

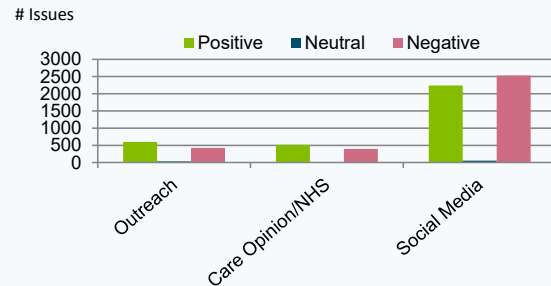
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 July 2024 - 30 June 2025

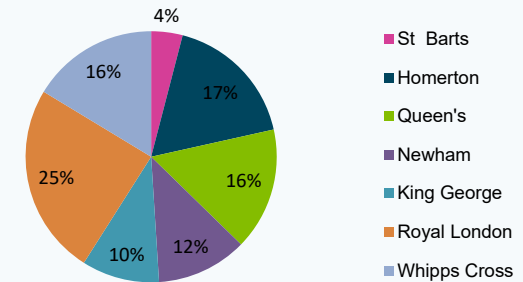
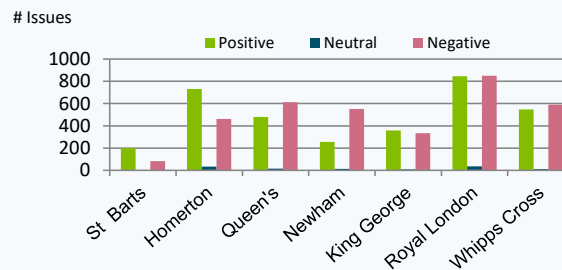
Community Insight
Analysis



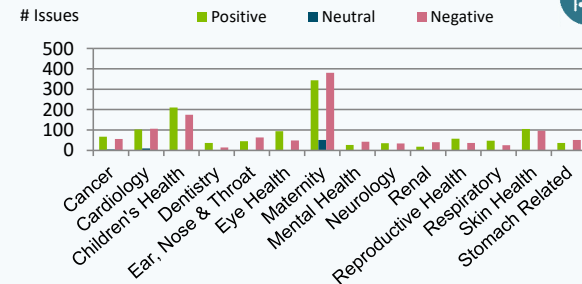
1. Top Source: 7018 issues from 1898 people



