

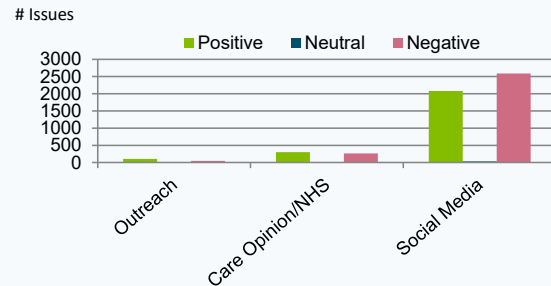
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 October 2024 - 30 September 2025

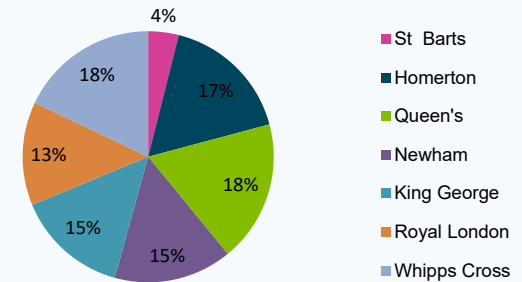
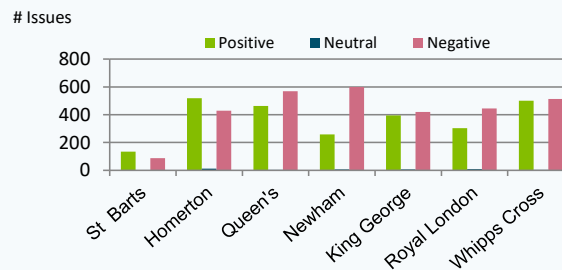
Community Insight
Analysis



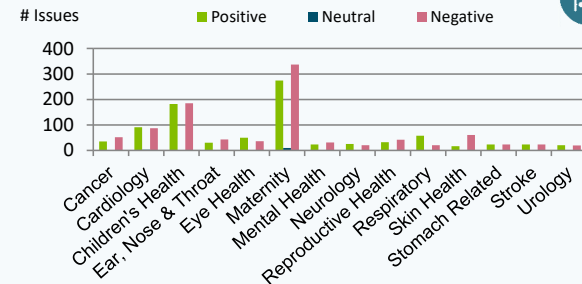
1. Top Source: 5677 issues from 1520 people



