Surgical Clinic, Dentist, GP
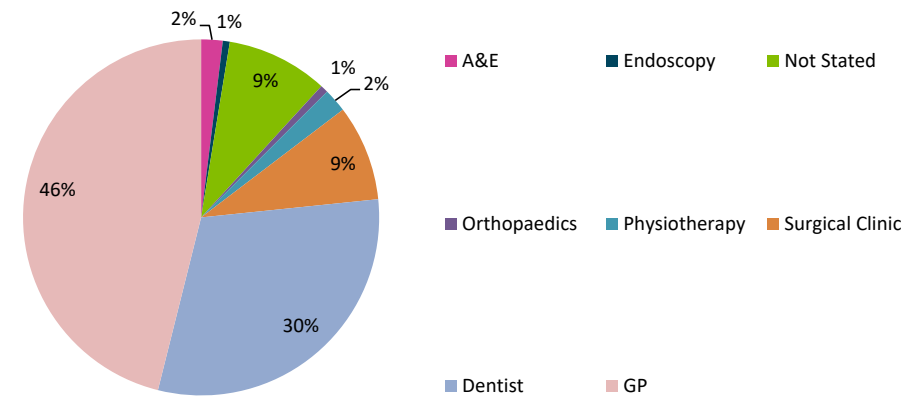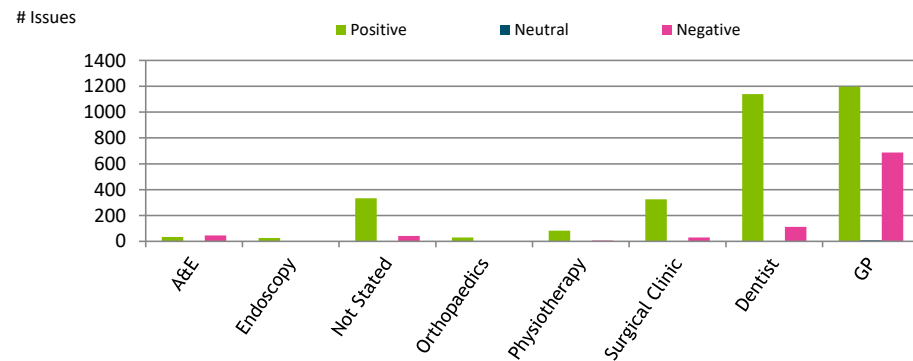
Service type receiving the most comments overall

Legend: ■ A&E ■ Endoscopy ■ Not Stated ■ Orthopaedics ■ Physiotherapy ■ Surgical Clinic ■ Dentist ■ GP

Pie chart: 2%, 1%, 9%, 1%, 2%, 9%, 30%, 46%

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

4.3 Services

Issues

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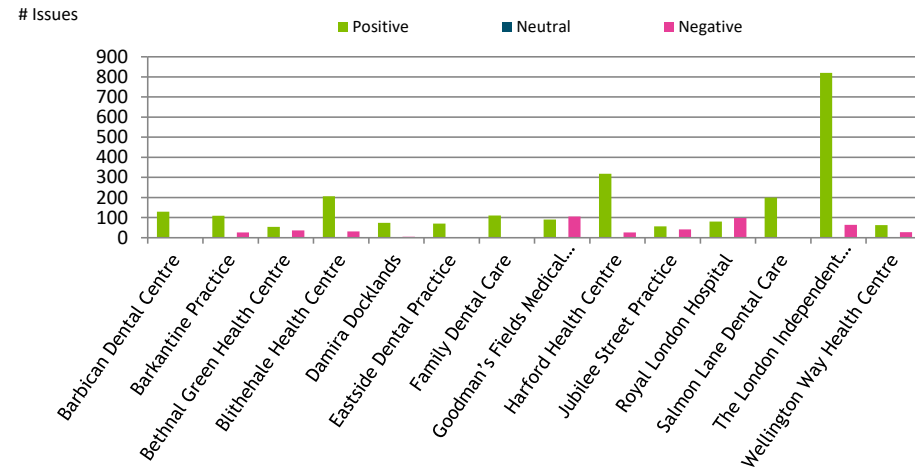
Services receiving the most comments overall

Pie chart legend:
- Barbican Dental Centre
- Barkantine Practice
- Bethnal Green Health Centre
- Blithehale Health Centre
- Damira Docklands
- Eastside Dental Practice
- Family Dental Care
- Goodman's Fields Medical Practice
- Harford Health Centre
- Jubilee Street Practice
- Royal London Hospital
- Salmon Lane Dental Care
- The London Independent Hospital
- Wellington Way Health Centre

