

# Hospital Services in North East London (NEL)

## Trends Analysis Report



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospital services.

*Qualitative Feedback, 1 January 2025 - 31 December 2025*



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## Data Source (Page 3)



Identifies the origin of the data, by source and hospital.

## Top Trends (Page 4-5)



Identifies the top departments, specialisms, medical conditions/topics and service related issues.

## Satisfaction Levels (Pages 6-7)



Tracks satisfaction of service aspects over time, and by hospital.

## Equalities (Page 9)



Monitors experience by demographic groupings.

## Experiences by Hospital (Pages 10-16)



Explores trends by individual hospital.

## Data Table (Pages 17-18)



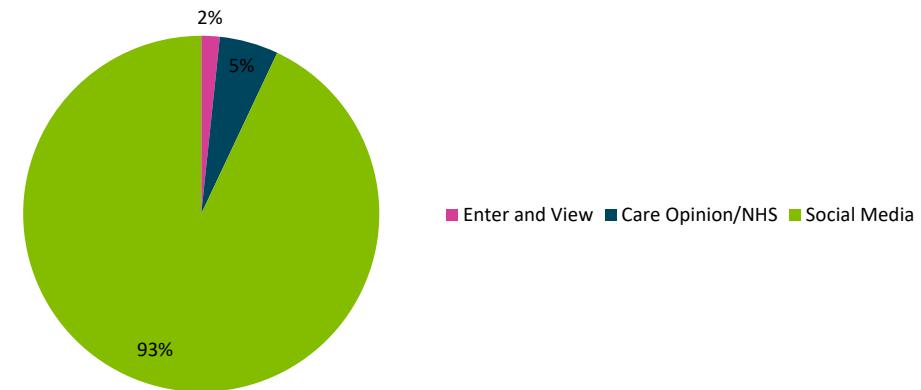
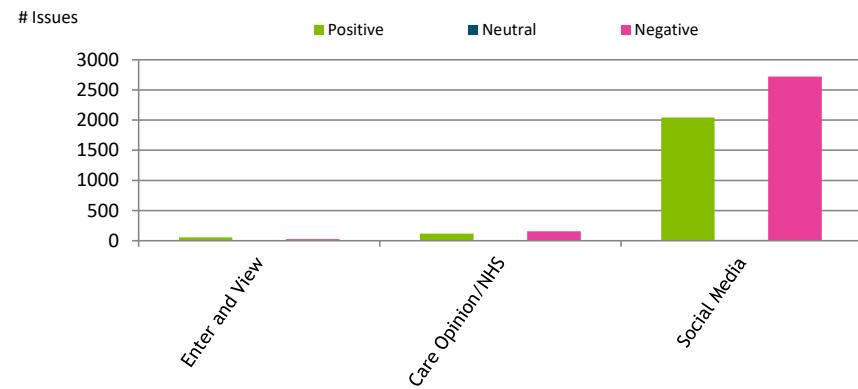
The numbers underpinning the trends.

**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. 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?

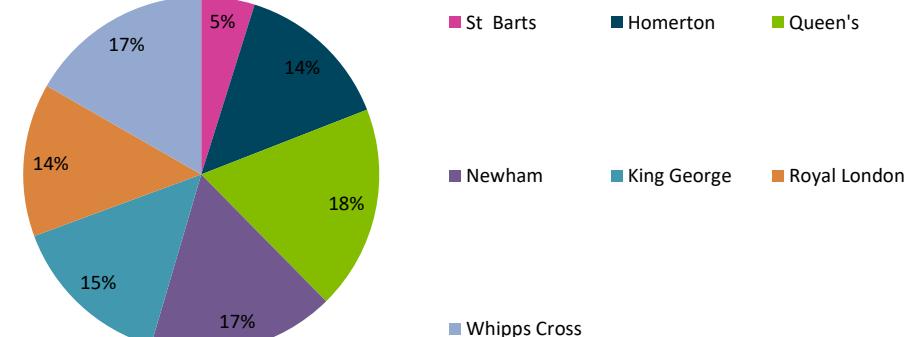
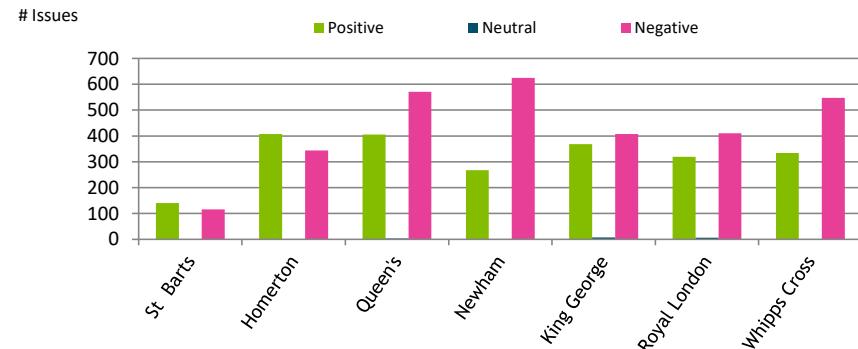


