

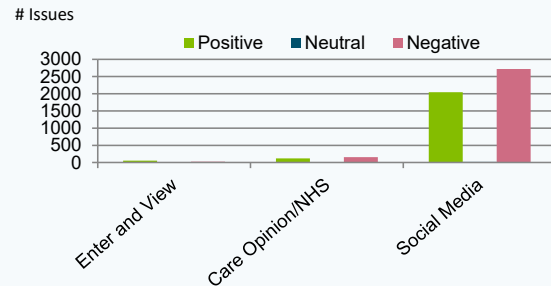
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 January 2025 - 31 December 2025

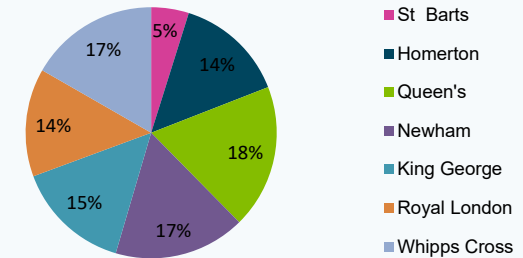
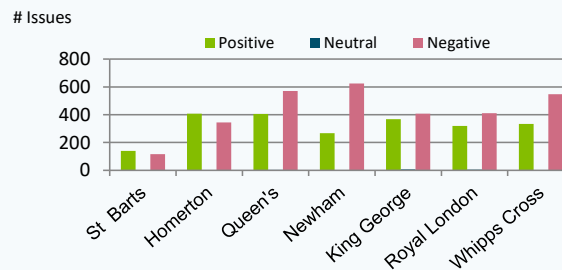
Community Insight
Analysis



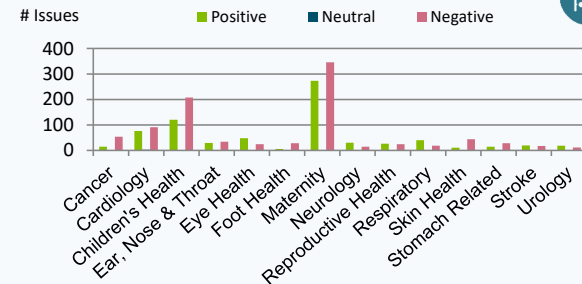
1. Top Source: 5279 issues from 1449 people