Pie chart values: 5%, 5%, 3%, 8%, 3%, 3%, 4%, 7%, 12%, 3%, 6%, 7%, 31%, 3%

4.4 Breakdown of care pathway locations

Issues

Legend: Positive ■ Neutral ■ Negative

Care pathway locations

Pie chart legend:
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing

Pie chart values: Reception 22%, Diagnosis/Testing 3%, Clinical Treatment 65%, Clinical Nursing 10%
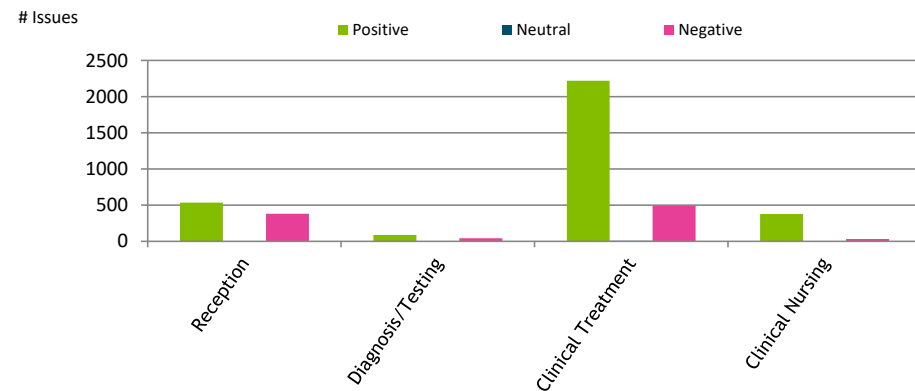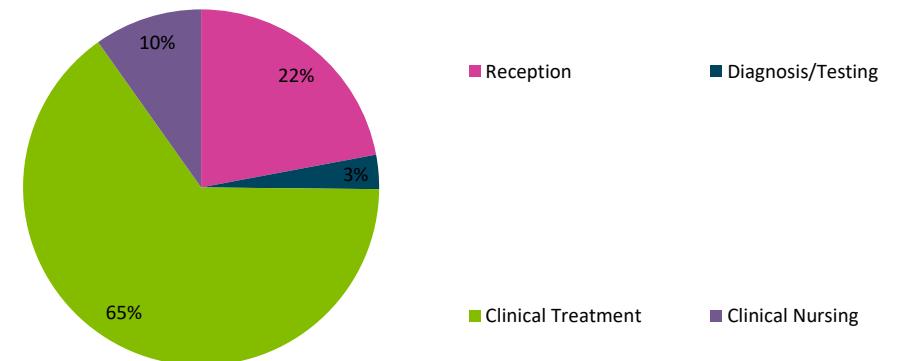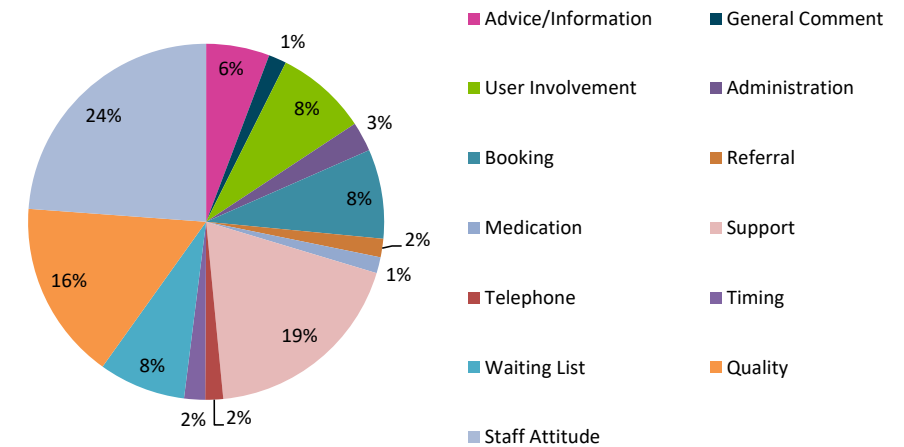
5. Trends: GP Services

5.1 Trends, GP Services: 1890 issues from 457 people

Issues

Legend: Positive · Neutral · Negative

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

Issues receiving the most comments overall

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

Pie chart values: 1%, 6%, 8%, 3%, 8%, 2%, 1%, 19%, 2%, 2%, 8%, 16%, 24%

5.2 Sentiment, GP Services

Issues

Legend: Positive · Neutral · Negative

Sentiment

Pie chart: Positive 63%, Neutral 0%, Negative 37%

5.3 Trends, Dentists: 1252 issues from 287 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories (x-axis): Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Registration, Support, Timing, Waiting List, Cost, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 8%
- Carer Involvement — 0%
- General Comment — 2%
- User Involvement — 11%
- Administration — 1%
- Booking — 3%
- Registration — 0%
- Support — 19%
- Timing — 1%
- Waiting List — 3%
- Cost — 1%
- Quality — 20%
- Environment/Layout — 1%
- Staff Attitude — 30%

5.4 Sentiment, GP Services

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment

Pie chart:
- Positive — 91%
- Neutral — 0%
- Negative — 9%

5.5 Trends, Royal London Hospital: 179 issues from 47 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart legend:
- ■ Advice/Information
- ■ General Comment
- ■ User Involvement
- ■ Administration
- ■ Admission
- ■ Planning
- ■ Support
- ■ Timing
- ■ Waiting List
- ■ Quality
- ■ Environment/Layout
- ■ Equipment
- ■ Hygiene
- ■ Staff Attitude
- ■ Staffing Levels

Pie chart values: 1%, 2%, 5%, 9%, 1%, 2%, 7%, 19%, 3%, 1%, 2%, 16%, 12%, 2%, 18%
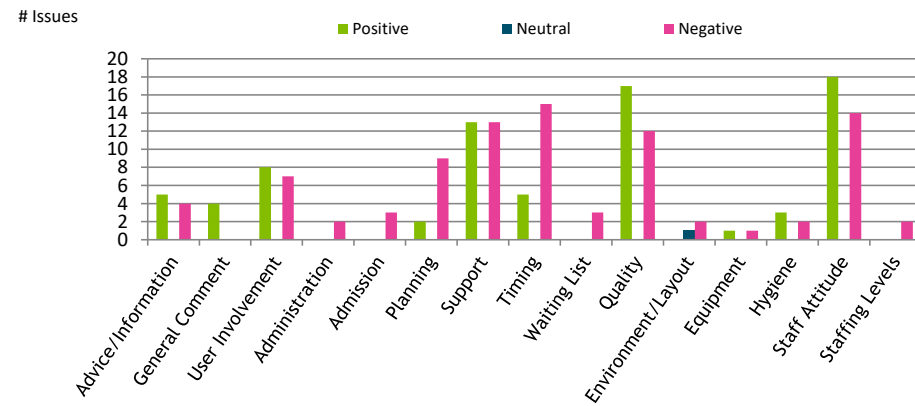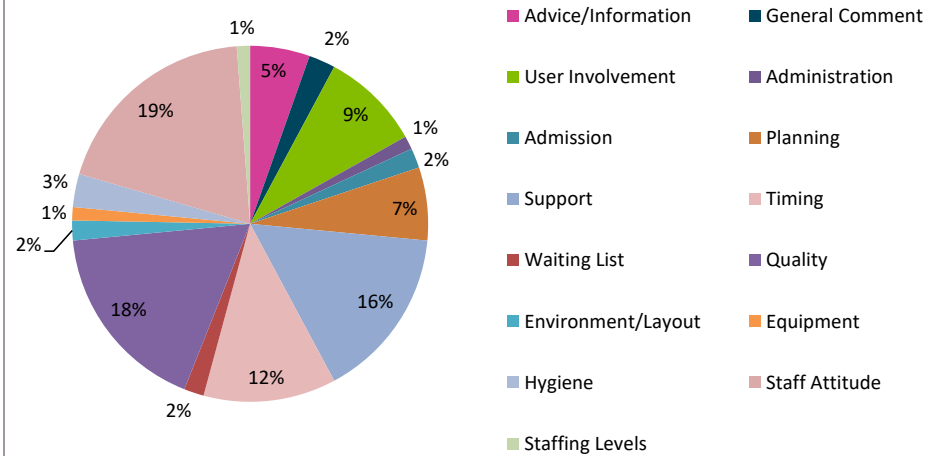
5.6 Sentiment, Royal London Hospital