### 1.1 Source: 5279 issues from 1449 people



Sources providing the most comments overall

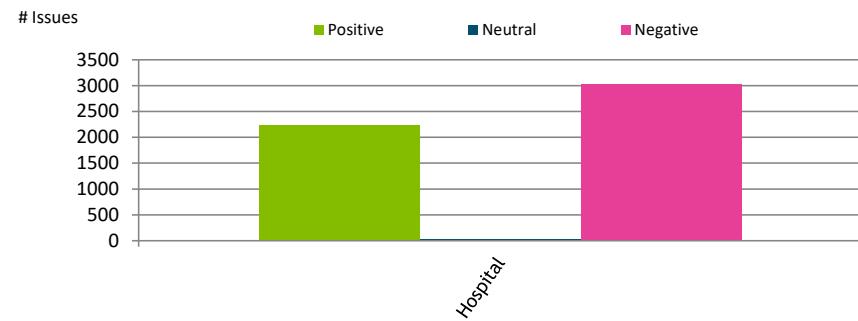
### 1.2 Feedback by Hospital



## 2. Which services are people most commenting on?

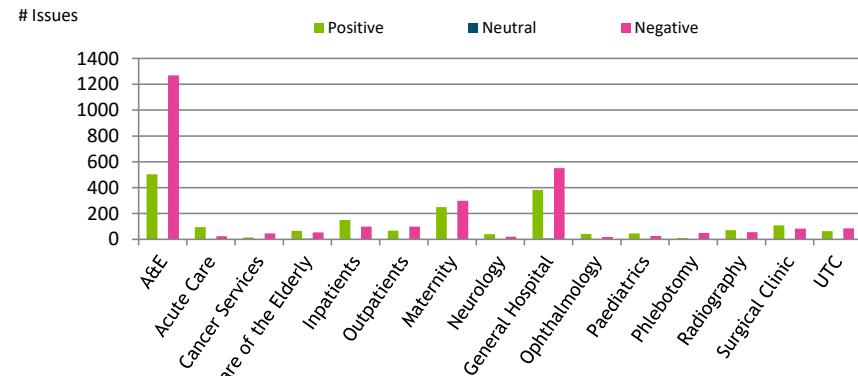


### 2.1 Service Sector

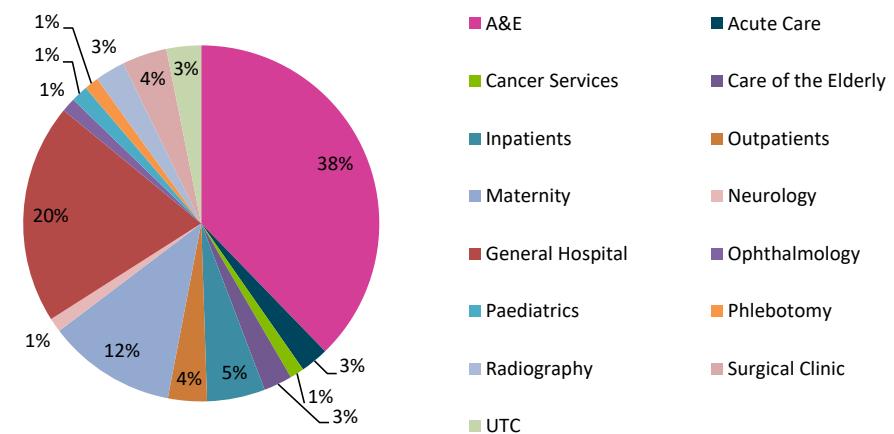


Service sectors receiving the most comments overall

### 2.2 Service Type



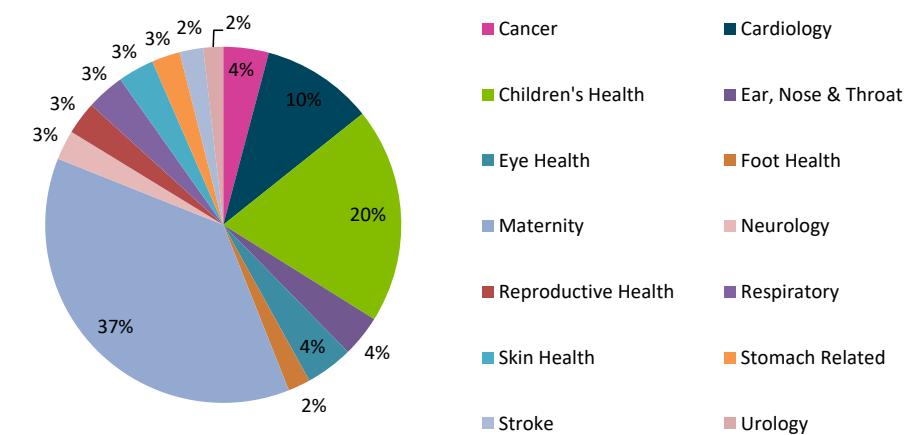
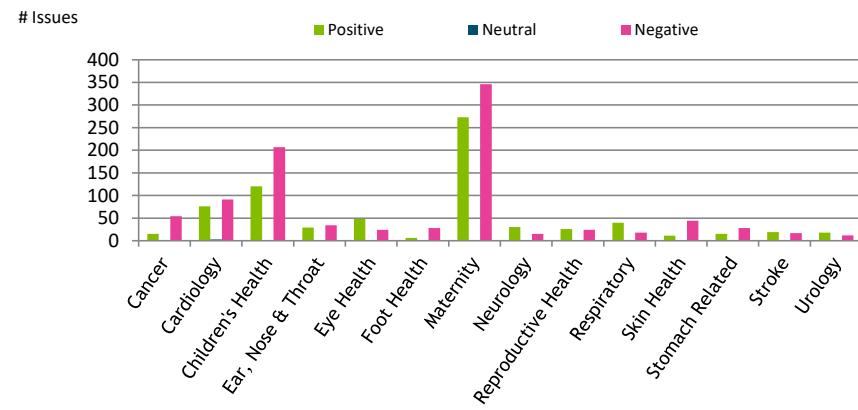
Service type receiving the most comments overall



### 3. Which service aspects are people most commenting on?

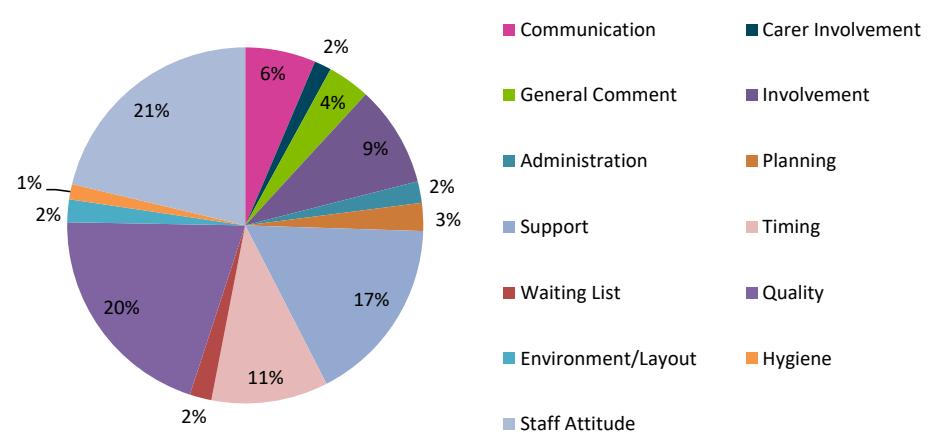
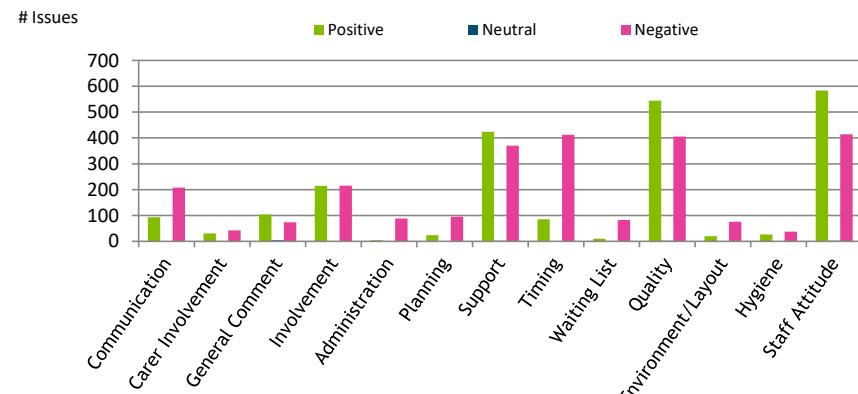


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 5279 issues from 1449 people

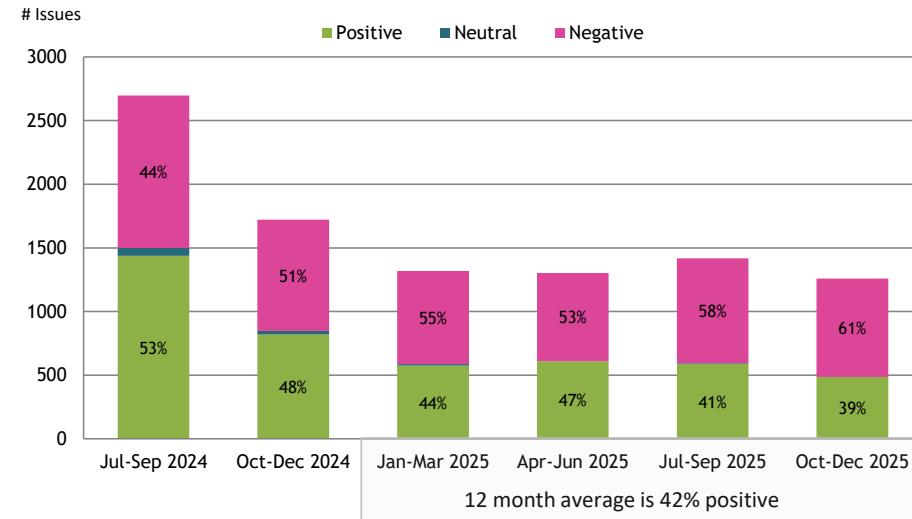


Issues receiving the most comments overall

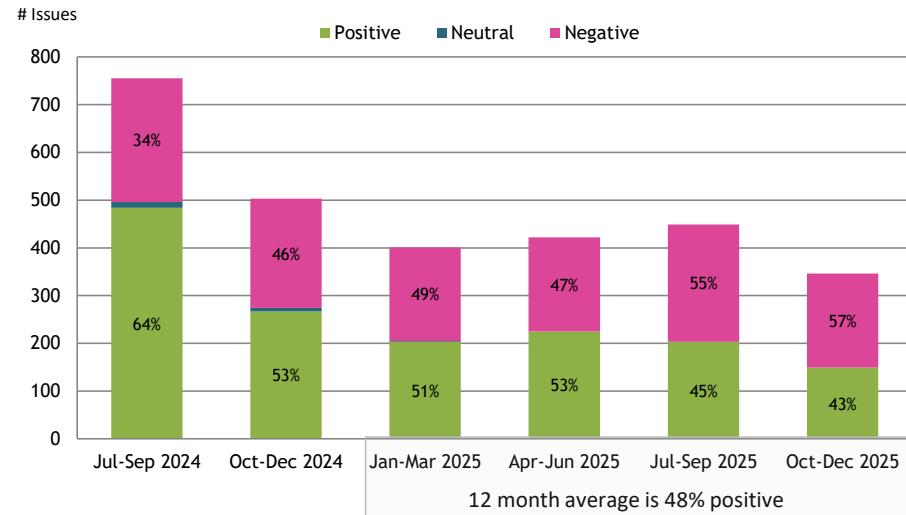
#### 4. Timeline: On the whole, how do people feel about Health and Care services?



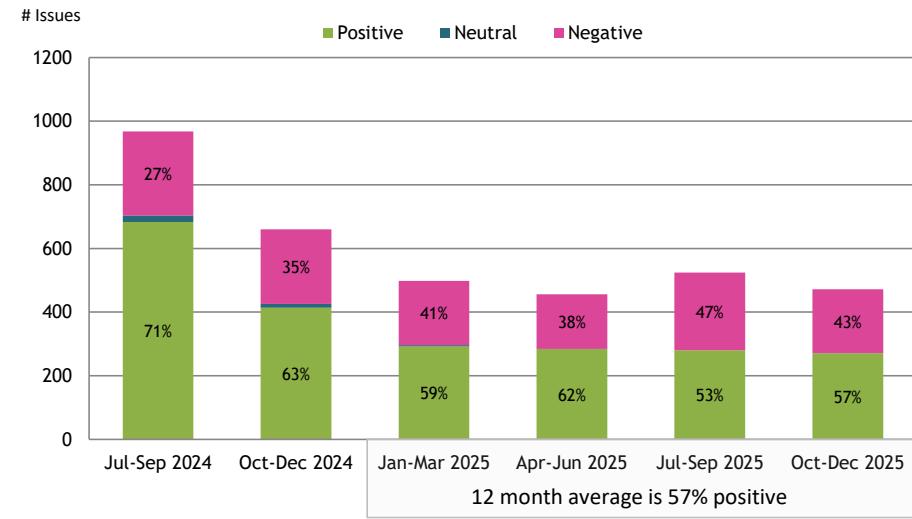
##### 4.1 How do people feel about services overall?