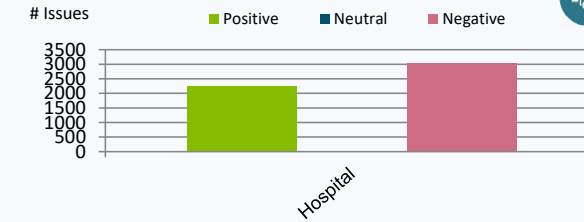
2. Feedback by Hospital



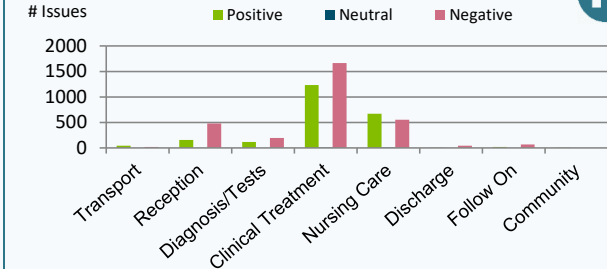
3. Top Conditions/Topics



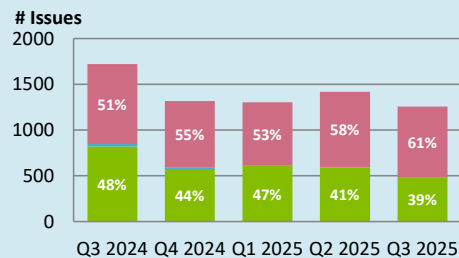
4. Service Sector



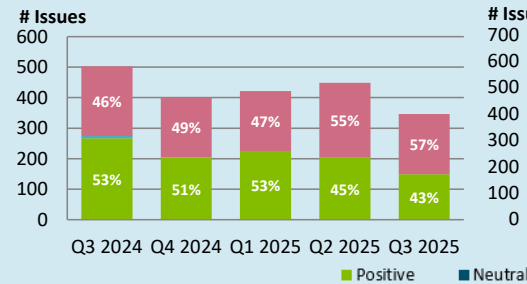
5. Clinical Care Pathway



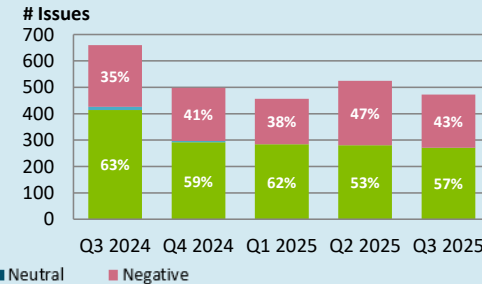
6.1 Timeline: Overall Sentiment



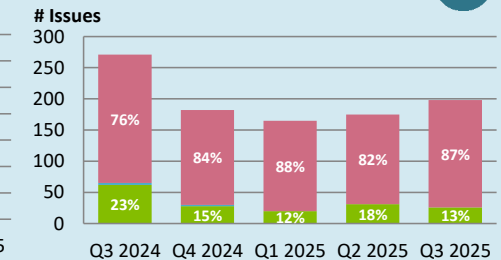
6.2 Timeline: User Involvement



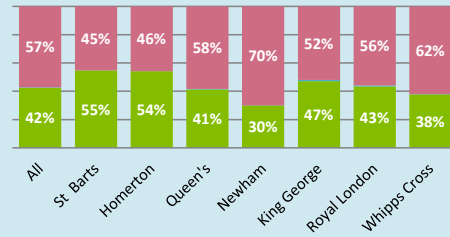
6.3 Timeline: Quality



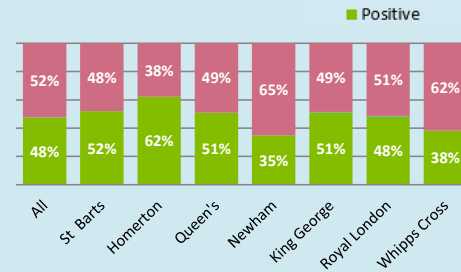
6.4 Timeline: Access



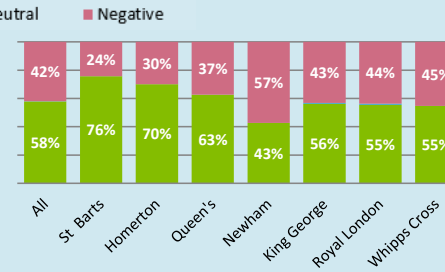
7.1 Sentiment by Hospital: Overall



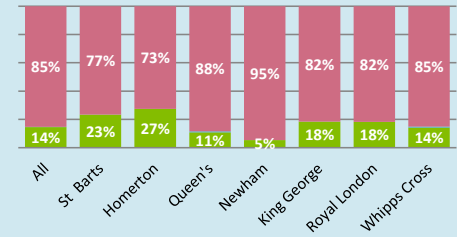
7.2 Sentiment by Hospital: Involvement



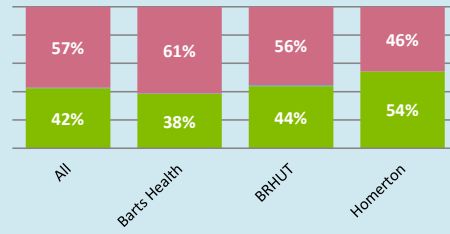
7.3 Sentiment by Hospital: Quality



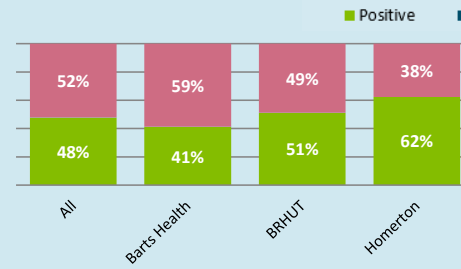
7.4 Sentiment by Hospital: Access



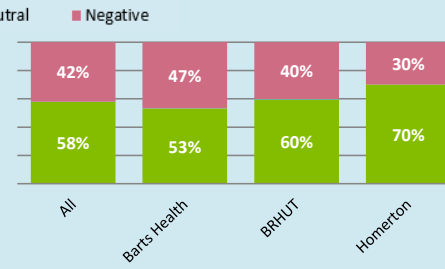
8.1 Sentiment by Trust: Overall



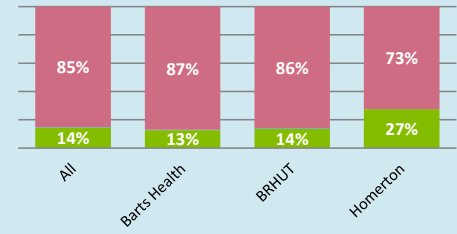
8.2 Sentiment by Trust: Involvement



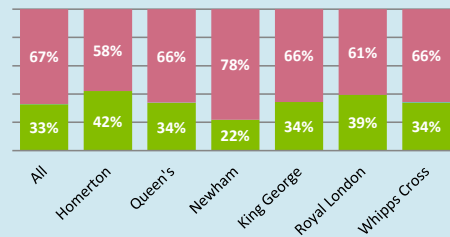
8.3 Sentiment by Trust: Quality



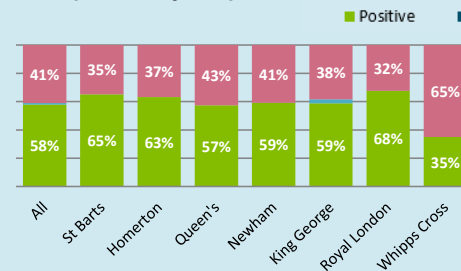