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment

Pie chart: Positive 44%, Neutral 1%, Negative 55%
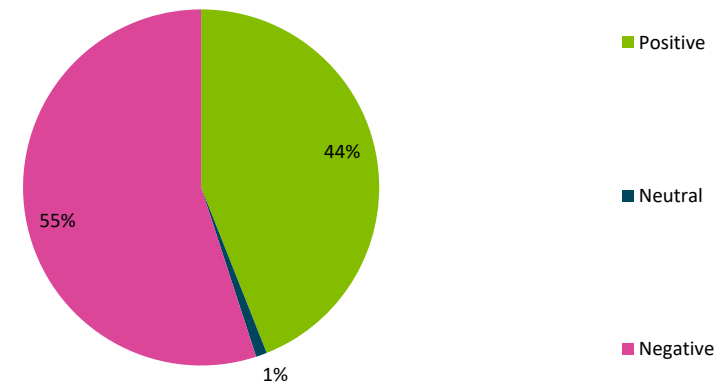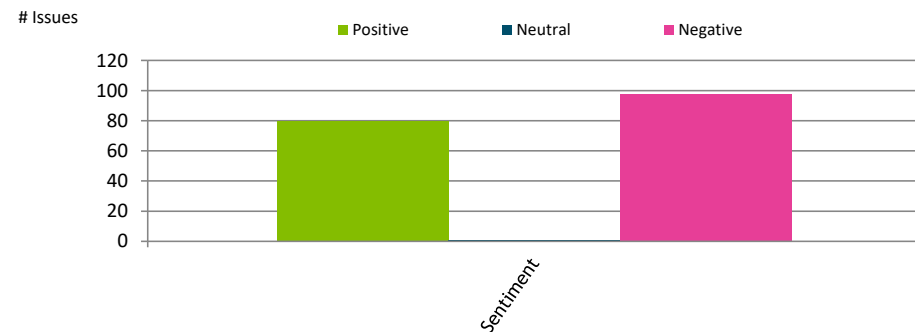
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (4 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart showing Registration (Positive: 1), Choice (Positive: 1), and Negative bars for Choice and Cost (each 1).

Pie chart: Registration 25%, Choice 50%, Cost 25%
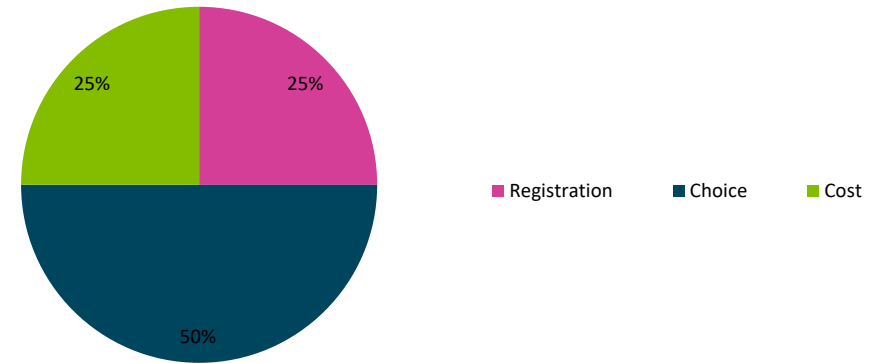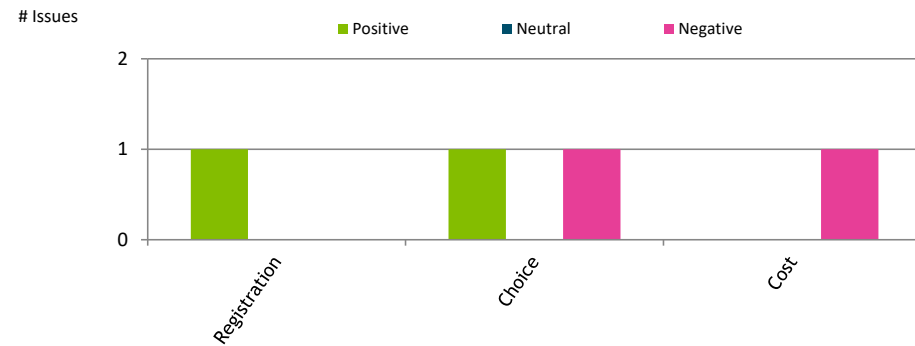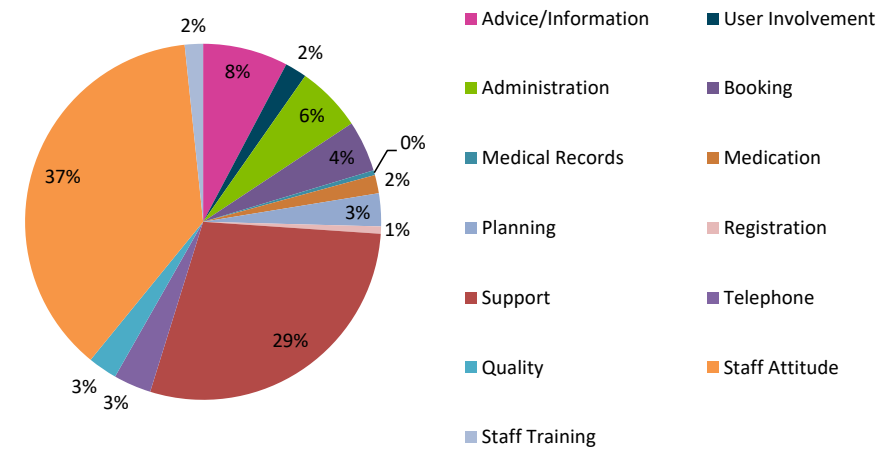
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive | Neutral | Negative