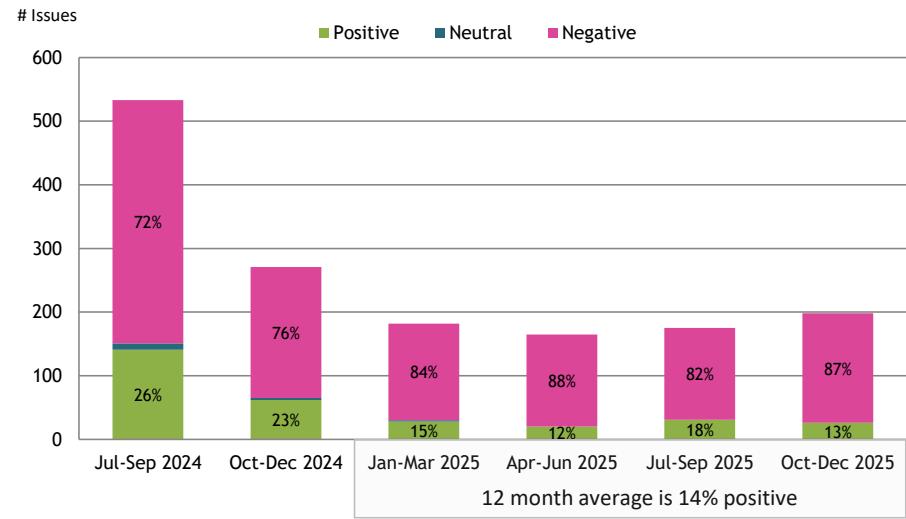
##### 4.2 How well informed, involved and supported do people feel?



##### 4.3 How do people feel about general quality and empathy?



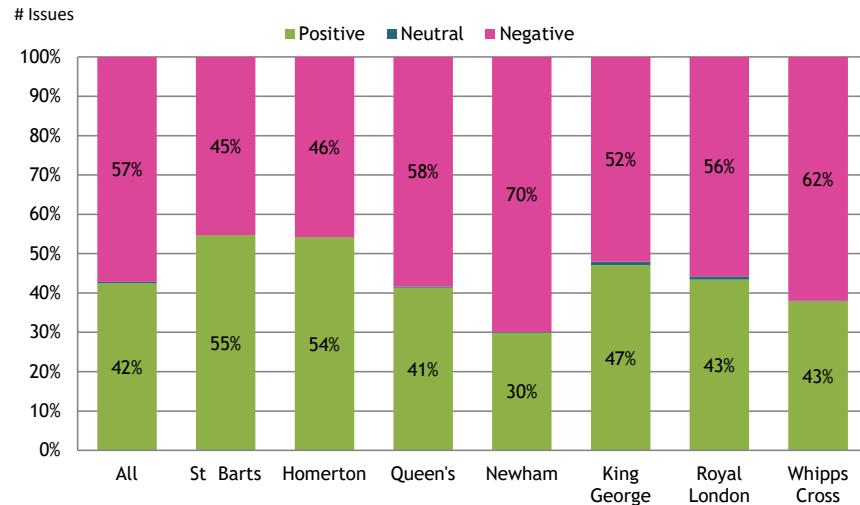
##### 4.4 How do people feel about access to services?



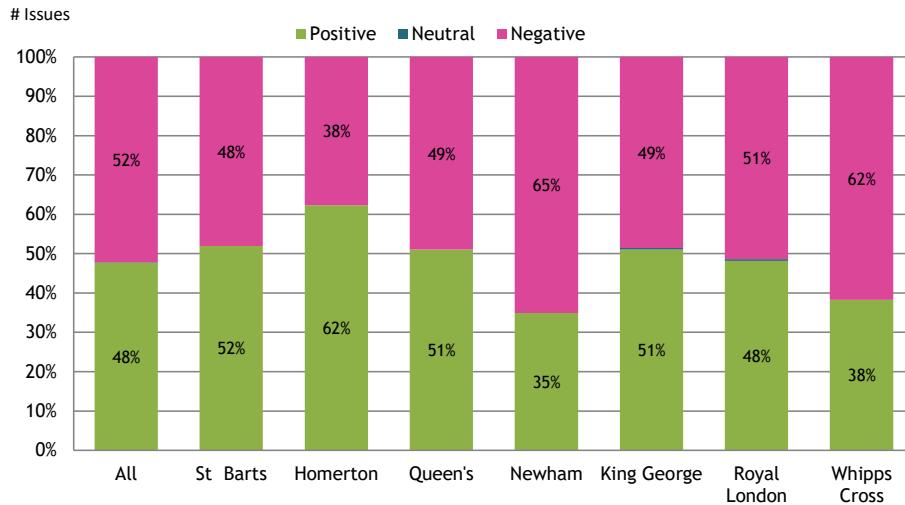
## 5. By Hospital: On the whole, how do people feel about Health and Care services?



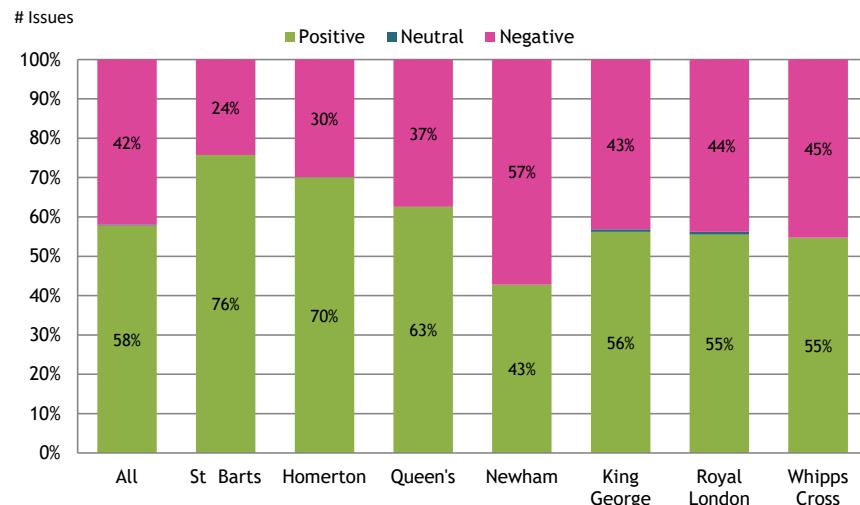
### 5.1 How do people feel about services overall?



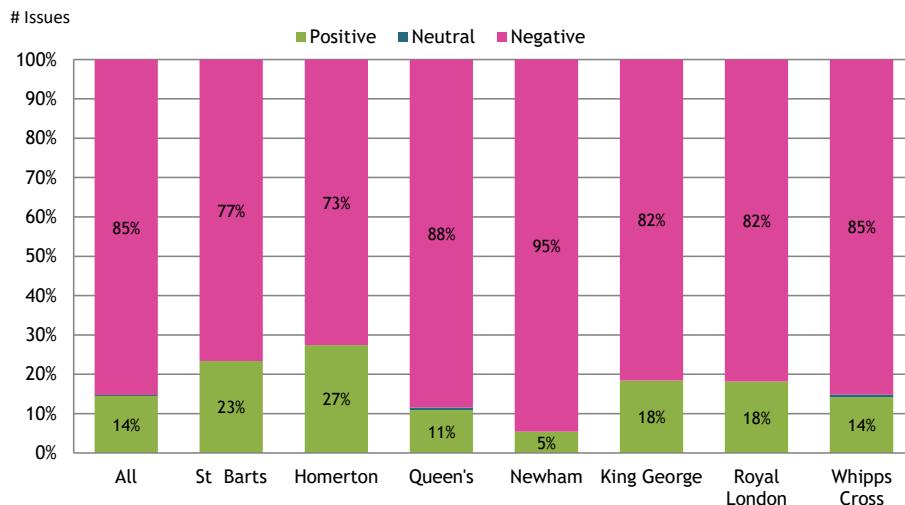
### 5.2 How well informed, involved and supported do people feel?



