

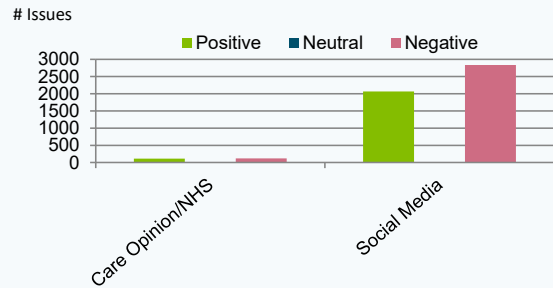
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 April 2025 - 31 March 2026

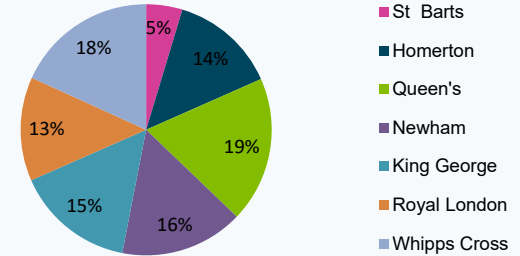
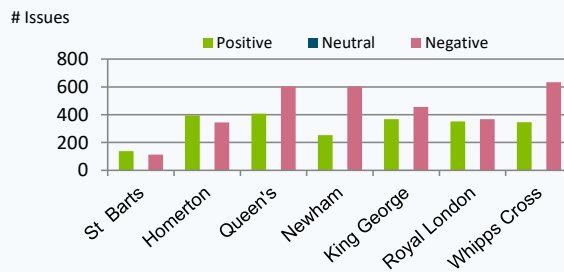
Community Insight Analysis



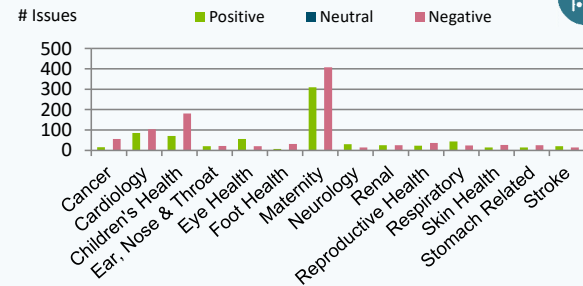
1. Top Source: 5380 issues from 1414 people