Bar chart showing Sentiment, Transport (Positive: 2, Negative: 2)

Pie chart: Positive 50%, Negative 50%, Neutral 0%

12
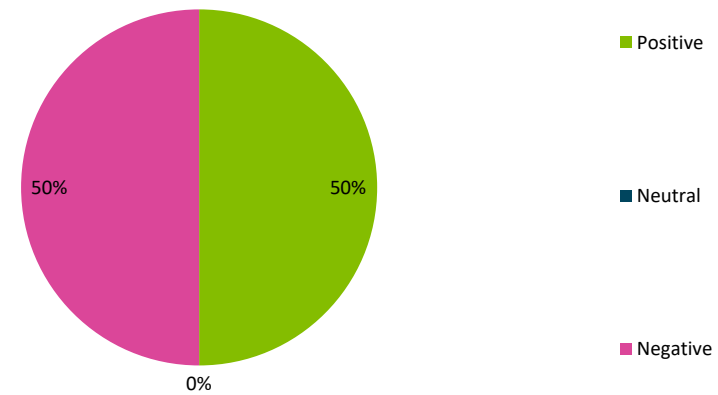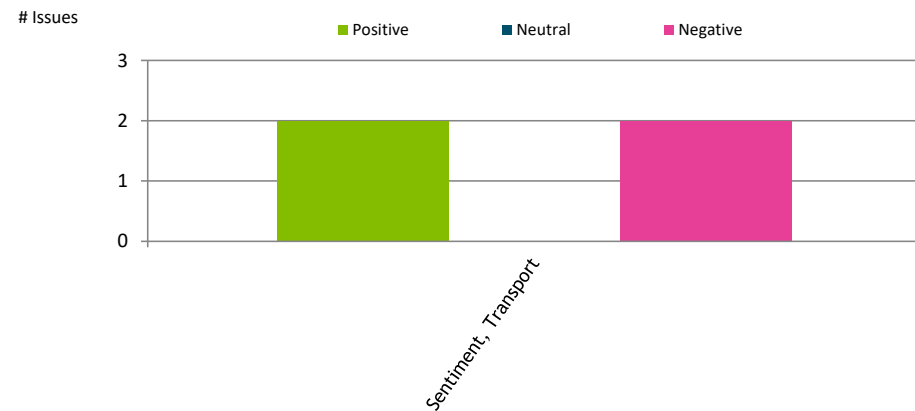
6.3 Trends, Reception (923 issues)

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- User Involvement
- Administration
- Booking
- Medical Records
- Medication
- Planning
- Registration
- Support
- Telephone
- Quality
- Staff Attitude
- Staff Training