### 5.3 How do people feel about general quality and empathy?



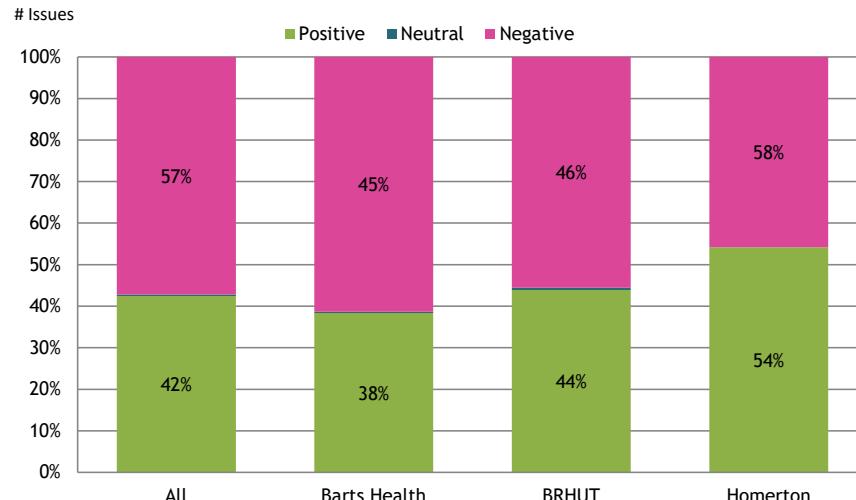
### 5.4 How do people feel about access to services?



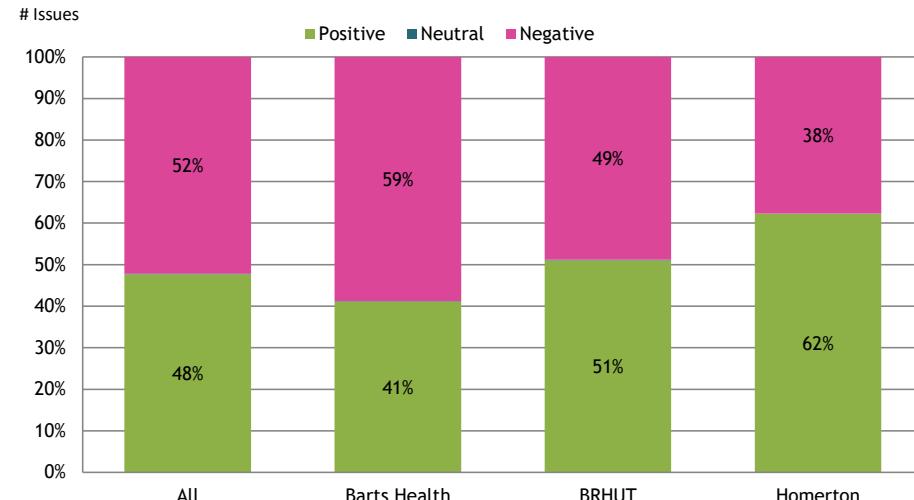
## 6. By Trust: On the whole, how do people feel about Health and Care services?



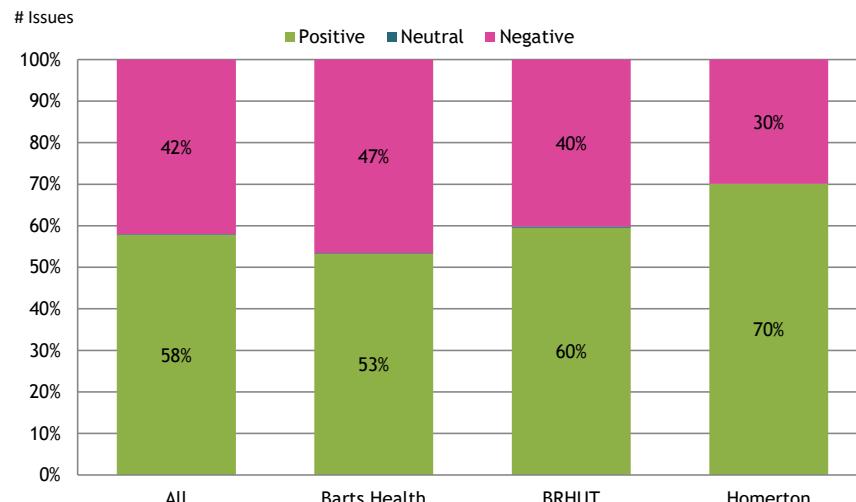
### 6.1 How do people feel about services overall?



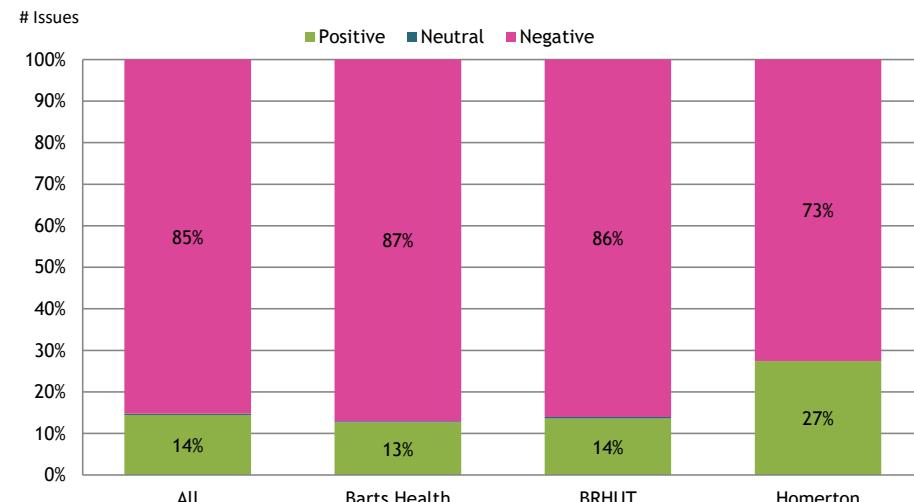
### 6.2 How well informed, involved and supported do people feel?



### 6.3 How do people feel about general quality and empathy?



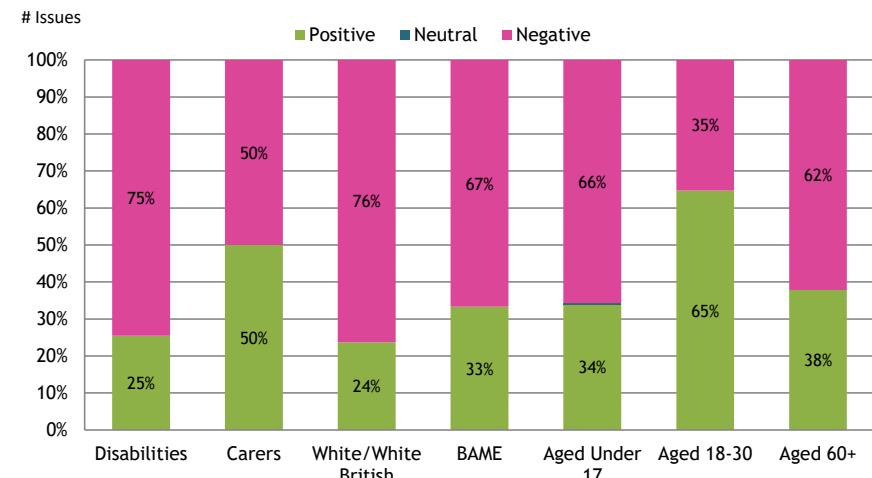
### 6.4 How do people feel about access to services?



## 7. Equalities: On the whole, how do people feel about Health and Care services?



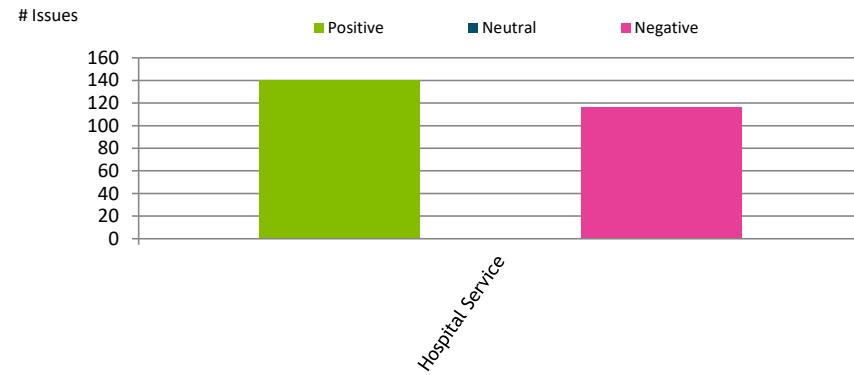
### 7.1 How do people feel about services overall?