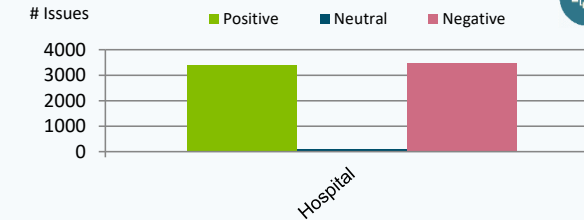
2. Feedback by Hospital



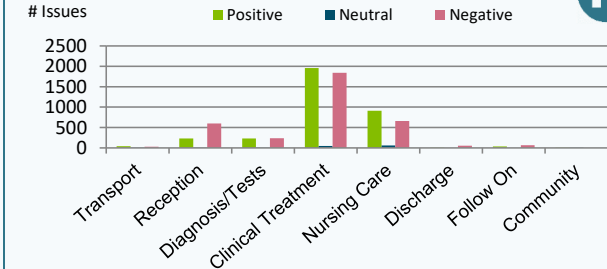
3. Top Conditions/Topics



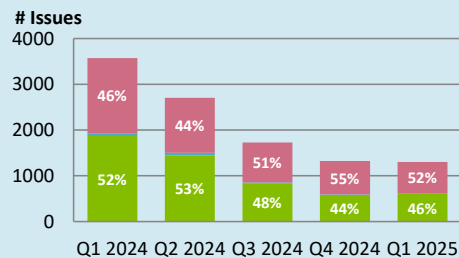
4. Service Sector



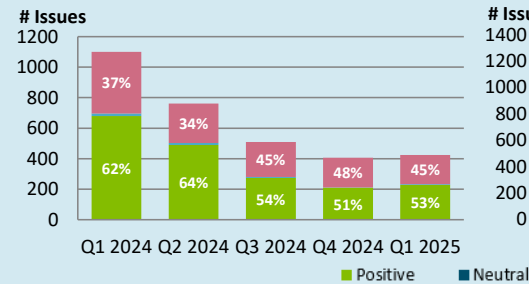
5. Clinical Care Pathway



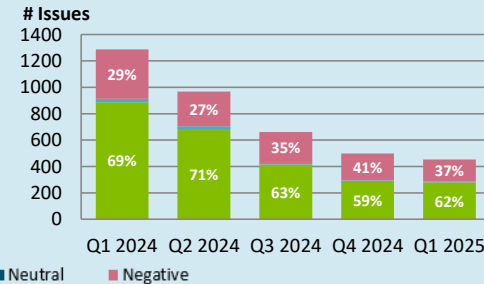
6.1 Timeline: Overall Sentiment



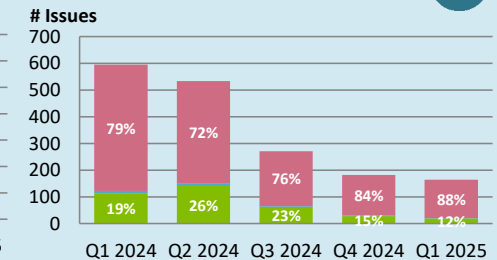
6.2 Timeline: User Involvement



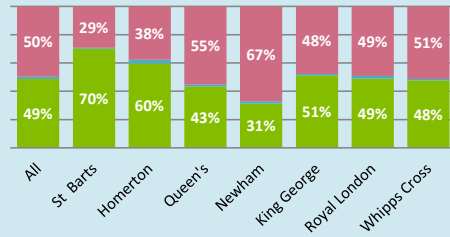
6.3 Timeline: Quality



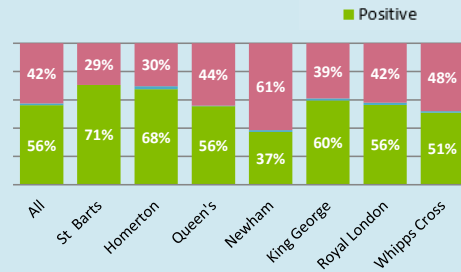
6.4 Timeline: Access



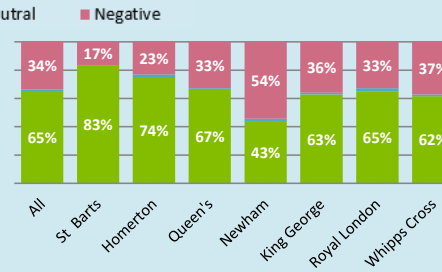
7.1 Sentiment by Hospital: Overall



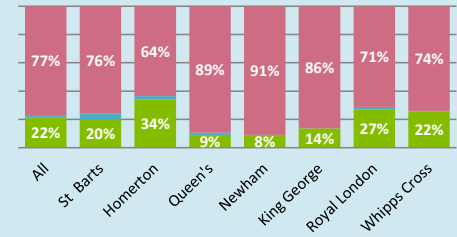
7.2 Sentiment by Hospital: Involvement



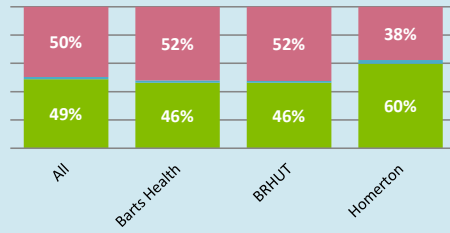
7.3 Sentiment by Hospital: Quality