8.4 Sentiment by Trust: Access



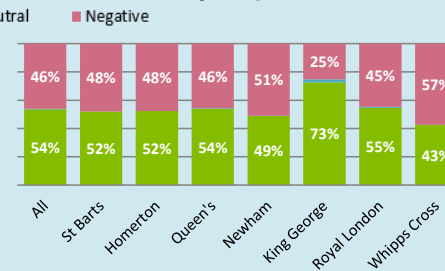
9.1 Emergency Care by Hospital



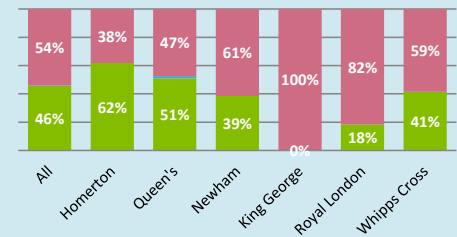
9.2 Inpatients by Hospital



9.3 Outpatients by Hospital



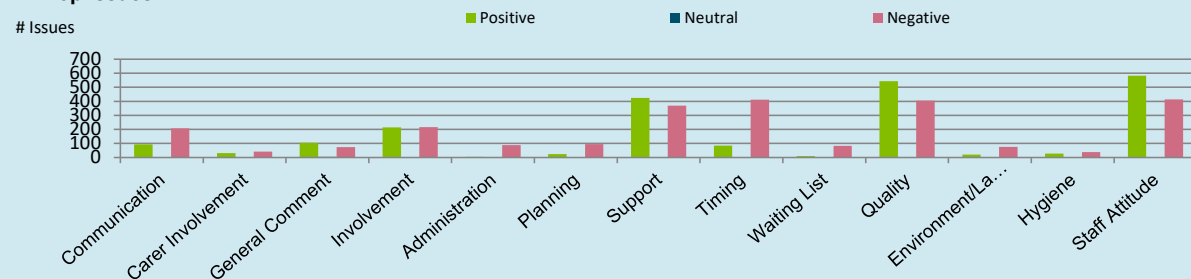
9.4 Maternity by Hospital



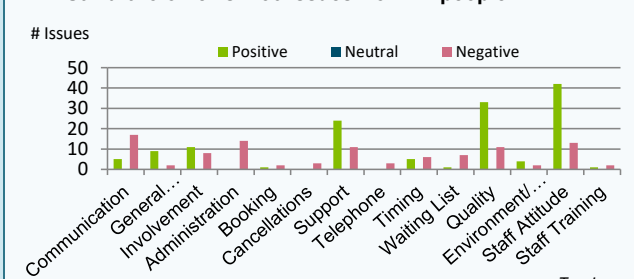
10.1 Sentiment by Equalities: Overall



11. Top Issues

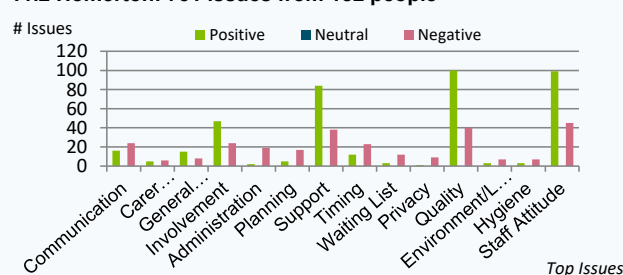


11.1 St Bartholomews: 256 issues from 71 people



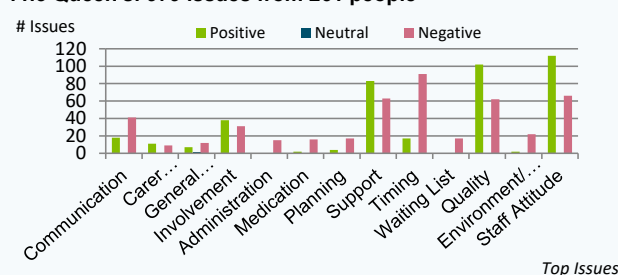
Top Issues

11.2 Homerton: 751 issues from 182 people



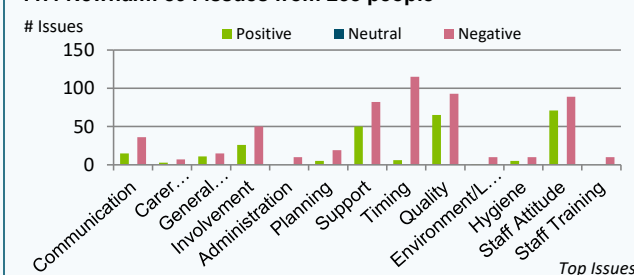
Top Issues

11.3 Queen's: 979 issues from 261 people



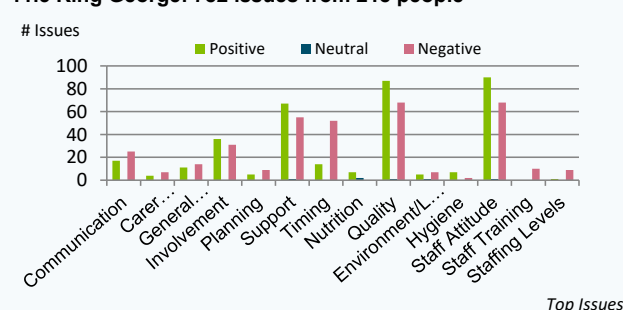
Top Issues

11.4 Newham: 894 issues from 238 people



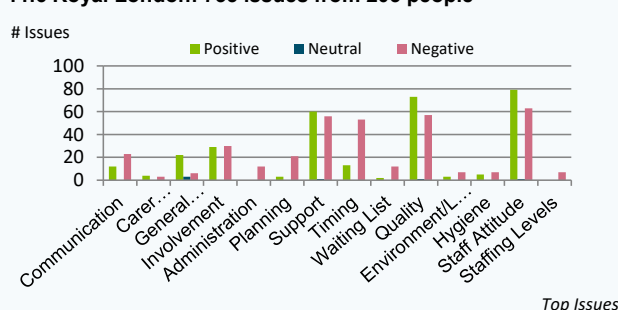
Top Issues

11.5 King George: 782 issues from 218 people



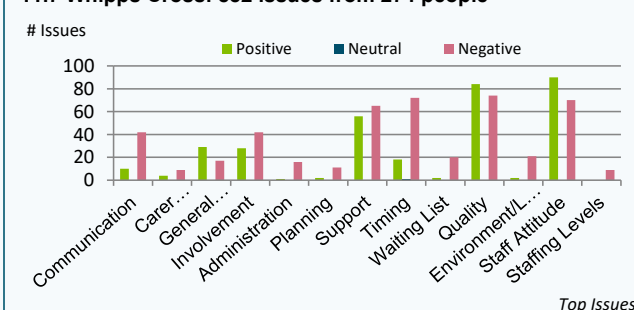
Top Issues

11.6 Royal London: 735 issues from 205 people



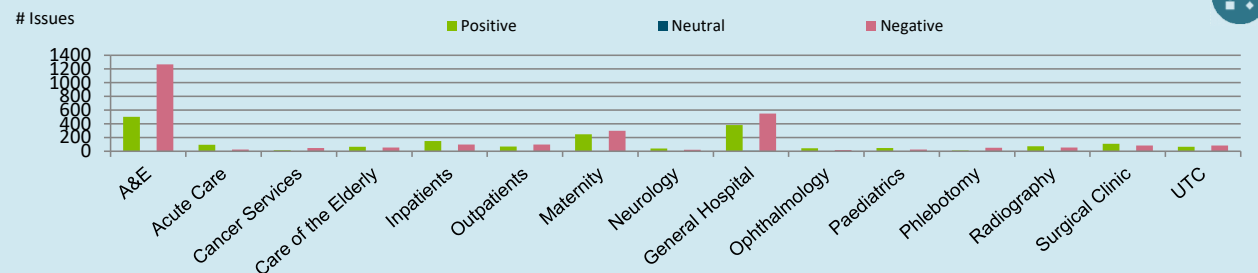
Top Issues

11.7 Whipps Cross: 882 issues from 274 people



Top Issues

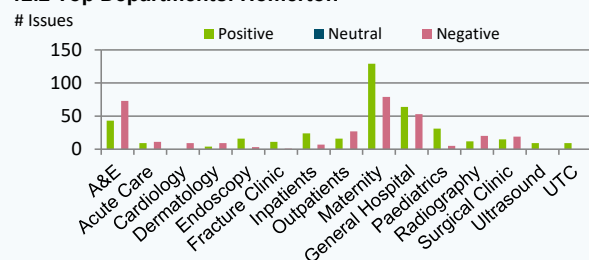