## 8. Trends by Hospital: St Bartholomews

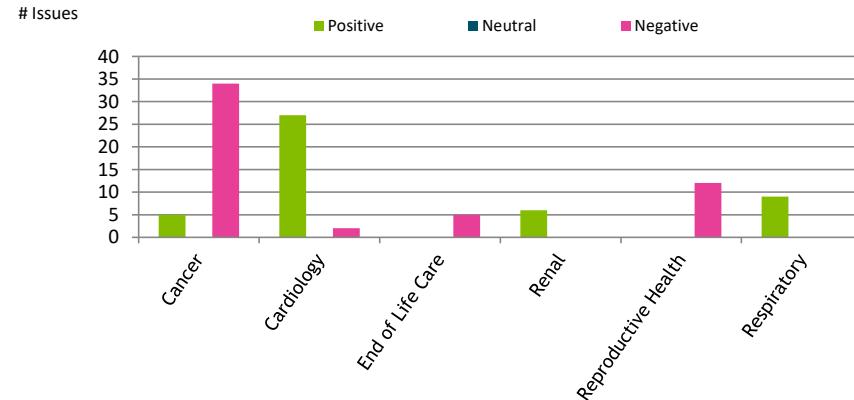


### 8.1 Service Sector



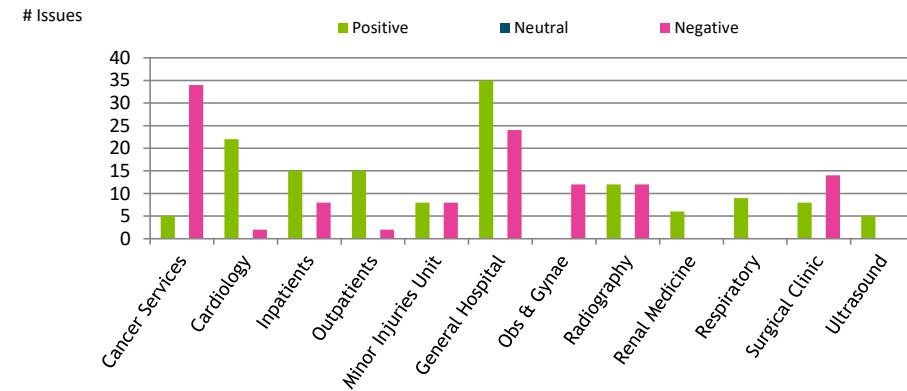
Service sectors receiving the most comments overall

### 8.3 Stated medical conditions/topics



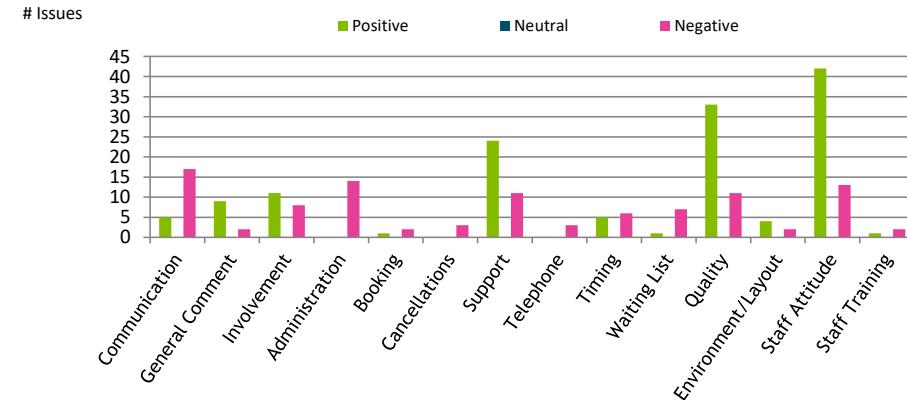
Medical conditions/topics receiving the most comments overall

### 8.2 Service Type



Service type receiving the most comments overall

### 8.4 Top Trends: 256 issues from 71 people

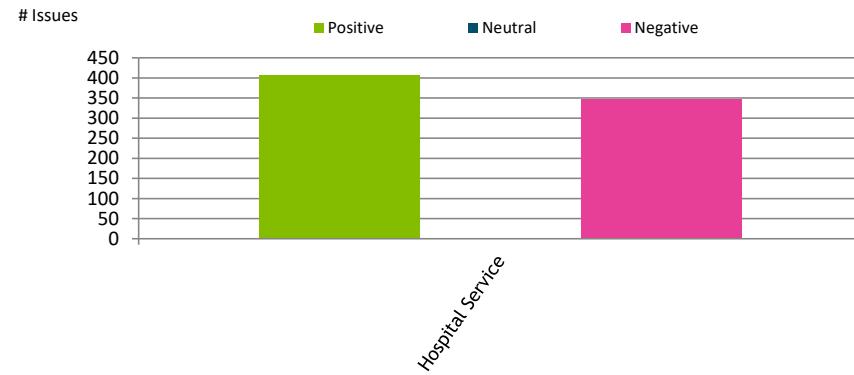


Issues receiving the most comments overall

## 8. Trends by Hospital: Homerton University Hospital

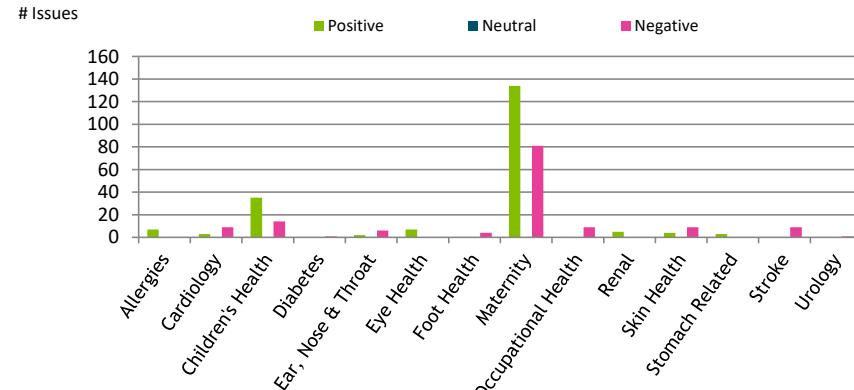


### 8.5 Service Sector



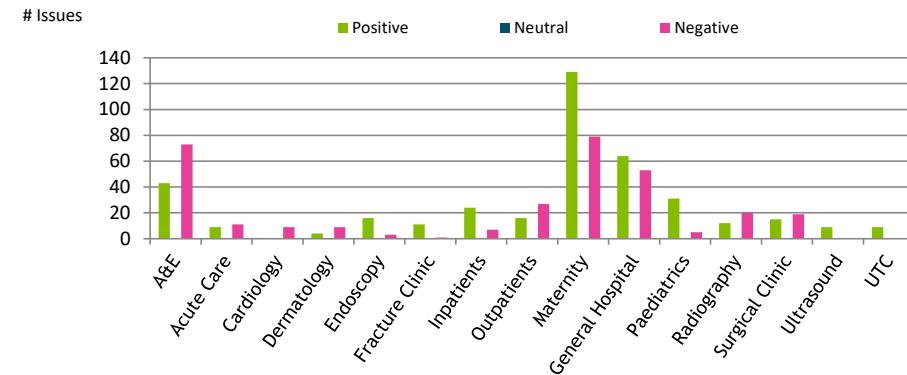
Service sectors receiving the most comments overall

### 8.7 Stated medical conditions/topics



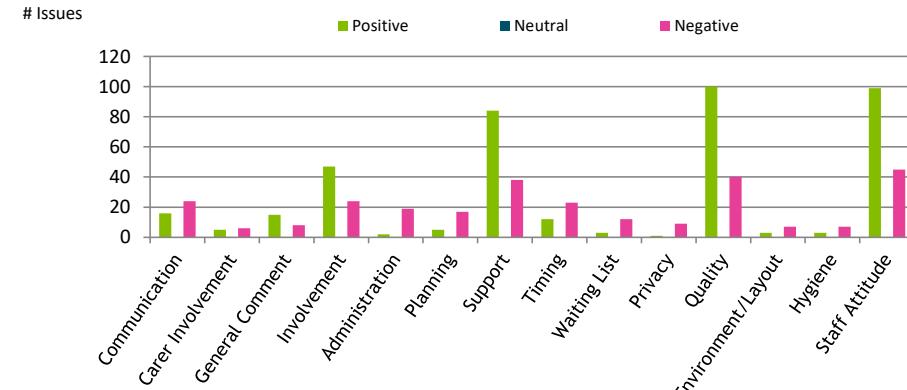
Medical conditions/topics receiving the most comments overall