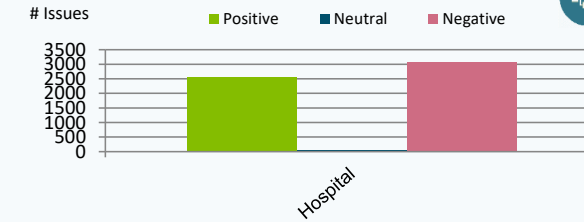
2. Feedback by Hospital



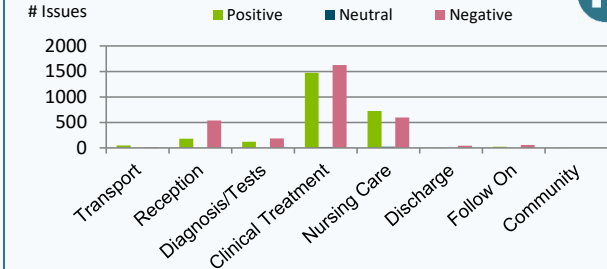
3. Top Conditions/Topics



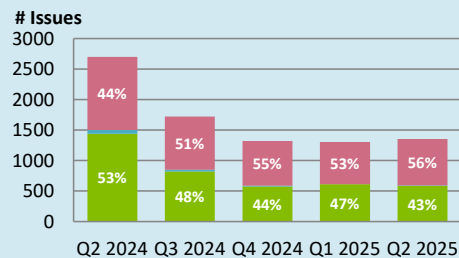
4. Service Sector



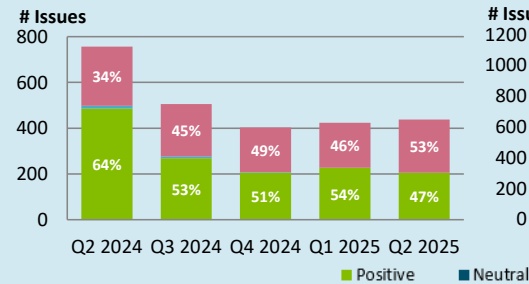
5. Clinical Care Pathway



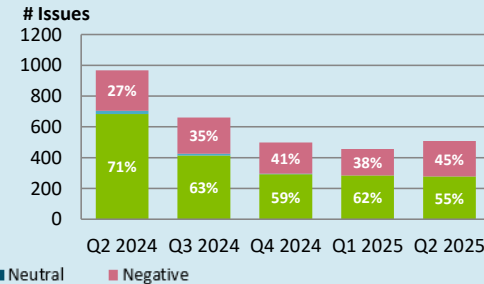
6.1 Timeline: Overall Sentiment



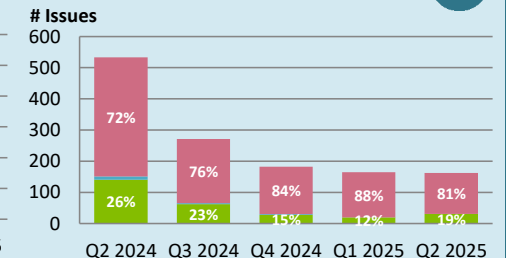
6.2 Timeline: User Involvement



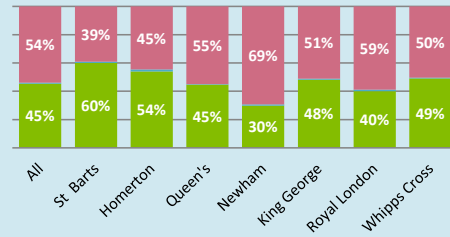
6.3 Timeline: Quality



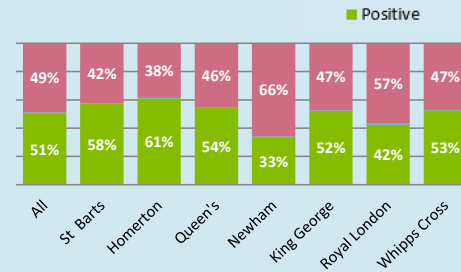
6.4 Timeline: Access



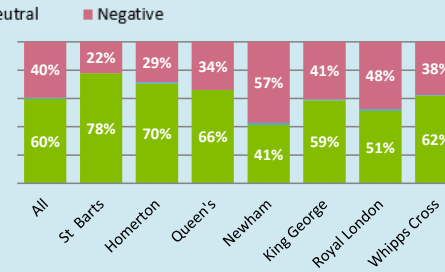
7.1 Sentiment by Hospital: Overall



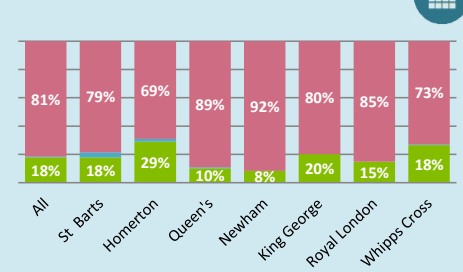
7.2 Sentiment by Hospital: Involvement



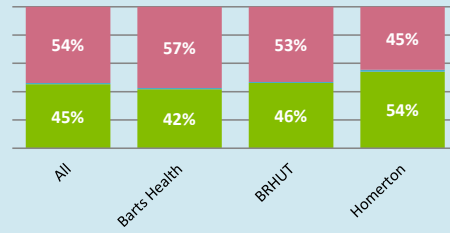
7.3 Sentiment by Hospital: Quality



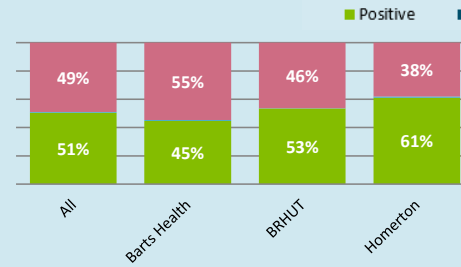
7.4 Sentiment by Hospital: Access



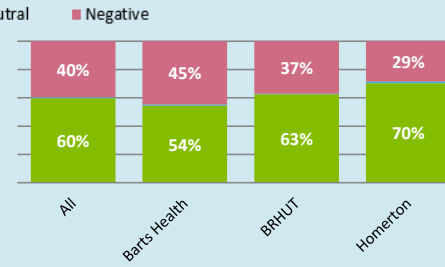
8.1 Sentiment by Trust: Overall



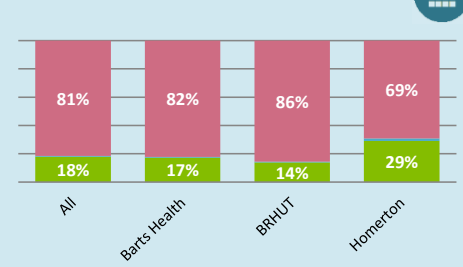
8.2 Sentiment by Trust: Involvement