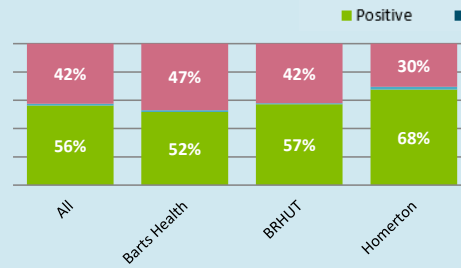
7.4 Sentiment by Hospital: Access



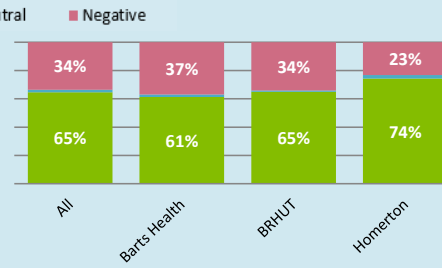
8.1 Sentiment by Trust: Overall



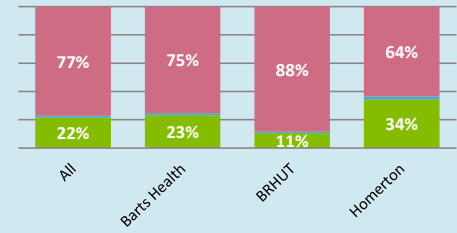
8.2 Sentiment by Trust: Involvement



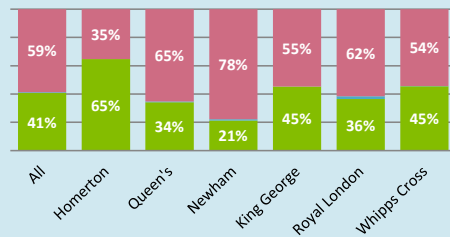
8.3 Sentiment by Trust: Quality



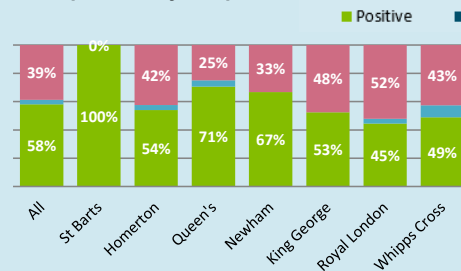
8.4 Sentiment by Trust: Access



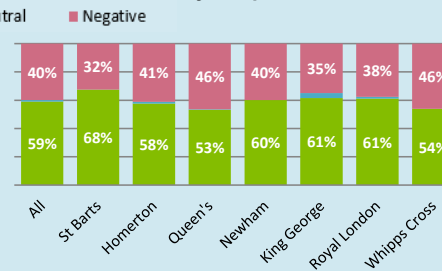
9.1 Emergency Care by Hospital



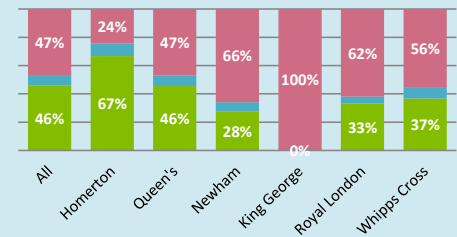
9.2 Inpatients by Hospital



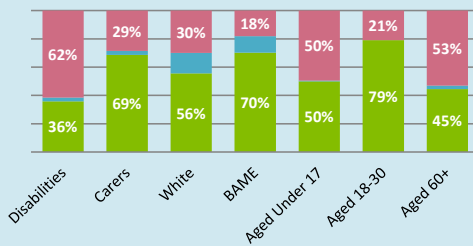
9.3 Outpatients by Hospital



9.4 Maternity by Hospital



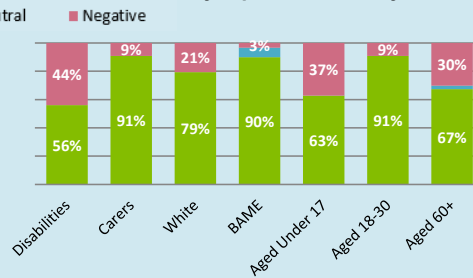
10.1 Sentiment by Equalities: Overall



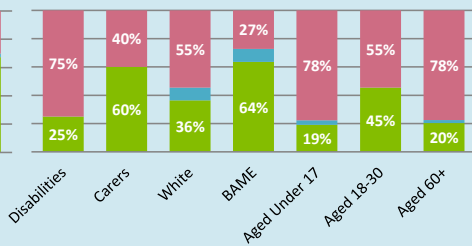
10.2 Sentiment by Equalities: Involvement