### 8.6 Service Type



Service type receiving the most comments overall

### 8.8 Top Trends: 751 issues from 182 people

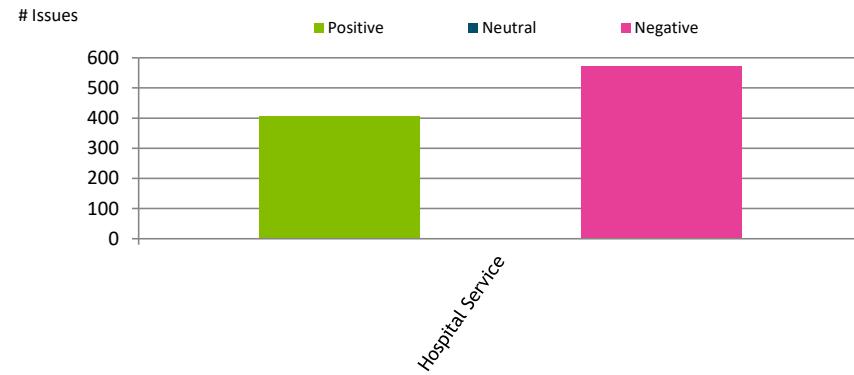


Issues receiving the most comments overall

## 8. Trends by Hospital: Queen's Hospital

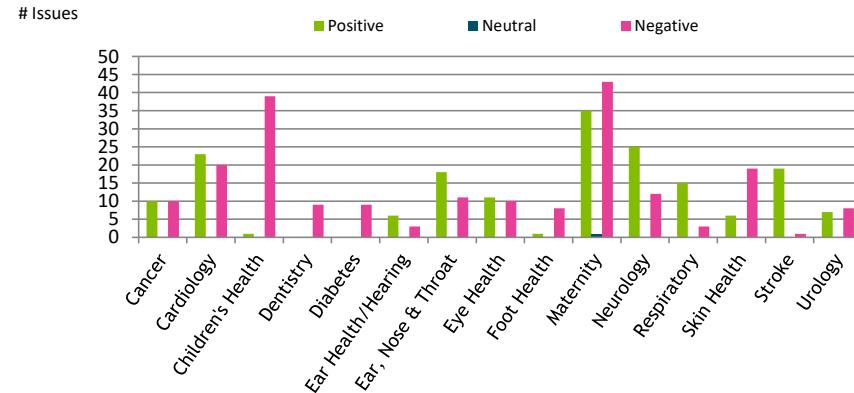


### 8.9 Service Sector



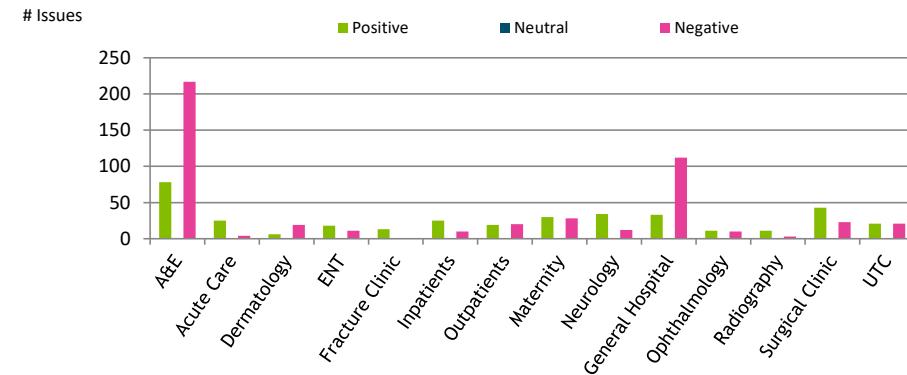
Service sectors receiving the most comments overall

### 8.11 Stated medical conditions/topics



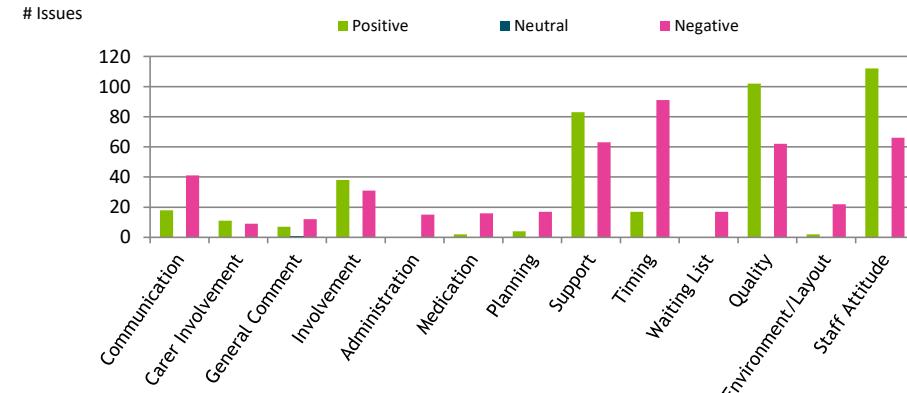
Medical conditions/topics receiving the most comments overall

### 8.10 Service Type



Service type receiving the most comments overall

### 8.12 Top Trends: 979 issues from 261 people

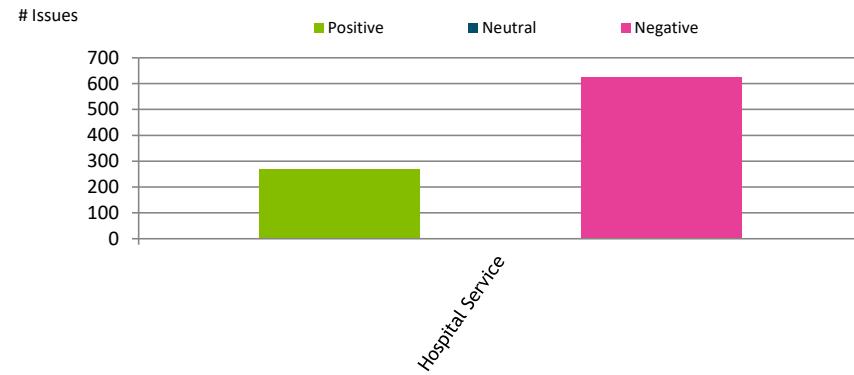


Issues receiving the most comments overall

## 8. Trends by Hospital: Newham University Hospital

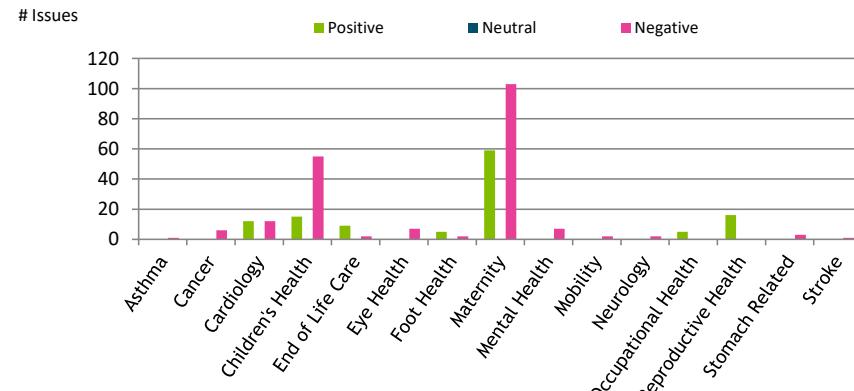


### 8.13 Service Sector



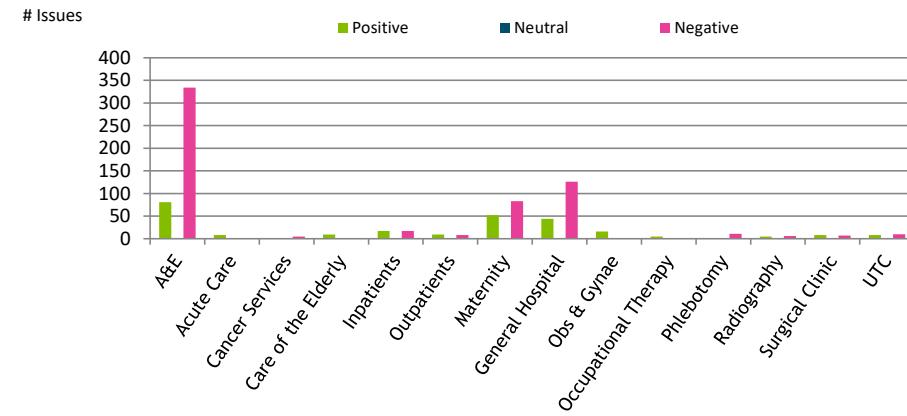
Service sectors receiving the most comments overall

### 8.15 Stated medical conditions/topics



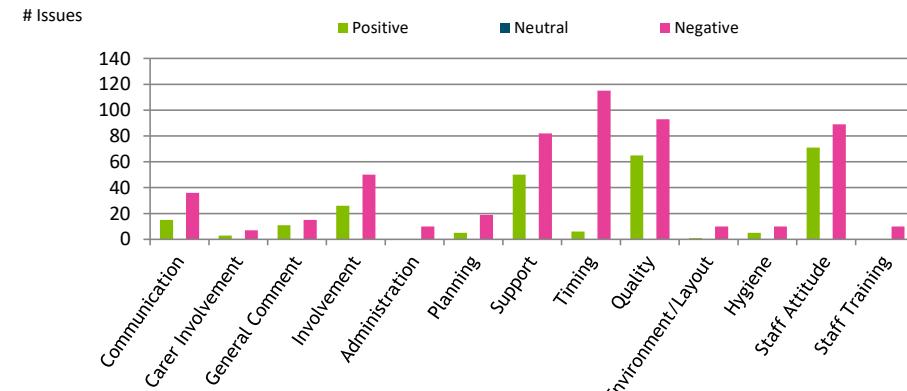
Medical conditions/topics receiving the most comments overall