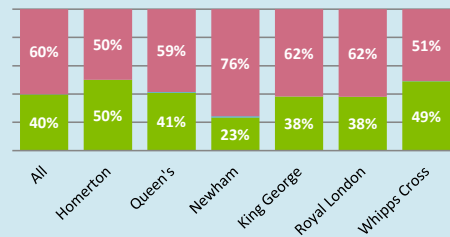
8.3 Sentiment by Trust: Quality



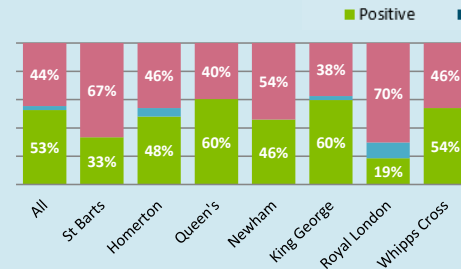
8.4 Sentiment by Trust: Access



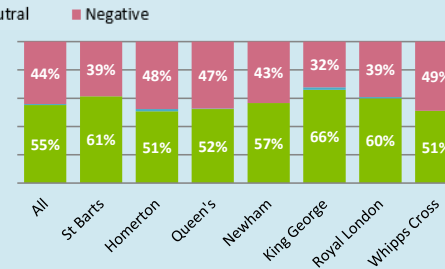
9.1 Emergency Care by Hospital



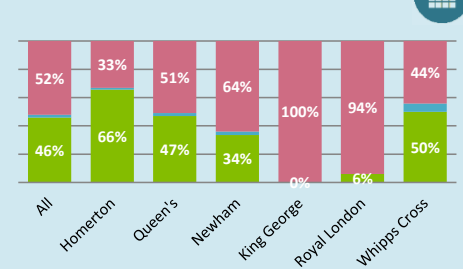
9.2 Inpatients by Hospital



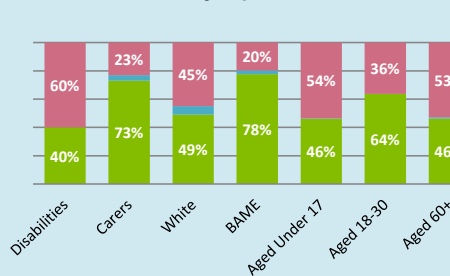
9.3 Outpatients by Hospital



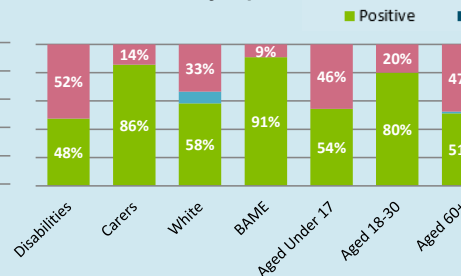
9.4 Maternity by Hospital



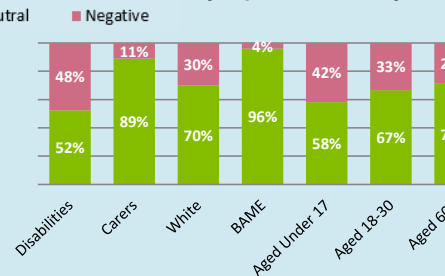
10.1 Sentiment by Equalities: Overall



10.2 Sentiment by Equalities: Involvement



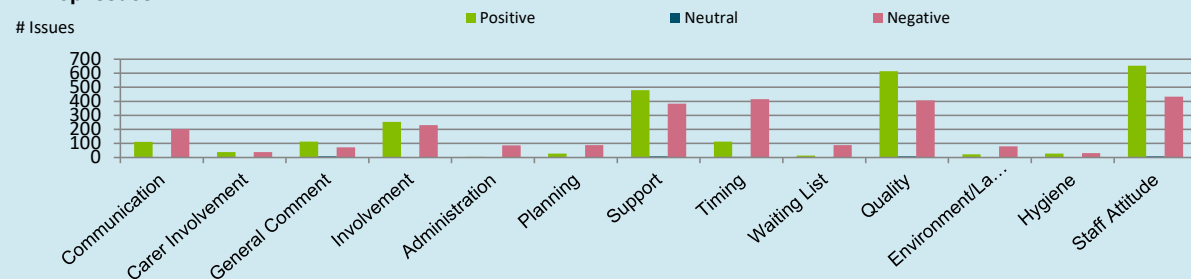
10.3 Sentiment by Equalities: Quality



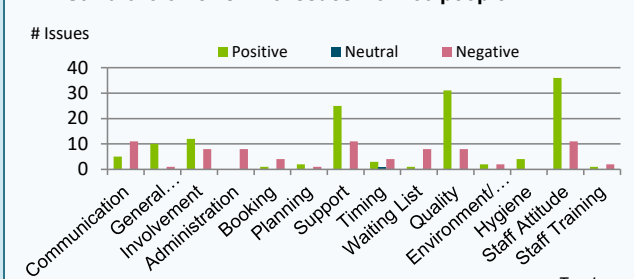
10.4 Sentiment by Equalities: Access



11. Top Issues

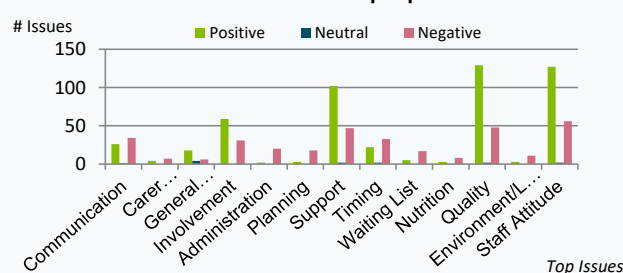


11.1 St Bartholomews: 223 issues from 60 people



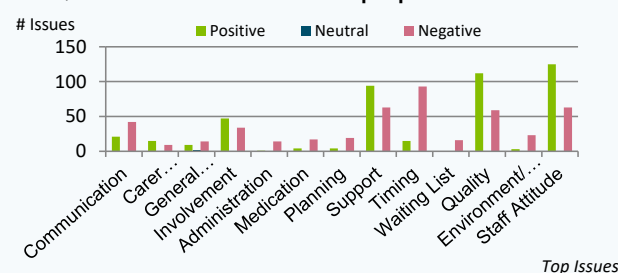
Top Issues

11.2 Homerton: 960 issues from 232 people



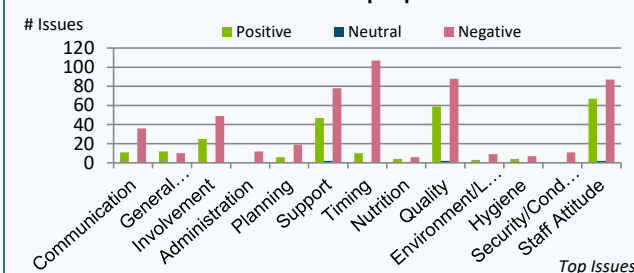
Top Issues