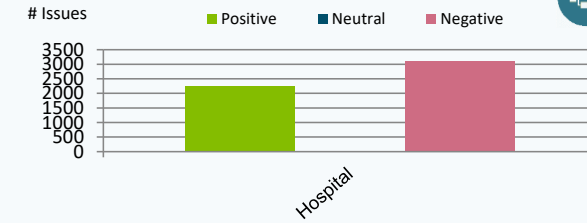
2. Feedback by Hospital



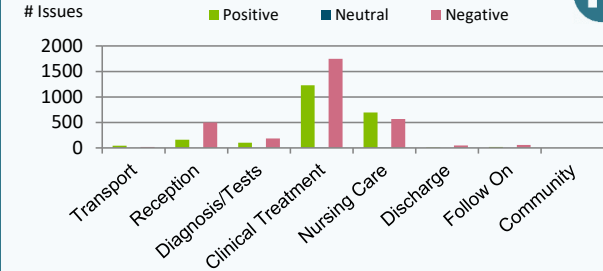
3. Top Conditions/Topics



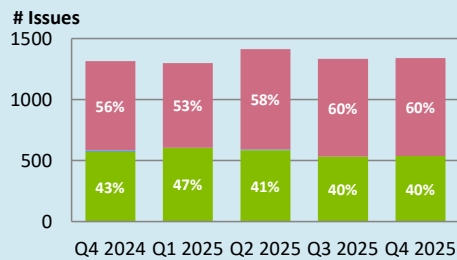
4. Service Sector



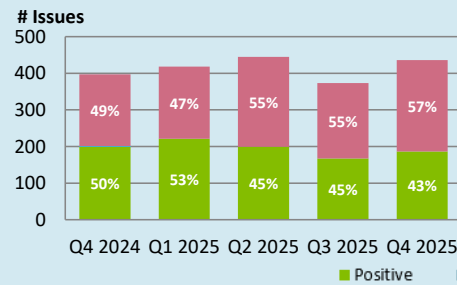
5. Clinical Care Pathway



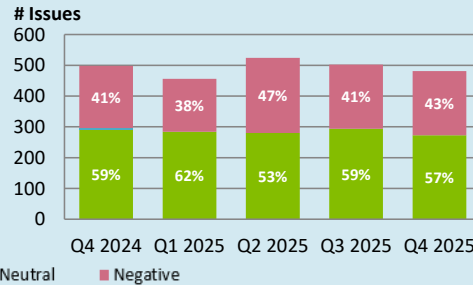
6.1 Timeline: Overall Sentiment



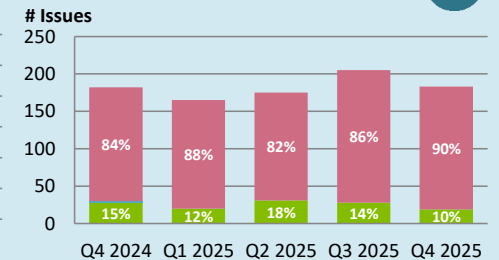
6.2 Timeline: User Involvement



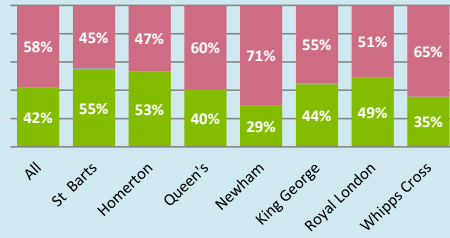
6.3 Timeline: Quality



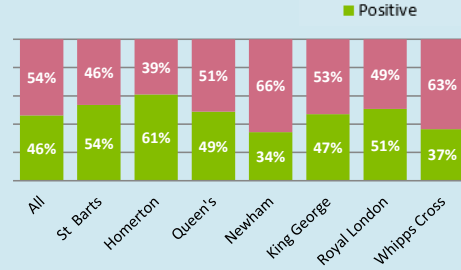
6.4 Timeline: Access



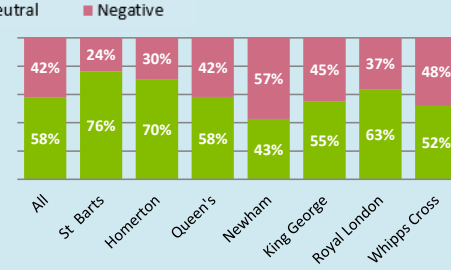
7.1 Sentiment by Hospital: Overall



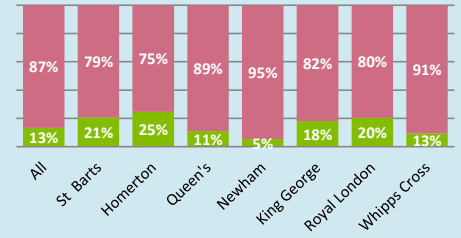