Pie chart values: 2%, 8%, 2%, 6%, 4%, 0%, 2%, 3%, 1%, 29%, 3%, 3%, 37%

6.4 Sentiment, Reception

Issues

Legend: Positive | Neutral | Negative

Sentiment, Reception

Pie chart: Positive 58%, Neutral 0%, Negative 42%
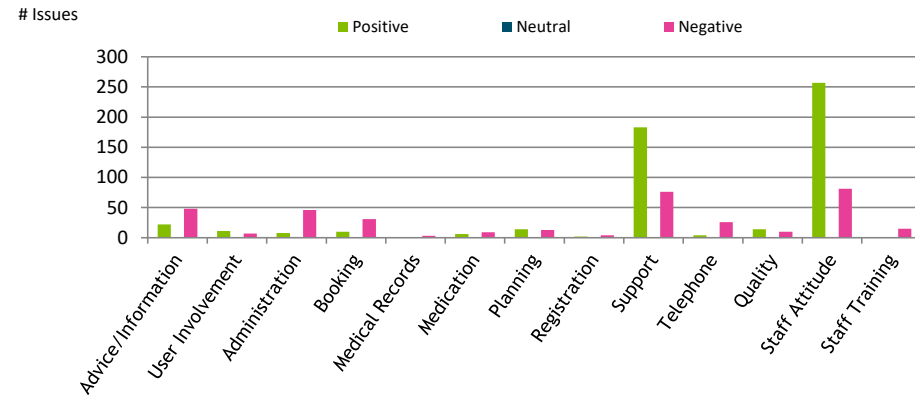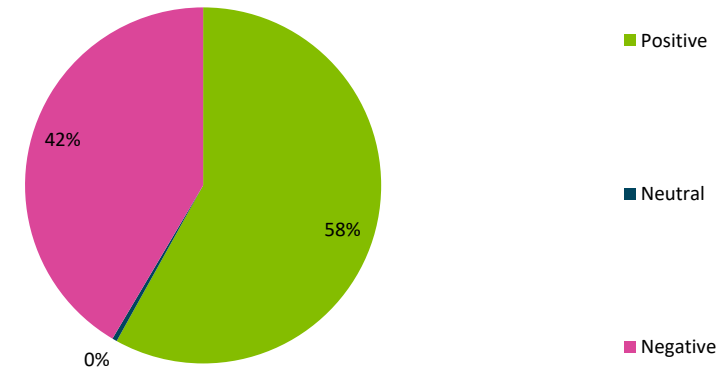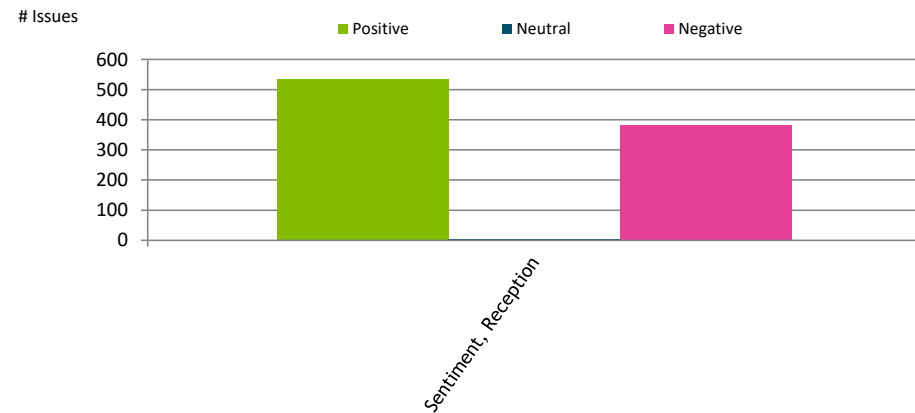
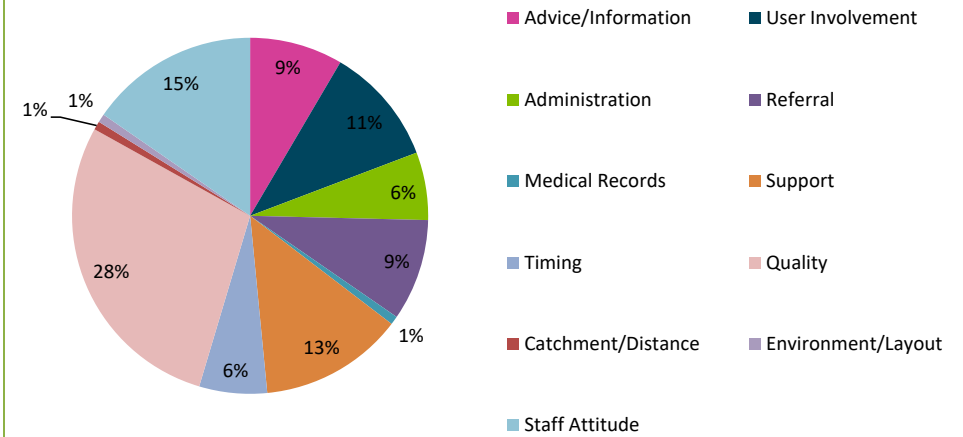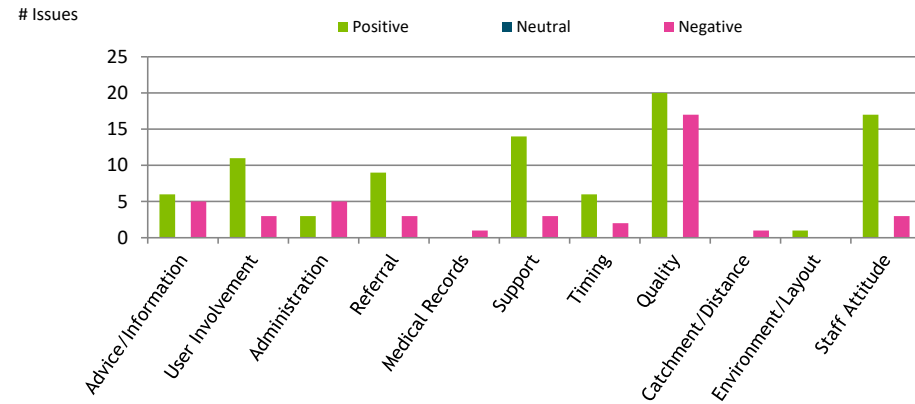## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (130 issues)

Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)

Categories: Advice/Information, User Involvement, Administration, Referral, Medical Records, Support, Timing, Quality, Catchment/Distance, Environment/Layout, Staff Attitude

Pie chart:
- Advice/Information: 9%
- User Involvement: 11%
- Administration: 6%
- Referral: 9%
- Medical Records: 1%
- Support: 13%
- Timing: 6%
- Quality: 28%
- Catchment/Distance: 1%
- Environment/Layout: 1%
- Staff Attitude: 15%

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)

Sentiment, Diagnosis

Pie chart:
- Positive: 67%
- Neutral: 0%
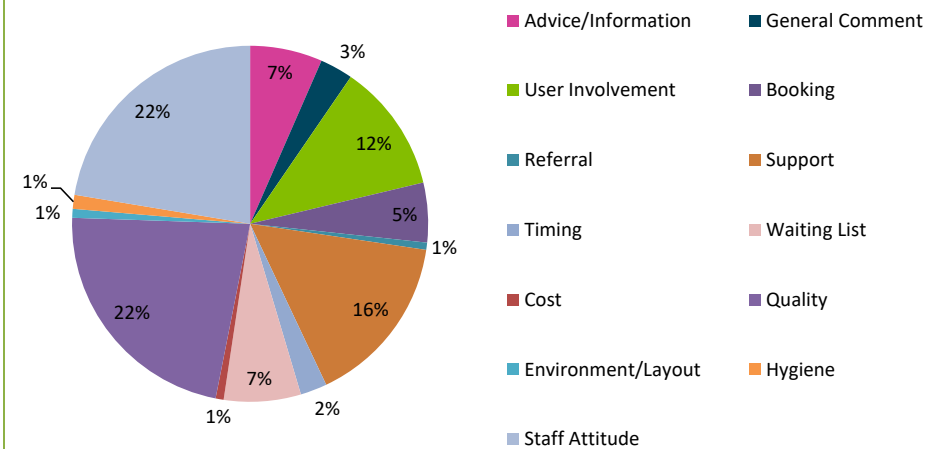- Negative: 33%
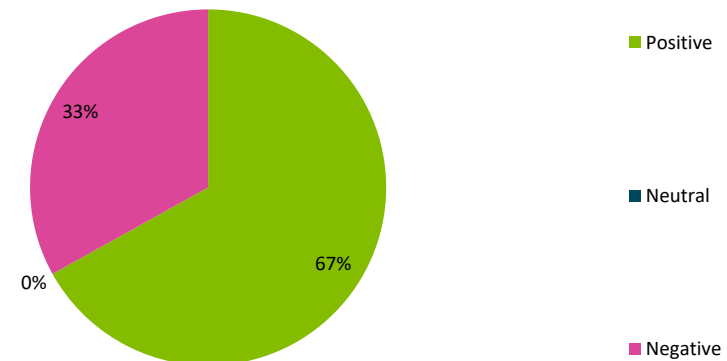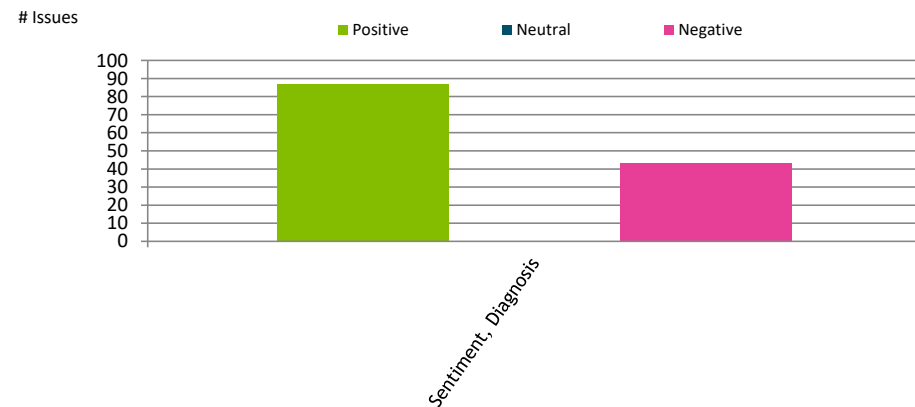
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (2722 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Booking, Referral, Support, Timing, Waiting List, Cost, Quality, Environment/Layout, Hygiene, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 7%
- General Comment — 3%
- User Involvement — 12%
- Booking — 5%
- Referral — 1%
- Support — 16%
- Timing — 2%
- Waiting List — 7%
- Cost — 1%
- Quality — 22%
- Environment/Layout — 1%
- Hygiene — 1%
- Staff Attitude — 22%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Sentiment, Treatment