12. Top Departments



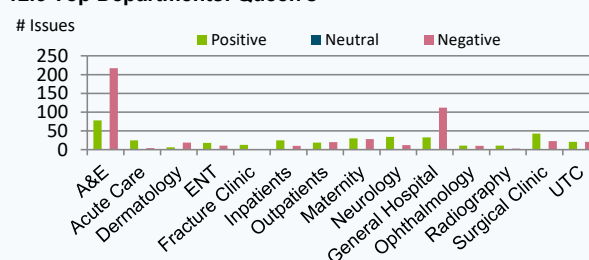
12.1 Top Departments: St Bartholomews



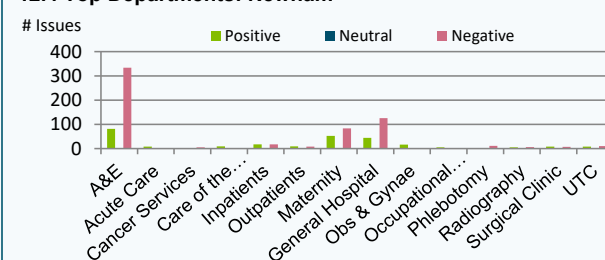
12.2 Top Departments: Homerton



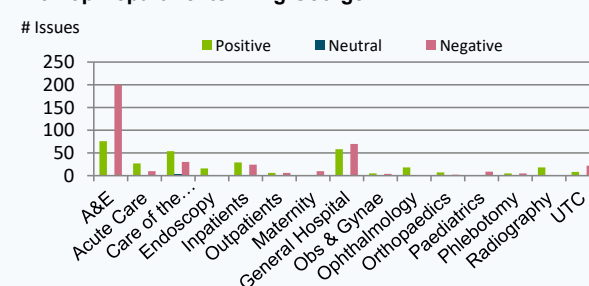
12.3 Top Departments: Queen's



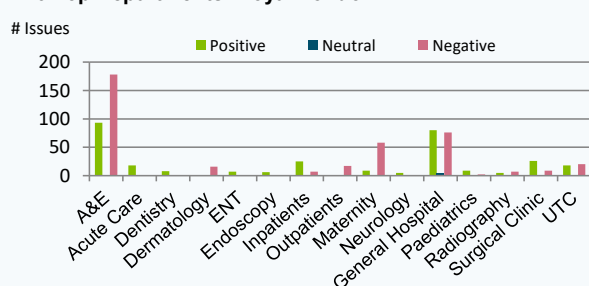
12.4 Top Departments: Newham



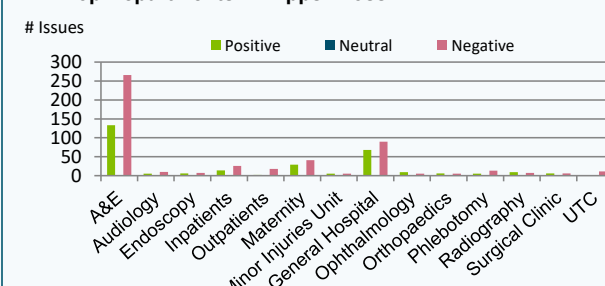
12.5 Top Departments: King George



12.6 Top Departments: Royal London



12.7 Top Departments: Whipps Cross



13. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	Communication, including access to advice and information.	93	0	208
	Carer Involvement	Involvement or influence of carers and family members.	31	0	42
	Peer Involvement	Involvement or Influence of friends.	0	0	0
	General Comment	A generalised statement (ie; "The doctor was good.")	104	4	74
	User Involvement	Involvement or influence of the service user.	215	0	216
Systems	Administration	Administrative processes and delivery.	4	0	88
	Admission	Physical admission to a hospital ward, or other service.	4	1	34
	Booking	Ability to book, reschedule or cancel appointments.	5	0	28