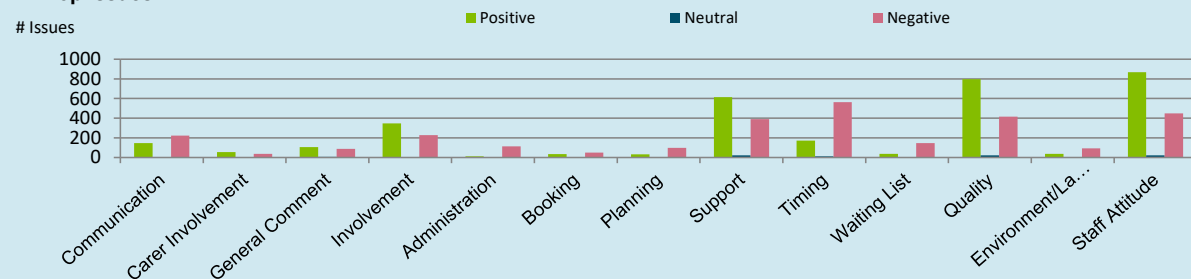
10.3 Sentiment by Equalities: Quality



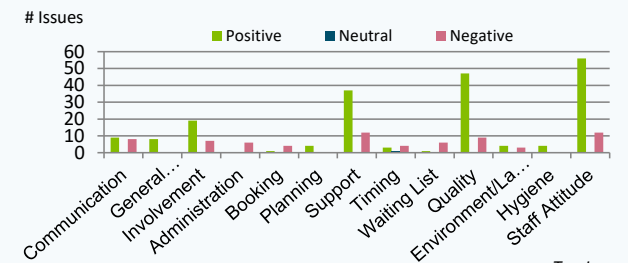
10.4 Sentiment by Equalities: Access



11. Top Issues

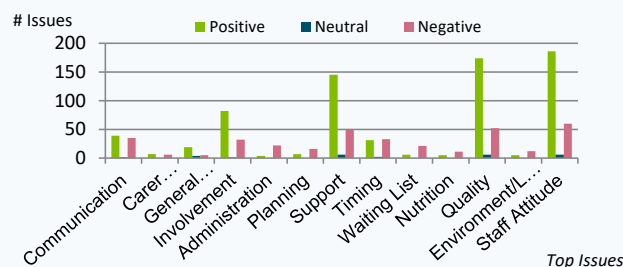


11.1 St Bartholomews: 284 issues from 69 people



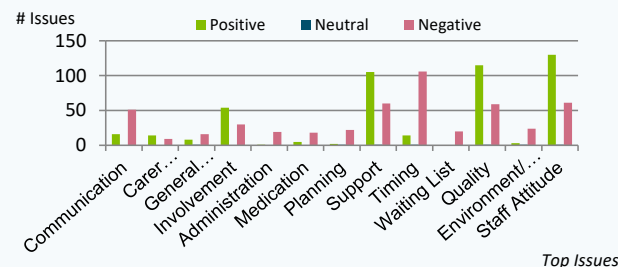
Top Issues

11.2 Homerton: 1226 issues from 279 people



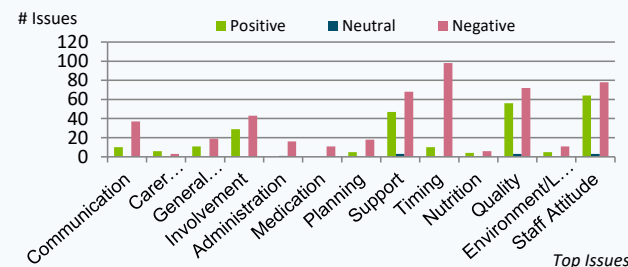
Top Issues

11.3 Queen's: 1108 issues from 282 people



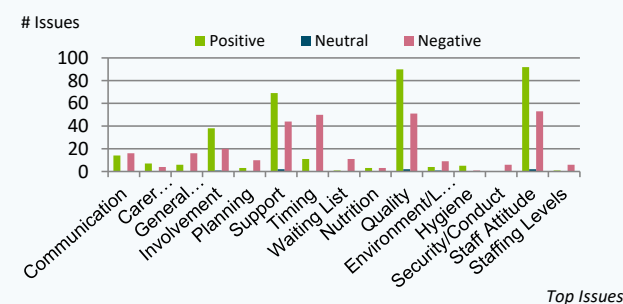
Top Issues

11.4 Newham: 821 issues from 230 people



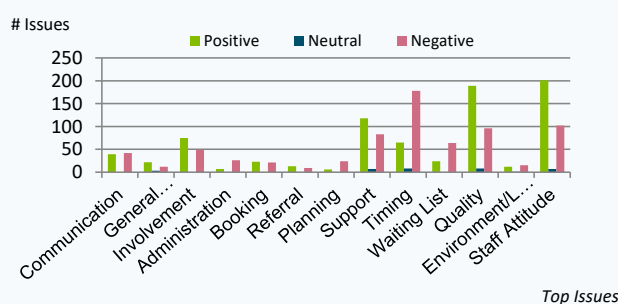
Top Issues

11.5 King George: 702 issues from 179 people



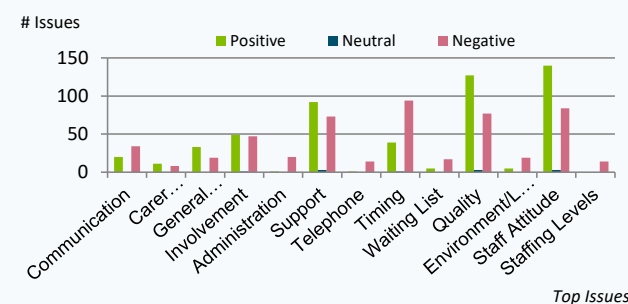
Top Issues

11.6 Royal London: 1731 issues from 521 people



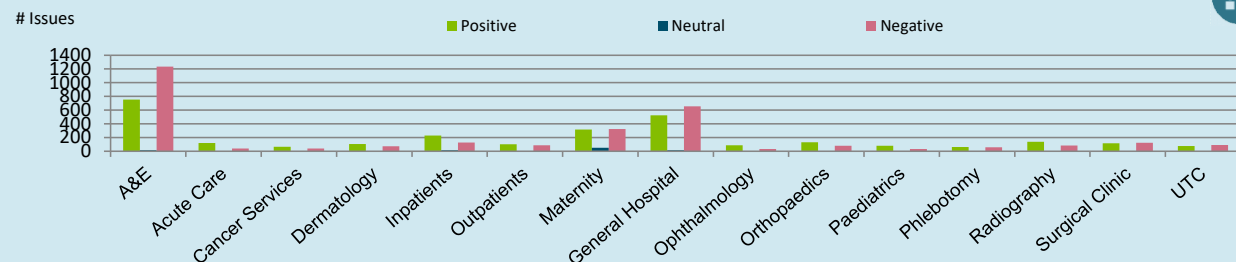
Top Issues

11.7 Whipps Cross: 1147 issues from 338 people

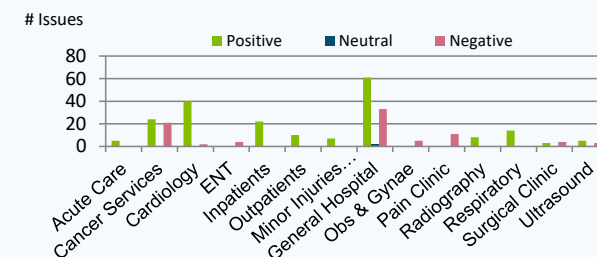


Top Issues

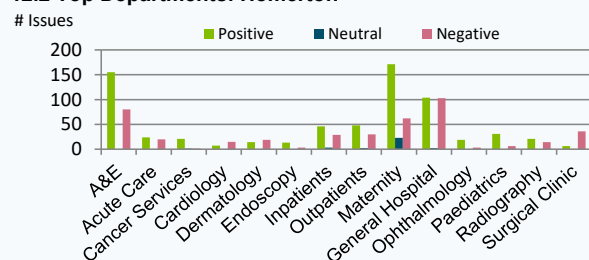
12. Top Departments



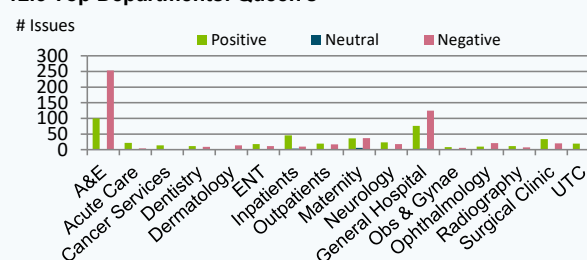
12.1 Top Departments: St Bartholomews



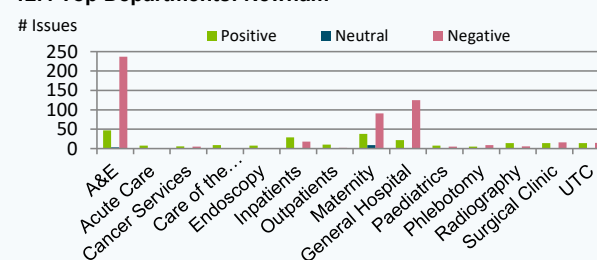
12.2 Top Departments: Homerton



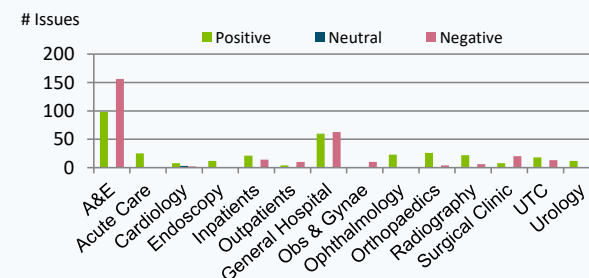
12.3 Top Departments: Queen's



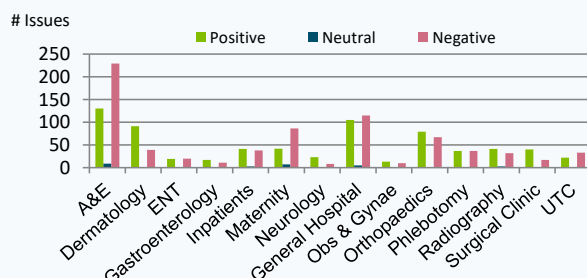
12.4 Top Departments: Newham