11.3 Queen's: 1035 issues from 259 people



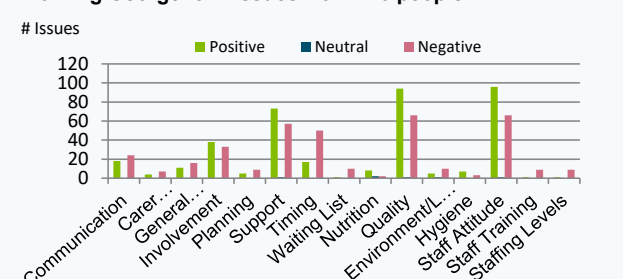
Top Issues

11.4 Newham: 864 issues from 231 people



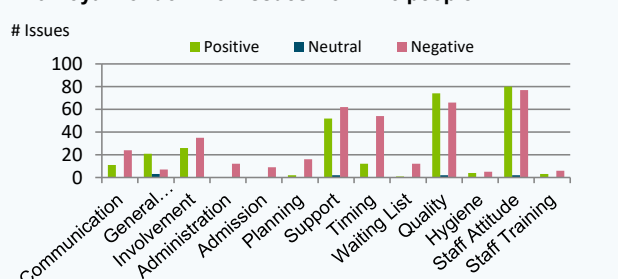
Top Issues

11.5 King George: 821 issues from 220 people



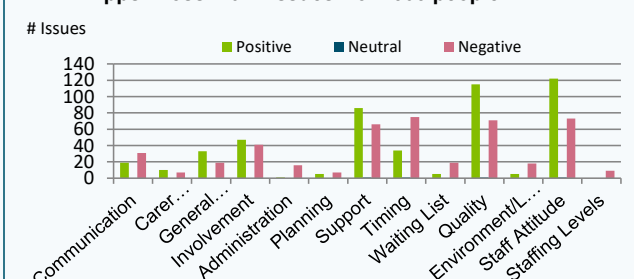
Top Issues

11.6 Royal London: 757 issues from 215 people



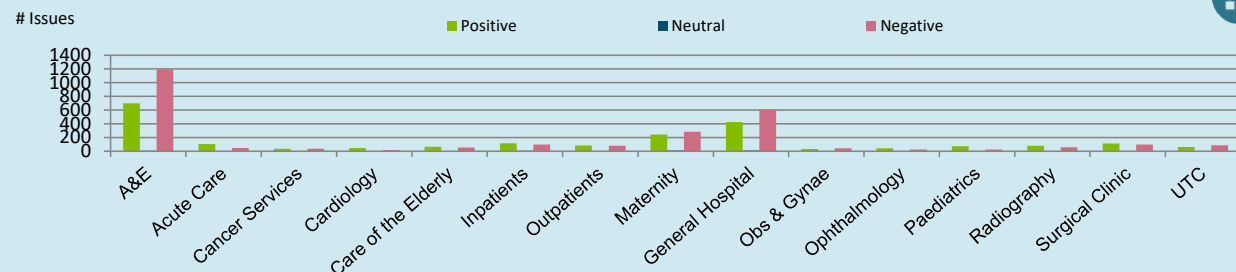
Top Issues

11.7 Whipps Cross: 1017 issues from 303 people

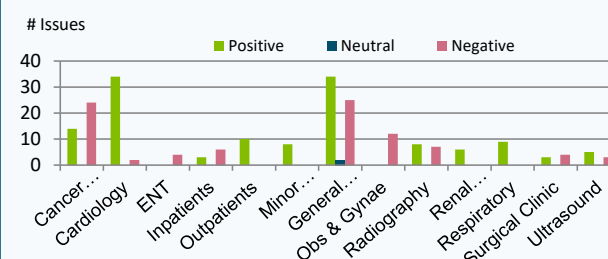


Top Issues

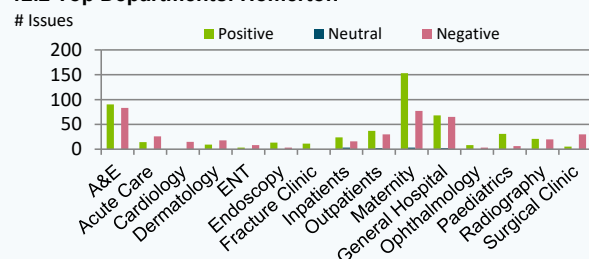
12. Top Departments



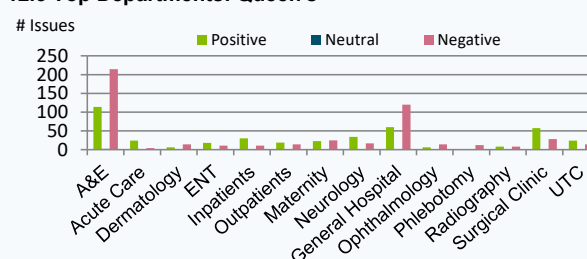
12.1 Top Departments: St Bartholomews



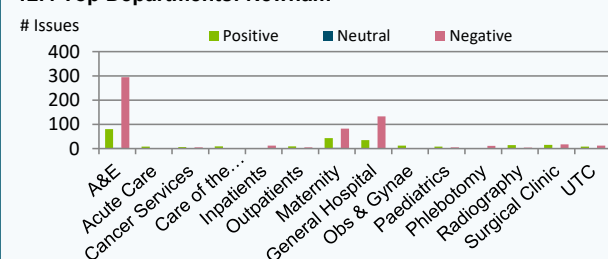
12.2 Top Departments: Homerton



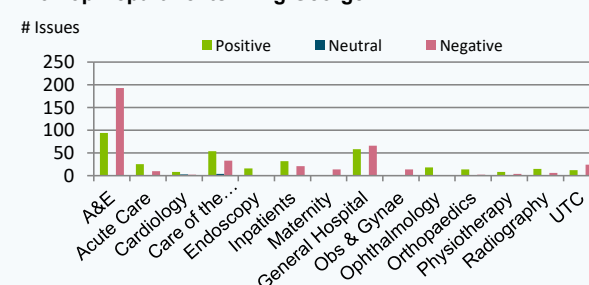
12.3 Top Departments: Queen's



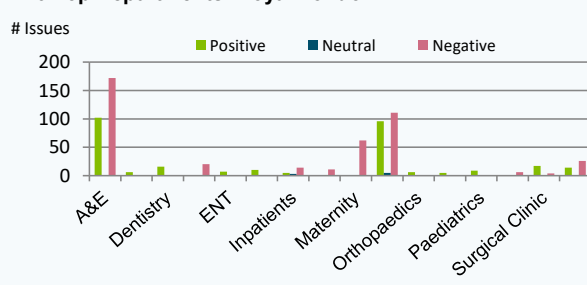
12.4 Top Departments: Newham



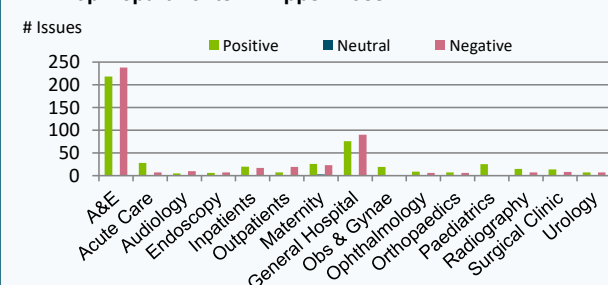
12.5 Top Departments: King George



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. | 111 | 1 | 202 |
