

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 July 2024 - 30 June 2025



Report Index

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.

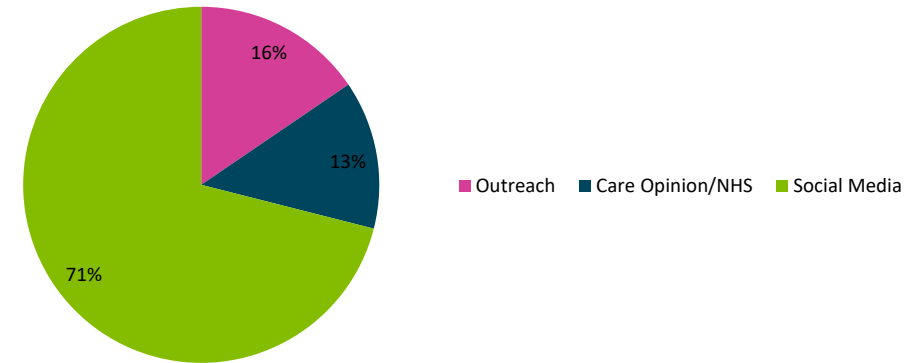
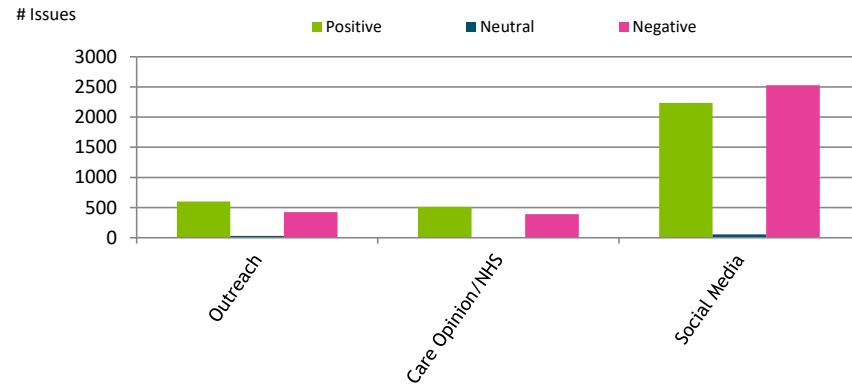


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source: Where did we collect the feedback?

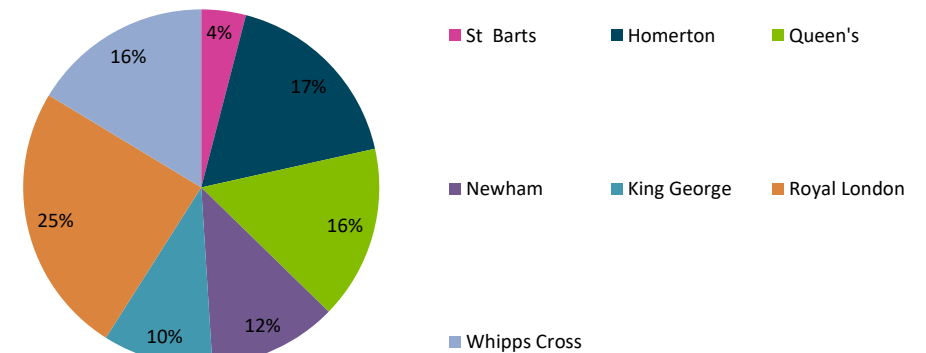
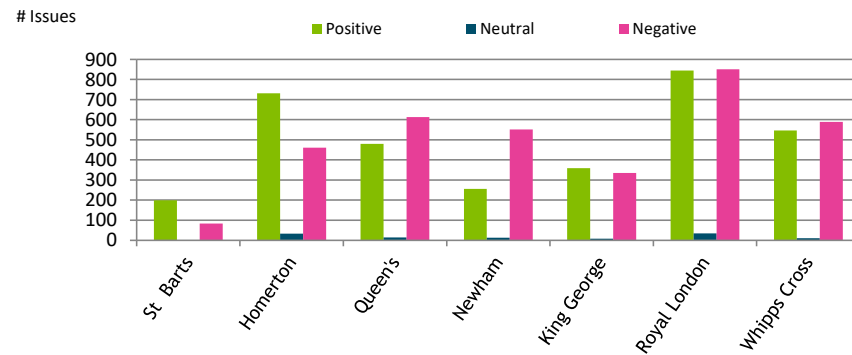