7.2 Sentiment by Hospital: Involvement



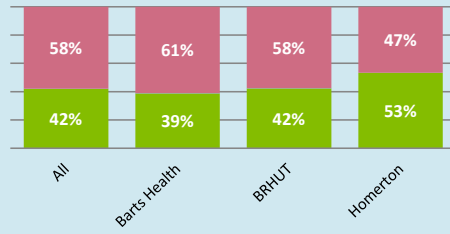
7.3 Sentiment by Hospital: Quality



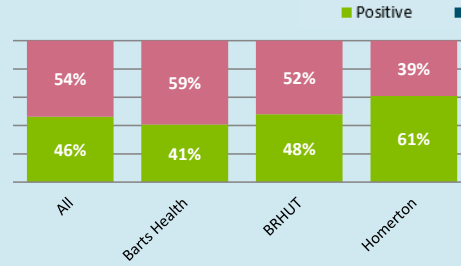
7.4 Sentiment by Hospital: Access



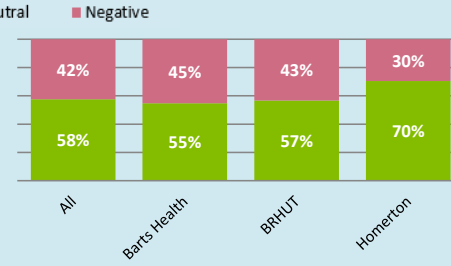
8.1 Sentiment by Trust: Overall



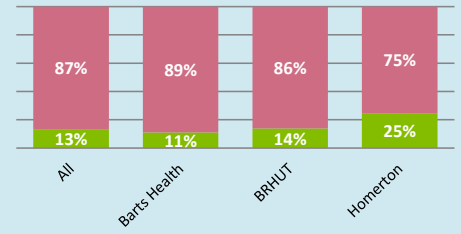
8.2 Sentiment by Trust: Involvement



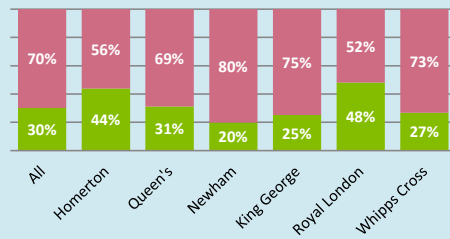
8.3 Sentiment by Trust: Quality



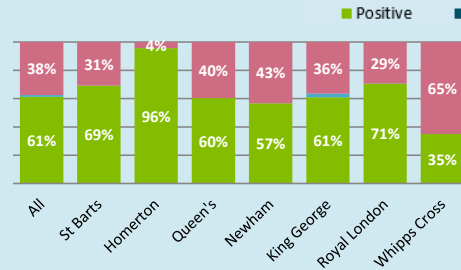
8.4 Sentiment by Trust: Access



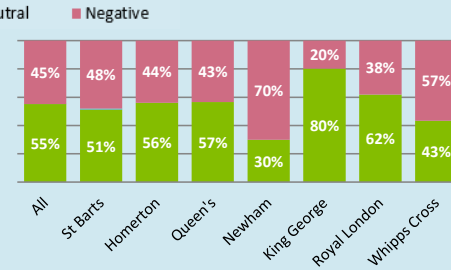
9.1 Emergency Care by Hospital



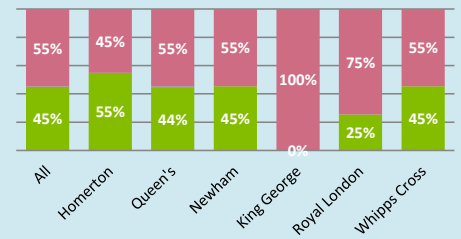