| | Carer Involvement | Involvement or influence of carers and family members. | 38 | 0 | 38 |
| | Peer Involvement | Involvement or Influence of friends. | 0 | 0 | 0 |
| | General Comment | A generalised statement (ie; "The doctor was good.") | 114 | 8 | 73 |
| | User Involvement | Involvement or influence of the service user. | 254 | 0 | 231 |
| Systems | Administration | Administrative processes and delivery. | 5 | 0 | 86 |
| | Admission | Physical admission to a hospital ward, or other service. | 3 | 1 | 38 |
| | Booking | Ability to book, reschedule or cancel appointments. | 10 | 0 | 33 |
| | Cancellations | Cancellation of appointment by the service provider. | 0 | 0 | 29 |
| | Data Protection | General data protection (including GDPR). | 0 | 0 | 3 |
| | Referral | Referral to a service. | 3 | 0 | 8 |
| | Medical Records | Management of medical records. | 0 | 0 | 9 |
| | Medication | Prescription and management of medicines. | 7 | 0 | 40 |
| | Opening Times | Opening times of a service. | 2 | 0 | 0 |
| | Planning | Leadership and general organisation. | 27 | 0 | 89 |
| | Registration | Ability to register for a service. | 1 | 0 | 13 |
| | Support | Levels of support provided. | 479 | 8 | 384 |
| | Telephone | Ability to contact a service by telephone. | 1 | 0 | 29 |
| | Timing | Physical timing (ie; length of wait at appointments). | 113 | 4 | 416 |
| | Waiting List | Length of wait while on a list. | 14 | 0 | 89 |
| Values | Choice | General choice. | 2 | 1 | 9 |
| | Cost | General cost. | 3 | 0 | 11 |
| | Language | Language, including terminology. | 3 | 0 | 4 |
| | Nutrition | Provision of sustenance. | 25 | 2 | 29 |
| | Privacy | Privacy, personal space and property. | 5 | 1 | 17 |
| | Quality | General quality of a service, or staff. | 614 | 8 | 406 |
| | Sensory | Deaf/blind or other sensory issues. | 1 | 0 | 1 |
| | Stimulation | General stimulation, including access to activities. | 10 | 0 | 4 |

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 | 1 |
| | Environment/Layout | Physical environment of a service. | 22 | 1 | 80 |
| | Equipment | General equipment issues. | 2 | 0 | 5 |
| | Hazard | General hazard to safety (ie; a hospital wide infection). | 0 | 0 | 30 |
| | Hygiene | Levels of hygiene and general cleanliness. | 28 | 0 | 31 |
| | Mobility | Physical mobility to, from and within services. | 2 | 0 | 8 |
| | Travel/Parking | Ability to travel or park. | 6 | 2 | 13 |
| Staff | Omission | General omission (ie; transport did not arrive). | 0 | 1 | 20 |
| | Security/Conduct | General security of a service, including conduct of staff. | 1 | 0 | 35 |
| | Staff Attitude | Attitude, compassion and empathy of staff. | 653 | 8 | 433 |
| | Complaints | Ability to log and resolve a complaint. | 1 | 0 | 12 |
| | Staff Training | Training of staff. | 6 | 0 | 48 |
| | Staffing Levels | General availability of staff. | 1 | 0 | 53 |
| Total: | | | 2571 | 46 | 3060 |
| Total Issues: | | | 5677 | | |

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.