1.1 Source: 7018 issues from 1898 people



Sources providing the most comments overall

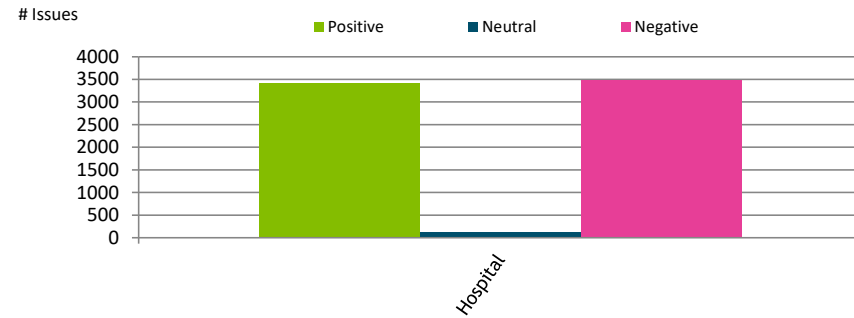
1.2 Feedback by Hospital



2. Which services are people most commenting on?

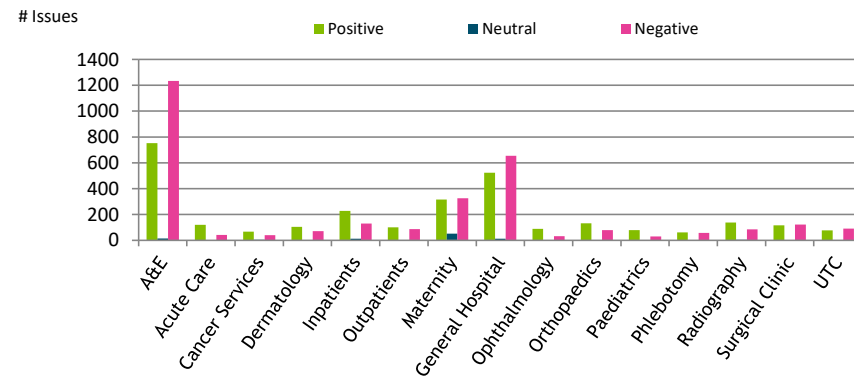


2.1 Service Sector