### 8.14 Service Type



Service type receiving the most comments overall

### 8.16 Top Trends: 894 issues from 238 people

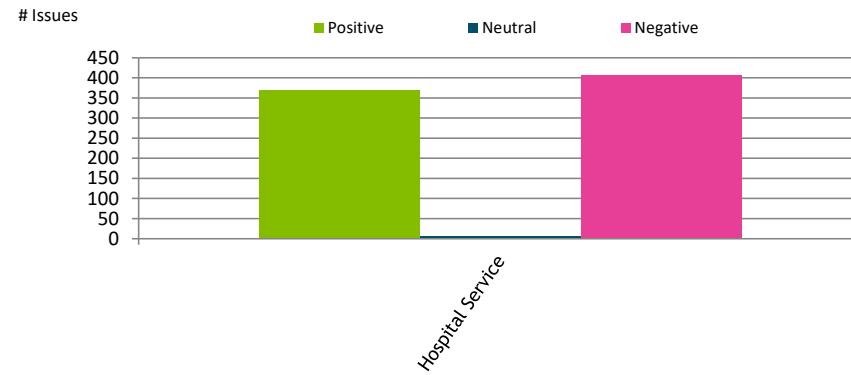


Issues receiving the most comments overall

## 8. Trends by Hospital: King George Hospital

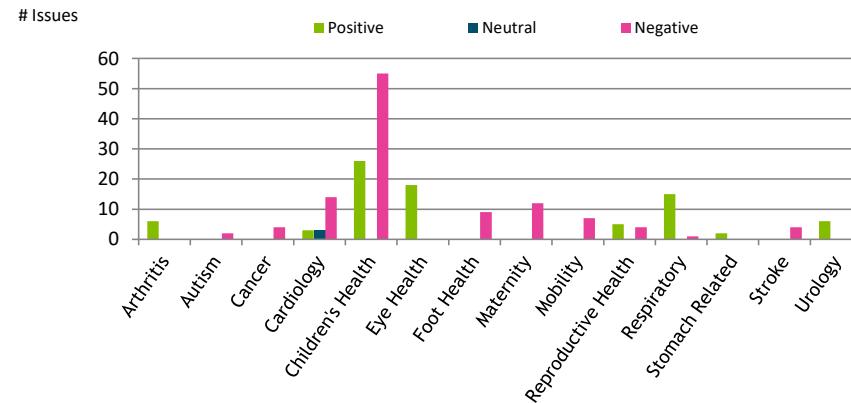


### 8.17 Service Sector



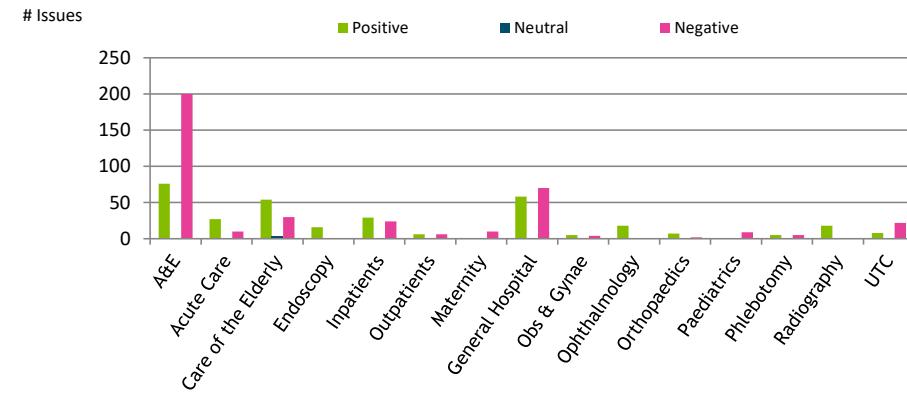
Service sectors receiving the most comments overall

### 8.19 Stated medical conditions/topics



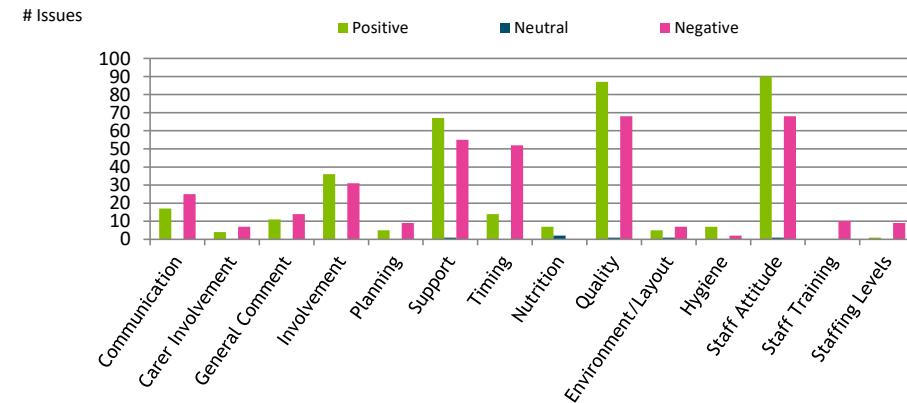
Medical conditions/topics receiving the most comments overall

### 8.18 Service Type



Service type receiving the most comments overall

### 8.20 Top Trends: 782 issues from 218 people

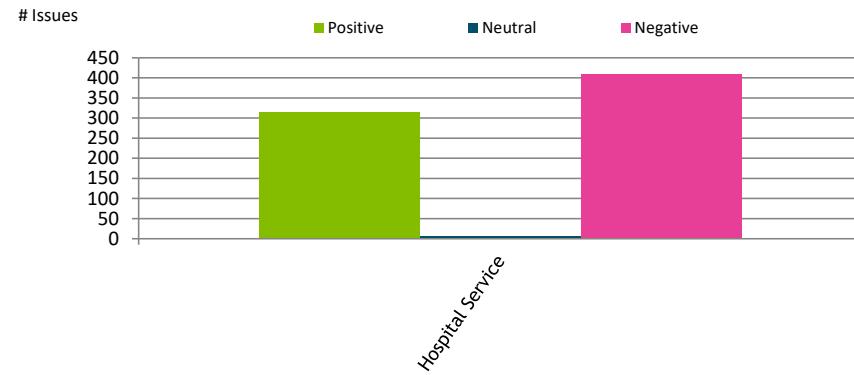


Issues receiving the most comments overall

## 8. Trends by Hospital: Royal London Hospital

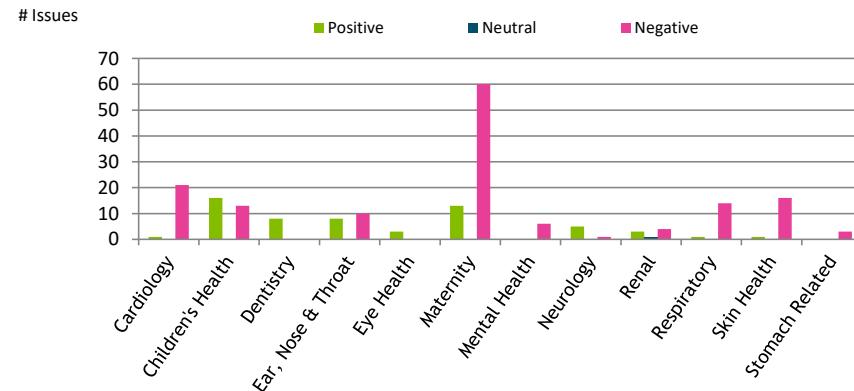


### 8.21 Service Sector



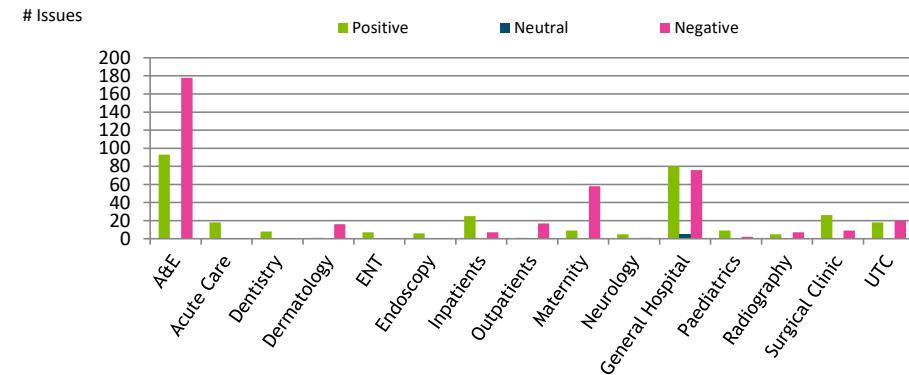
Service sectors receiving the most comments overall