9.2 Inpatients by Hospital



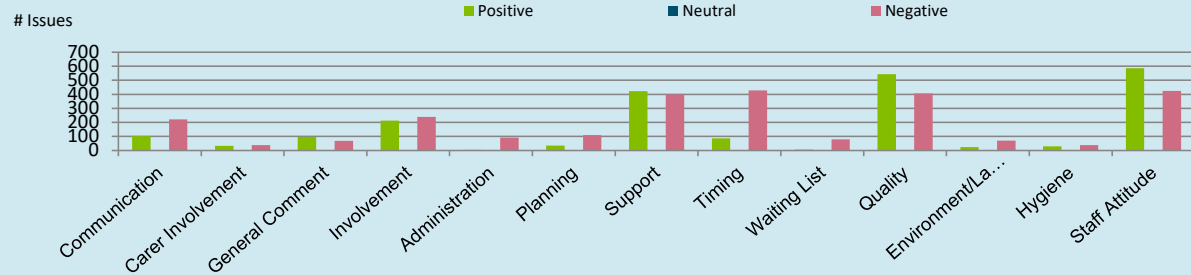
9.3 Outpatients by Hospital



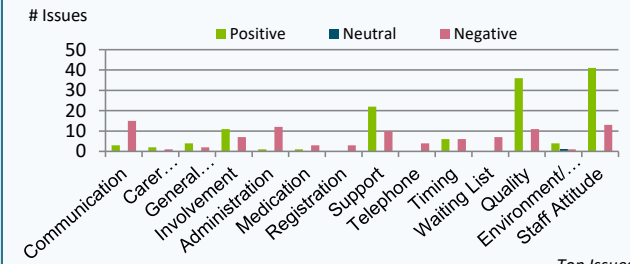
9.4 Maternity by Hospital



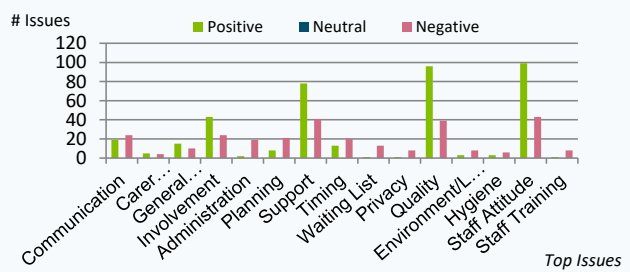
11. Top Issues



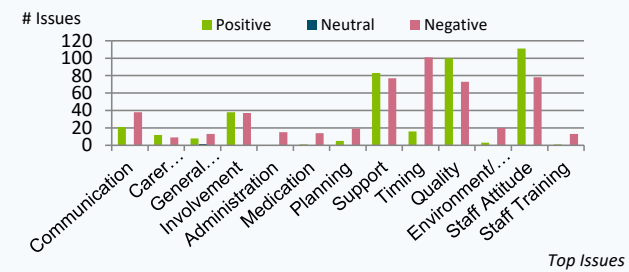
11.1 St Bartholomews: 251 issues from 66 people



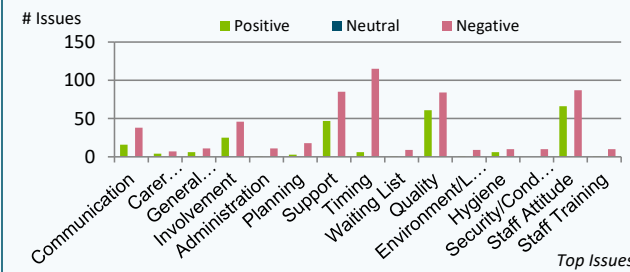
11.2 Homerton: 738 issues from 171 people



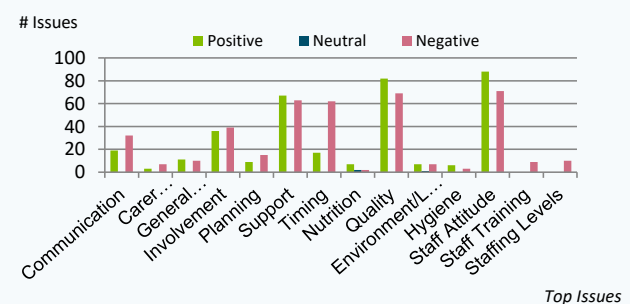
11.3 Queen's: 1011 issues from 260 people



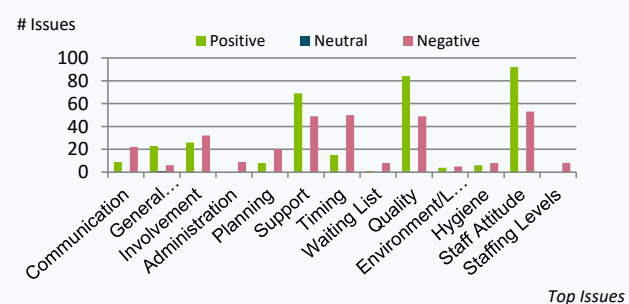
11.4 Newham: 855 issues from 215 people



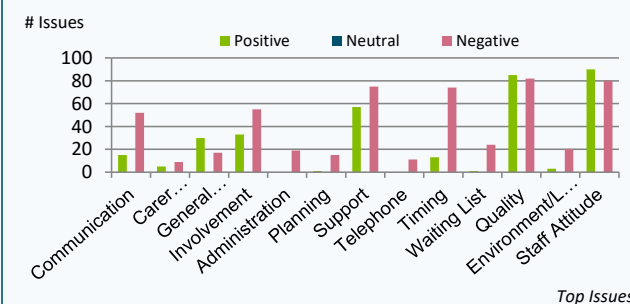
11.5 King George: 827 issues from 218 people