Pie chart:
- Positive — 82%
- Neutral — 0%
- Negative — 18%

15
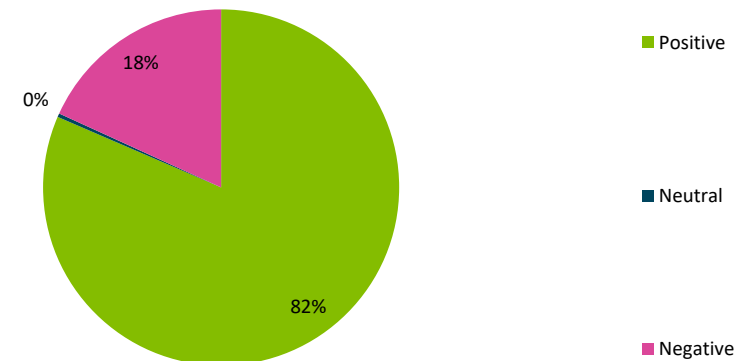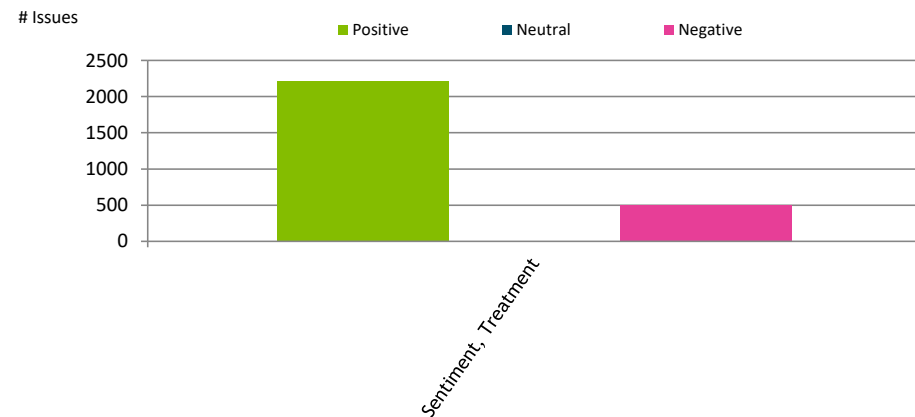
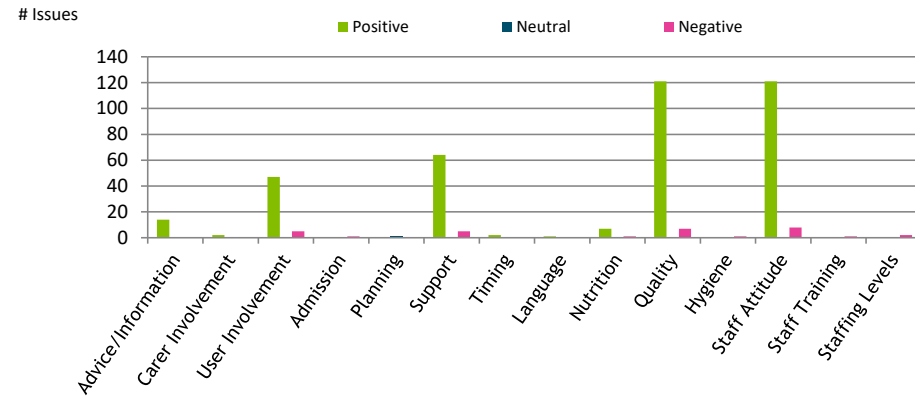## 6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (411 issues)

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, Carer Involvement, User Involvement, Admission, Planning, Support, Timing, Language, Nutrition, Quality, Hygiene, Staff Attitude, Staff Training, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 3%
- Carer Involvement: 0%
- User Involvement: 13%
- Admission: 31%
- Planning: 0%
- Support: 17%
- Timing: 0%
- Language: 0%
- Nutrition: 2%
- Quality: 31%
- Hygiene: 0%
- Staff Attitude: 31%
- Staff Training: 1%
- Staffing Levels: 1%
- 1%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Nursing Care