	Cancellations	Cancellation of appointment by the service provider.	0	0	27
	Data Protection	General data protection (including GDPR).	0	0	3
	Referral	Referral to a service.	4	0	11
	Medical Records	Management of medical records.	0	0	6
	Medication	Prescription and management of medicines.	4	0	42
	Opening Times	Opening times of a service.	0	0	2
	Planning	Leadership and general organisation.	24	0	95
	Registration	Ability to register for a service.	1	0	12
	Support	Levels of support provided.	424	2	370
	Telephone	Ability to contact a service by telephone.	1	0	29
	Timing	Physical timing (ie; length of wait at appointments).	85	1	412
	Waiting List	Length of wait while on a list.	10	0	83
Values	Choice	General choice.	1	1	6
	Cost	General cost.	3	0	12
	Language	Language, including terminology.	3	0	4
	Nutrition	Provision of sustenance.	16	2	23
	Privacy	Privacy, personal space and property.	5	1	22
	Quality	General quality of a service, or staff.	544	2	405
	Sensory	Deaf/blind or other sensory issues.	1	0	1
	Stimulation	General stimulation, including access to activities.	9	0	3

13. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Environment	Catchment/Distance	Distance to a service (and catchment area for eligibility).	4	0	0
	Environment/Layout	Physical environment of a service.	20	1	76
	Equipment	General equipment issues.	3	0	7
	Hazard	General hazard to safety (ie; a hospital wide infection).	0	0	36
	Hygiene	Levels of hygiene and general cleanliness.	27	0	38
	Mobility	Physical mobility to, from and within services.	2	0	5
	Travel/Parking	Ability to travel or park.	5	1	12
Staff	Omission	General omission (ie; transport did not arrive).	0	0	24
	Security/Conduct	General security of a service, including conduct of staff.	0	0	39
	Staff Attitude	Attitude, compassion and empathy of staff.	583	2	414
	Complaints	Ability to log and resolve a complaint.	1	0	9
	Staff Training	Training of staff.	4	0	52
	Staffing Levels	General availability of staff.	1	0	50
Total:			2241	18	3020
Total Issues:			5279		

Community Insight is a partnership between Healthwatch and the NHS in North East London, with support from Local Voice.

All statistics within this analysis are based on qualitative feedback, obtained from sources outlined in section 1.