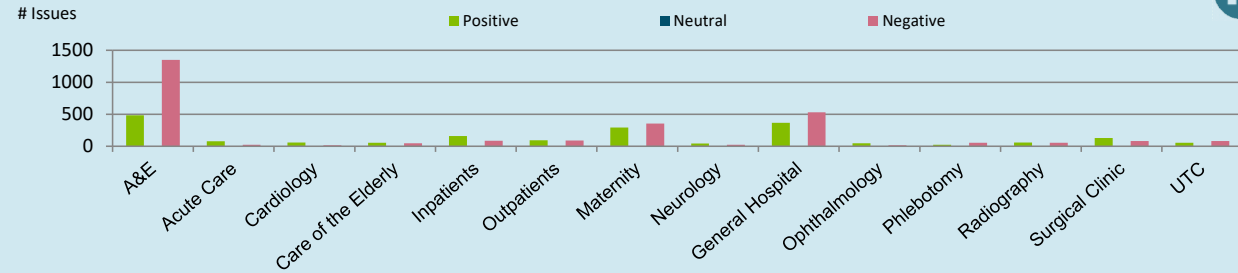
11.6 Royal London: 720 issues from 195 people



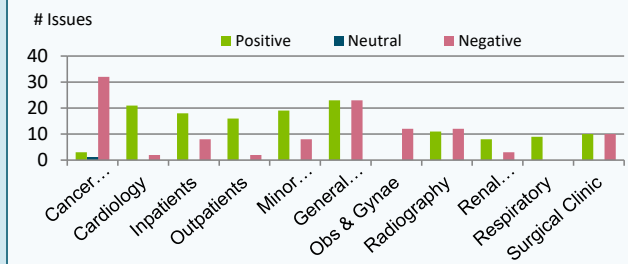
11.7 Whipps Cross: 980 issues from 289 people