Pie chart:
- Positive: 92%
- Neutral: 0%
- Negative: 8%
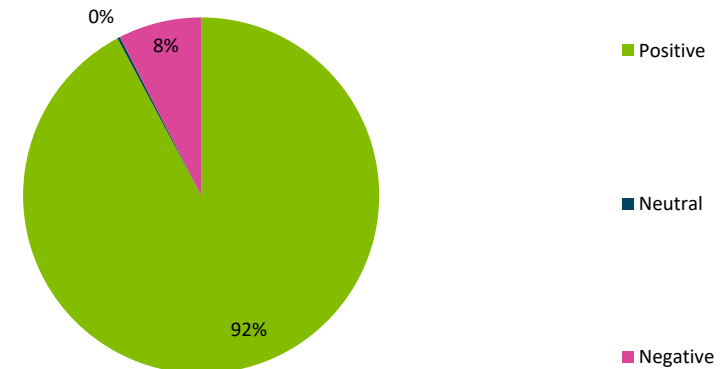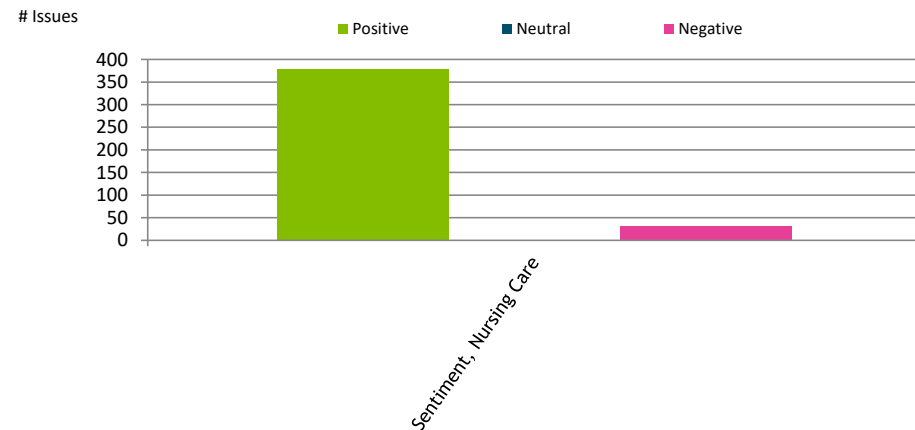
6. Care Pathway: Discharge (discharge from a service)
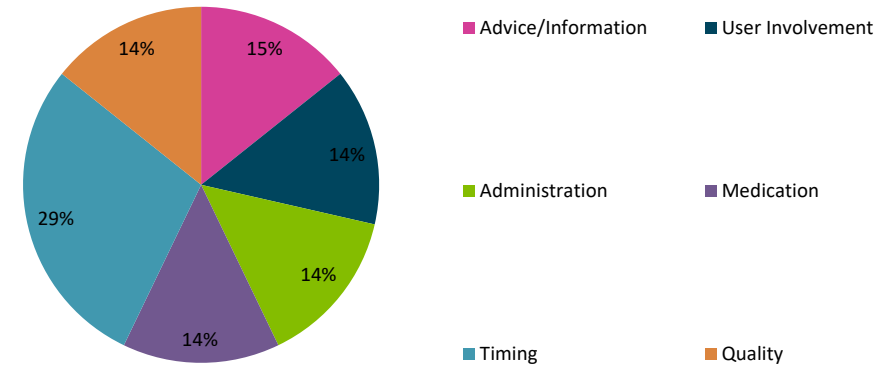
6.11 Trends, Discharge (7 issues)

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 15%
- User Involvement — 14%
- Administration — 14%
- Medication — 14%
- Timing — 29%
- Quality — 14%
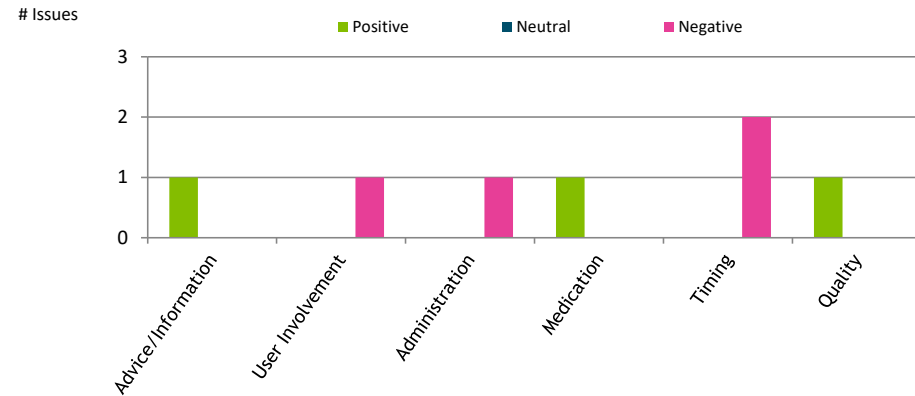
6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Pie chart:
- Positive — 43%
- Neutral — 0%
- Negative — 57%
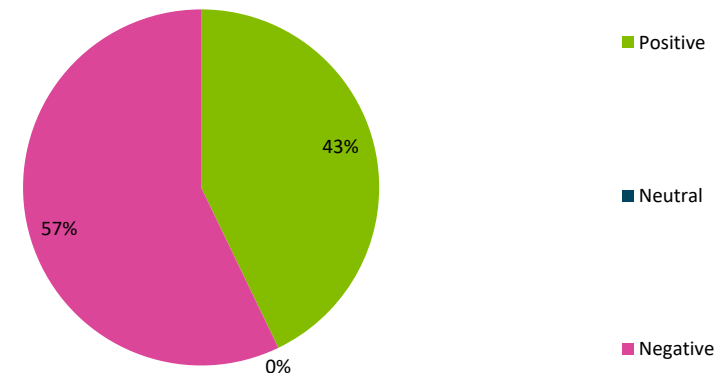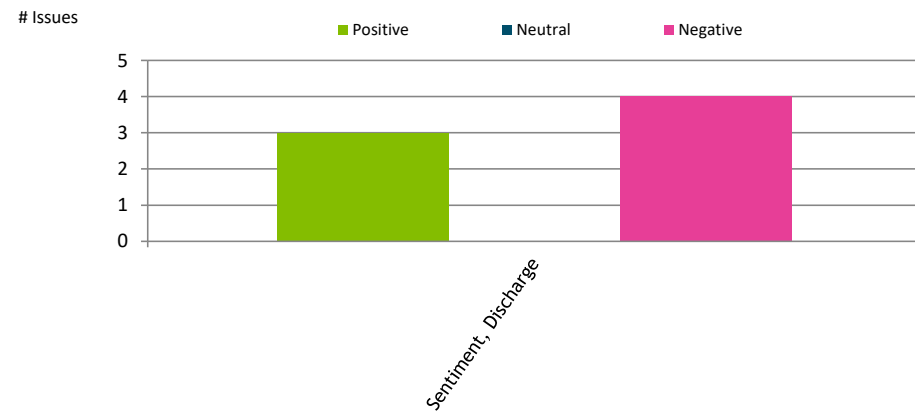
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (34 issues)
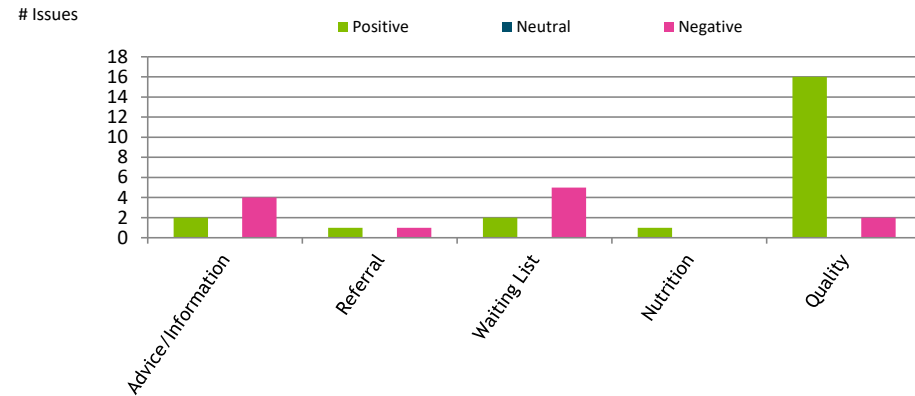
Issues