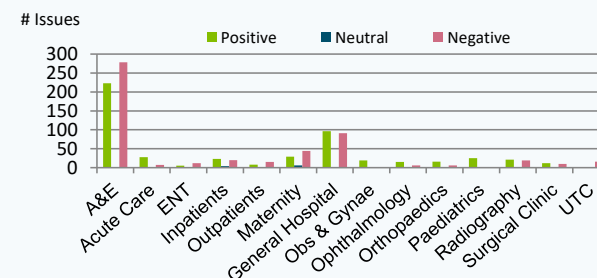
12.5 Top Departments: King George



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.	147	1	223
	Carer Involvement	Involvement or influence of carers and family members.	56	0	36
	Peer Involvement	Involvement or Influence of friends.	0	0	1
	General Comment	A generalised statement (ie; "The doctor was good.")	107	8	87
	User Involvement	Involvement or influence of the service user.	346	3	228
Systems	Administration	Administrative processes and delivery.	13	1	114
	Admission	Physical admission to a hospital ward, or other service.	3	2	35
	Booking	Ability to book, reschedule or cancel appointments.	34	0	50
	Cancellations	Cancellation of appointment by the service provider.	0	0	44
	Data Protection	General data protection (including GDPR).	0	0	3
	Referral	Referral to a service.	15	1	17
	Medical Records	Management of medical records.	0	1	9
	Medication	Prescription and management of medicines.	12	0	51
	Opening Times	Opening times of a service.	2	0	0
	Planning	Leadership and general organisation.	31	1	97
	Registration	Ability to register for a service.	1	1	15
	Support	Levels of support provided.	613	22	390
	Telephone	Ability to contact a service by telephone.	2	1	46
	Timing	Physical timing (ie; length of wait at appointments).	173	13	563
	Waiting List	Length of wait while on a list.	38	0	146
Values	Choice	General choice.	2	1	14
	Cost	General cost.	3	0	11
	Language	Language, including terminology.	2	0	5
	Nutrition	Provision of sustenance.	27	0	36
	Privacy	Privacy, personal space and property.	4	0	22
	Quality	General quality of a service, or staff.	798	23	416
	Sensory	Deaf/blind or other sensory issues.	1	0	1
	Stimulation	General stimulation, including access to activities.	13	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>	3	1	1
	Environment/Layout	<i>Physical environment of a service.</i>	38	3	93
	Equipment	<i>General equipment issues.</i>	10	0	8
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	24
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	36	0	29
	Mobility	<i>Physical mobility to, from and within services.</i>	3	1	14
	Travel/Parking	<i>Ability to travel or park.</i>	6	2	19
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	24
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	0	35
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	869	22	450
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	16
	Staff Training	<i>Training of staff.</i>	5	2	42
	Staffing Levels	<i>General availability of staff.</i>	1	6	65
Total:			3417	117	3484
Total Issues:			7018		

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.