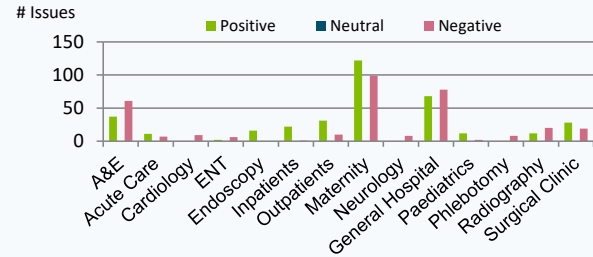
12. Top Departments



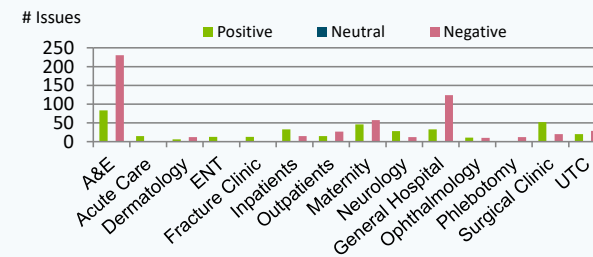
12.1 Top Departments: St Bartholomews



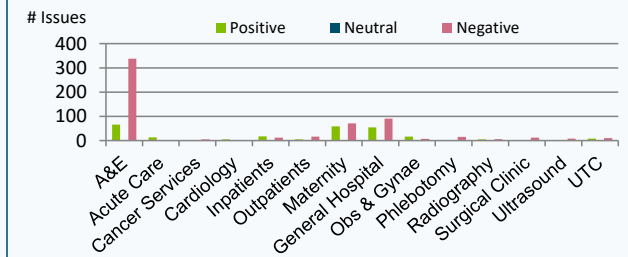
12.2 Top Departments: Homerton



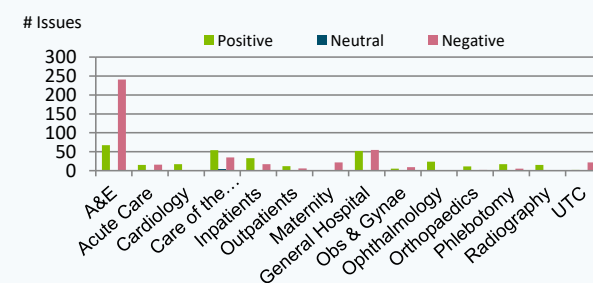
12.3 Top Departments: Queen's



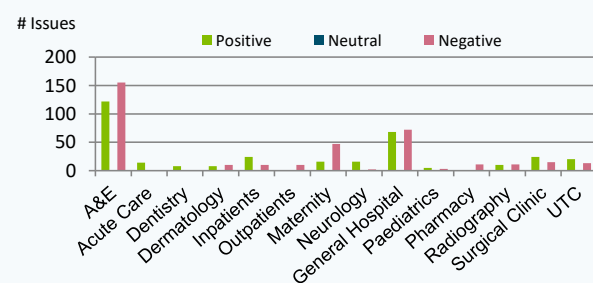
12.4 Top Departments: Newham



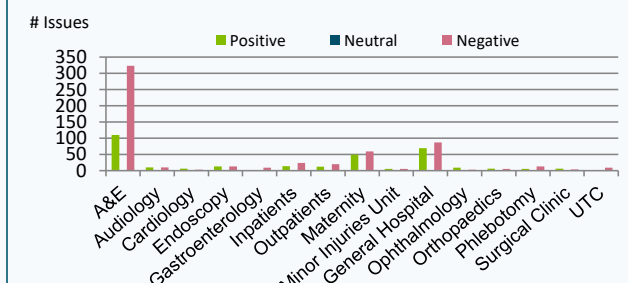
12.5 Top Departments: King George



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	<i>Communication, including access to advice and information.</i>	102	0	221
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	34	0	38
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	97	2	69
	User Involvement	<i>Involvement or influence of the service user.</i>	212	0	240
Systems	Administration	<i>Administrative processes and delivery.</i>	5	0	92
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	4	0	38
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	2	0	27
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	23
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	3
	Referral	<i>Referral to a service.</i>	3	0	8
	Medical Records	<i>Management of medical records.</i>	0	0	6
	Medication	<i>Prescription and management of medicines.</i>	6	0	41
	Opening Times	<i>Opening times of a service.</i>	0	0	3
	Planning	<i>Leadership and general organisation.</i>	35	0	109
	Registration	<i>Ability to register for a service.</i>	1	0	13
	Support	<i>Levels of support provided.</i>	423	0	400
	Telephone	<i>Ability to contact a service by telephone.</i>	0	0	34
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	86	0	428
Waiting List	<i>Length of wait while on a list.</i>	6	0	80	
Values	Choice	<i>General choice.</i>	2	0	7
	Cost	<i>General cost.</i>	2	0	12
	Language	<i>Language, including terminology.</i>	3	0	5
	Nutrition	<i>Provision of sustenance.</i>	15	2	21
	Privacy	<i>Privacy, personal space and property.</i>	6	1	17
	Quality	<i>General quality of a service, or staff.</i>	544	0	407
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	5	0	4

13. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	5	0	1
	Environment/Layout	<i>Physical environment of a service.</i>	25	2	70
	Equipment	<i>General equipment issues.</i>	4	0	8
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	29
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	29	0	39
	Mobility	<i>Physical mobility to, from and within services.</i>	3	0	4
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	16
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	24
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	41
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	587	0	425
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	12
	Staff Training	<i>Training of staff.</i>	4	0	55
	Staffing Levels	<i>General availability of staff.</i>	0	0	47
Total:			2255	7	3118
Total Issues:			5380		

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.