Legend: Positive, Neutral, Negative

Bar chart categories:
- Advice/Information: Positive 2, Negative 4
- Referral: Positive 1, Negative 1
- Waiting List: Positive 2, Negative 5
- Nutrition: Positive 1
- Quality: Positive 16, Negative 2

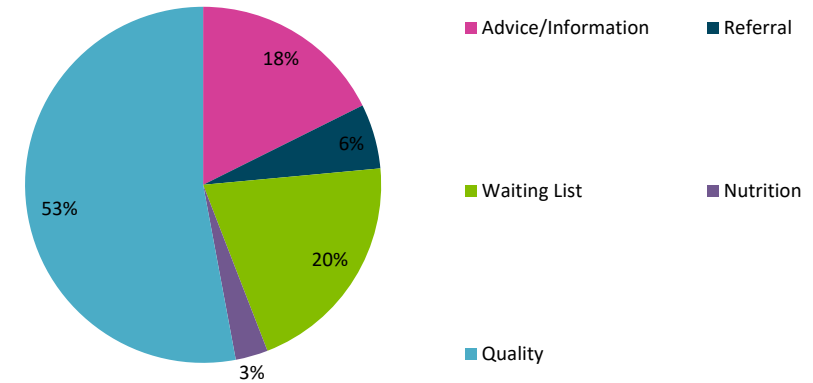*Issues receiving the most comments overall*

Pie chart:
- Advice/Information: 18%
- Referral: 6%
- Waiting List: 20%
- Nutrition: 3%
- Quality: 53%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Follow On):
- Positive: 22
- Negative: 12

Pie chart:
- Positive: 65%
- Neutral: 0%
- Negative: 35%

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	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	201	0	72	273
	Carer Involvement	*Involvement or influence of carers and family members.*	17	0	0	17
	Peer Involvement	*Involvement or Influence of friends.*	1	0	0	1
	General Comment	*A generalised statement (ie; "The doctor was good.")*	66	3	9	78
	User Involvement	*Involvement or influence of the service user.*	329	0	61	390
Systems	Administration	*Administrative processes and delivery.*	13	0	58	71
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	3	3
	Booking	*Ability to book, reschedule or cancel appointments.*	80	3	100	183
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	14	14
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	21	0	11	32
	Medical Records	*Management of medical records.*	1	0	5	6
	Medication	*Prescription and management of medicines.*	12	0	17	29
	Opening Times	*Opening times of a service.*	0	0	1	1
	Planning	*Leadership and general organisation.*	14	1	13	28
	Registration	*Ability to register for a service.*	3	0	8	11
	Support	*Levels of support provided.*	624	1	128	753
	Telephone	*Ability to contact a service by telephone.*	4	1	26	31
	Timing	*Physical timing (ie; length of wait at appointments).*	45	0	33	78
	Waiting List	*Length of wait while on a list.*	81	2	106	189
Values	Choice	*General choice.*	7	0	10	17
	Cost	*General cost.*	5	0	16	21
	Language	*Language, including terminology.*	2	0	6	8
	Nutrition	*Provision of sustainance.*	10	0	1	11
	Privacy	*Privacy, personal space and property.*	1	0	1	2
	Quality	*General quality of a service, or staff.*	710	0	82	792
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	4	0	0	4

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	3	1	3	7
	Environment/Layout	*Physical environment of a service.*	19	1	5	25
	Equipment	*General equipment issues.*	2	0	2	4
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	1	1
	Hygiene	*Levels of hygiene and general cleanliness.*	31	0	3	34
	Mobility	*Physical mobility to, from and within services.*	2	0	0	2
	Travel/Parking	*Ability to travel or park.*	1	0	1	2
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	4	4
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	4	4
	Staff Attitude	*Attitude, compassion and empathy of staff.*	932	1	138	1071
	Complaints	*Ability to log and resolve a complaint.*	0	0	5	5
	Staff Training	*Training of staff.*	6	0	17	23
	Staffing Levels	*General availability of staff.*	0	0	6	6
	Total:		**3247**	**14**	**971**	**4232**

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