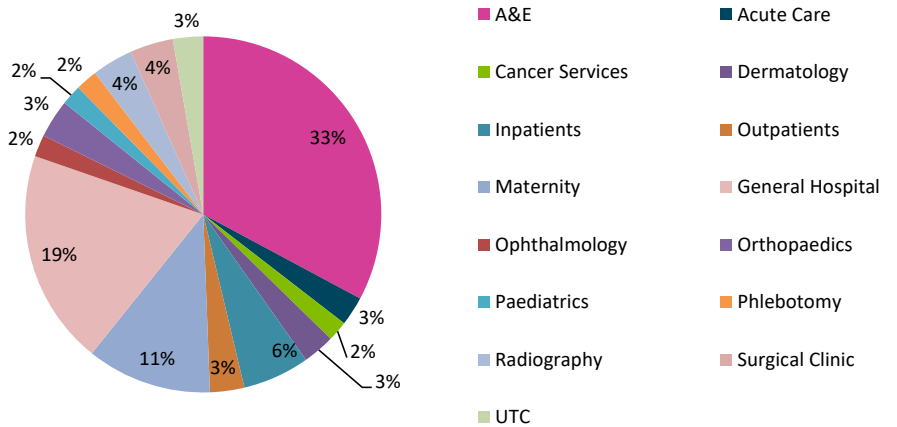


Service sectors receiving the most comments overall

2.2 Service Type



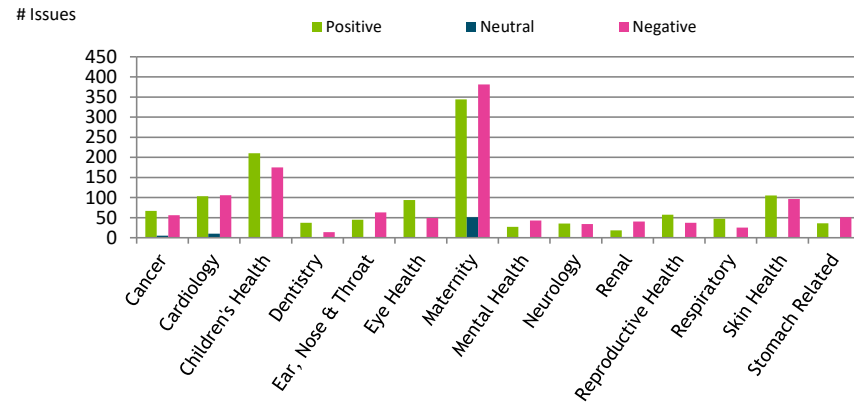
Service type receiving the most comments overall



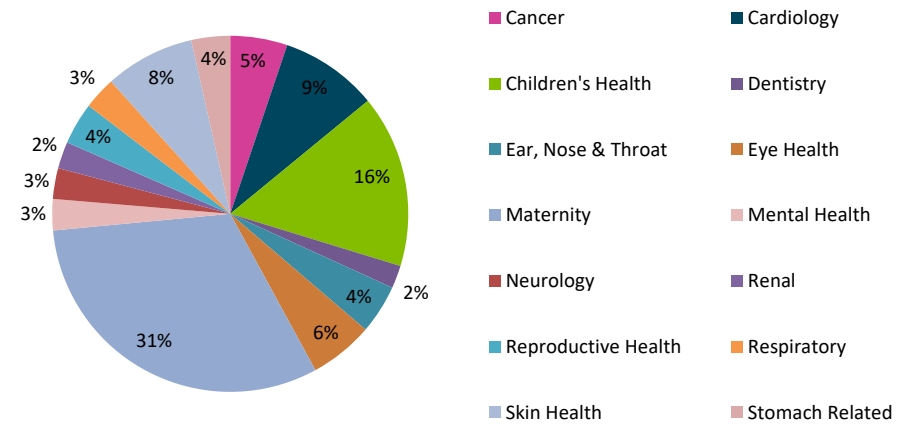
3. Which service aspects are people most commenting on?