### 8.23 Stated medical conditions/topics



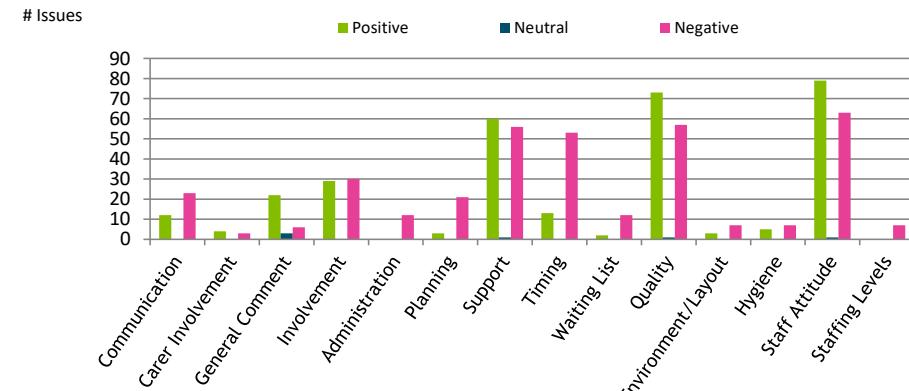
Medical conditions/topics receiving the most comments overall

### 8.22 Service Type



Service type receiving the most comments overall

### 8.24 Top Trends: 735 issues from 205 people

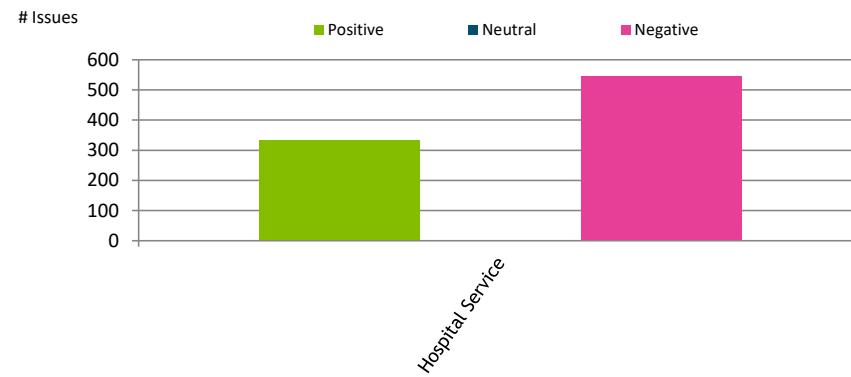


Issues receiving the most comments overall

## 8. Trends by Hospital: Whipps Cross University Hospital

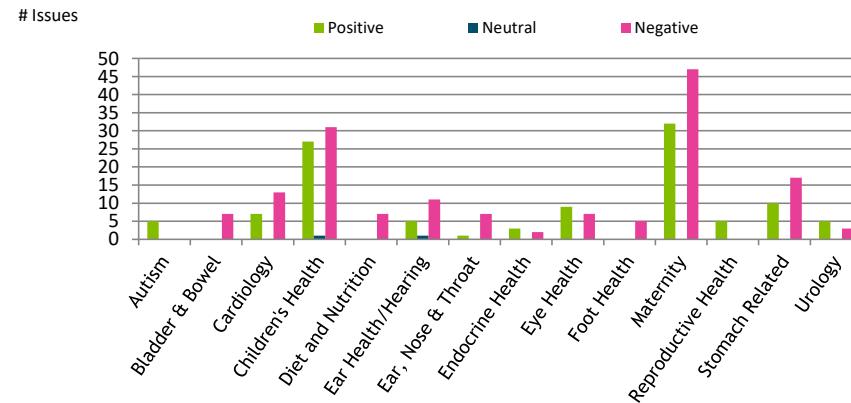


### 8.25 Service Sector



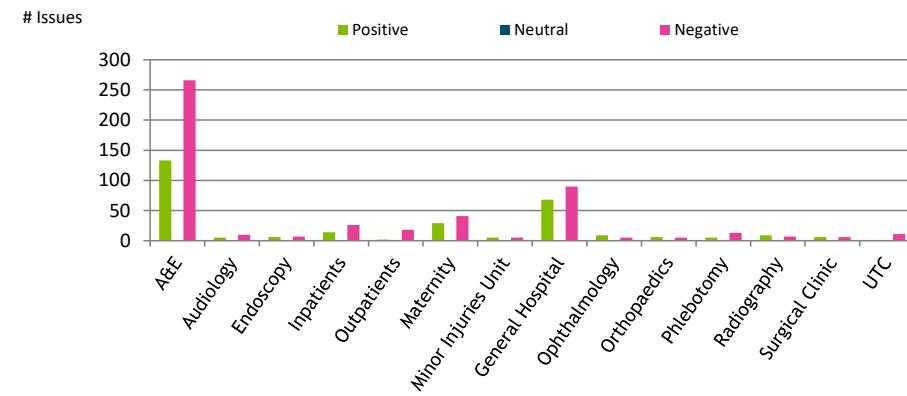
Service sectors receiving the most comments overall

### 8.27 Stated medical conditions/topics



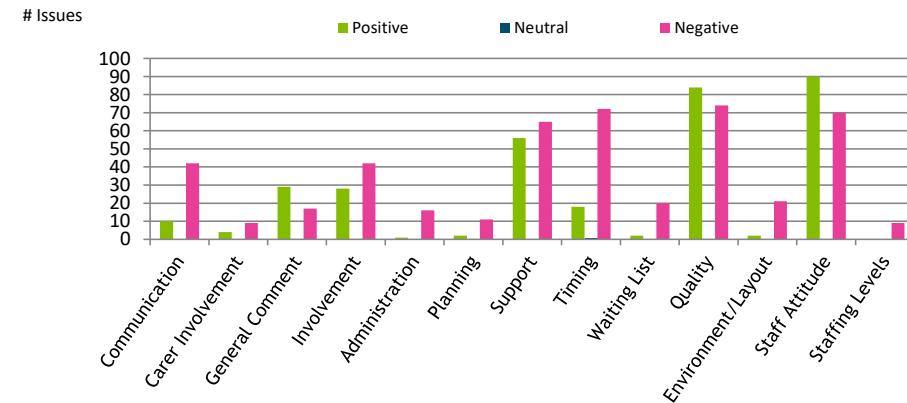
Medical conditions/topics receiving the most comments overall

### 8.26 Service Type



Service type receiving the most comments overall

### 8.28 Top Trends: 882 issues from 274 people



Issues receiving the most comments overall

## 9. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	93	0	208	301
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	31	0	42	73
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	104	4	74	182
	User Involvement	<i>Involvement or influence of the service user.</i>	215	0	216	431
Systems	Administration	<i>Administrative processes and delivery.</i>	4	0	88	92
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	4	1	34	39
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	5	0	28	33
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	27	27
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	3	3
	Referral	<i>Referral to a service.</i>	4	0	11	15
	Medical Records	<i>Management of medical records.</i>	0	0	6	6
	Medication	<i>Prescription and management of medicines.</i>	4	0	42	46
	Opening Times	<i>Opening times of a service.</i>	0	0	2	2
	Planning	<i>Leadership and general organisation.</i>	24	0	95	119
	Registration	<i>Ability to register for a service.</i>	1	0	12	13
	Support	<i>Levels of support provided.</i>	424	2	370	796
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	29	30
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	85	1	412	498
	Waiting List	<i>Length of wait while on a list.</i>	10	0	83	93
Values	Choice	<i>General choice.</i>	1	1	6	8
	Cost	<i>General cost.</i>	3	0	12	15
	Language	<i>Language, including terminology.</i>	3	0	4	7
	Nutrition	<i>Provision of sustenance.</i>	16	2	23	41
	Privacy	<i>Privacy, personal space and property.</i>	5	1	22	28
	Quality	<i>General quality of a service, or staff.</i>	544	2	405	951
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	1	2
	Stimulation	<i>General stimulation, including access to activities.</i>	9	0	3	12

## 9. Data Table: Number of issues



		Issue Name	Descriptor	# Issues			
				Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>		4	0	0	4
	Environment/Layout	<i>Physical environment of a service.</i>		20	1	76	97
	Equipment	<i>General equipment issues.</i>		3	0	7	10
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>		0	0	36	36
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>		27	0	38	65
	Mobility	<i>Physical mobility to, from and within services.</i>		2	0	5	7
	Travel/Parking	<i>Ability to travel or park.</i>		5	1	12	18
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>		0	0	24	24
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>		0	0	39	39
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>		583	2	414	999
	Complaints	<i>Ability to log and resolve a complaint.</i>		1	0	9	10
	Staff Training	<i>Training of staff.</i>		4	0	52	56
	Staffing Levels	<i>General availability of staff.</i>		1	0	50	51
				Total:		2241	18
				3020		5279	

CommunityInsight CRM