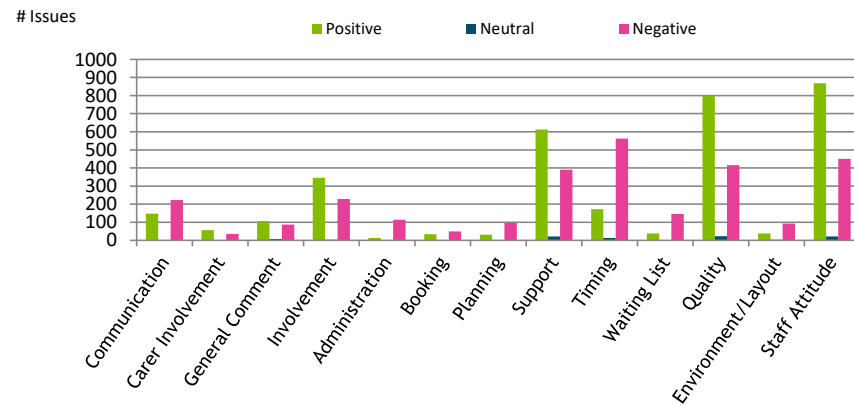
3.1 Stated medical conditions/topics



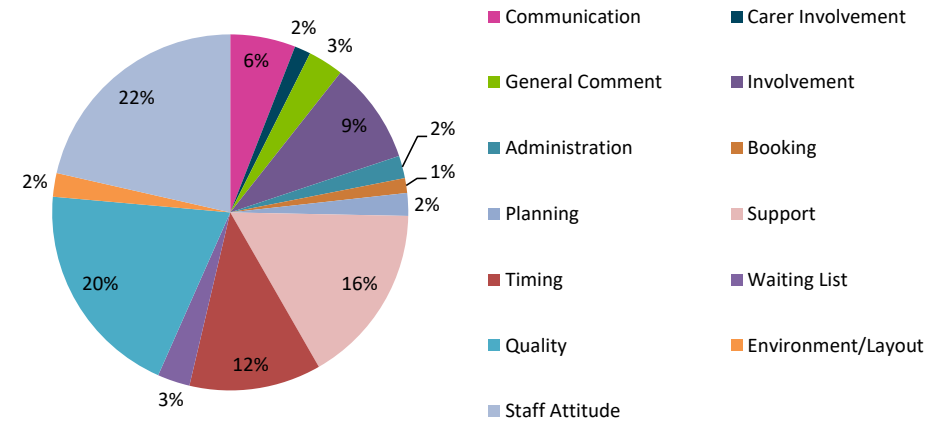
Medical conditions/topics receiving the most comments overall



3.2 Top Trends: 7018 issues from 1898 people



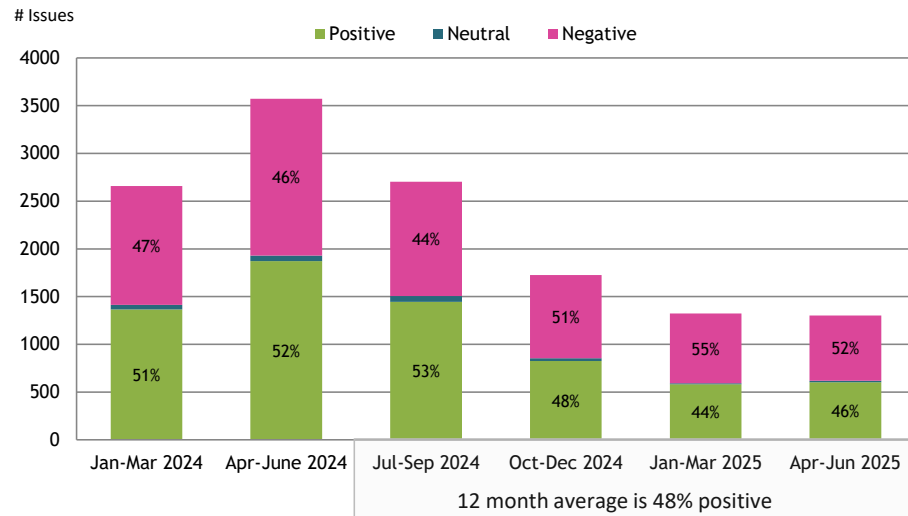
Issues receiving the most comments overall



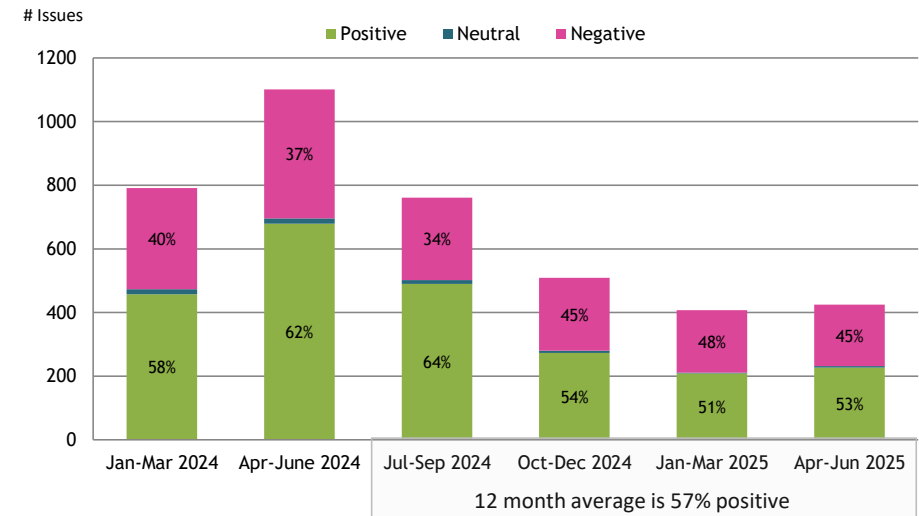
4. Timeline: On the whole, how do people feel about Health and Care services?



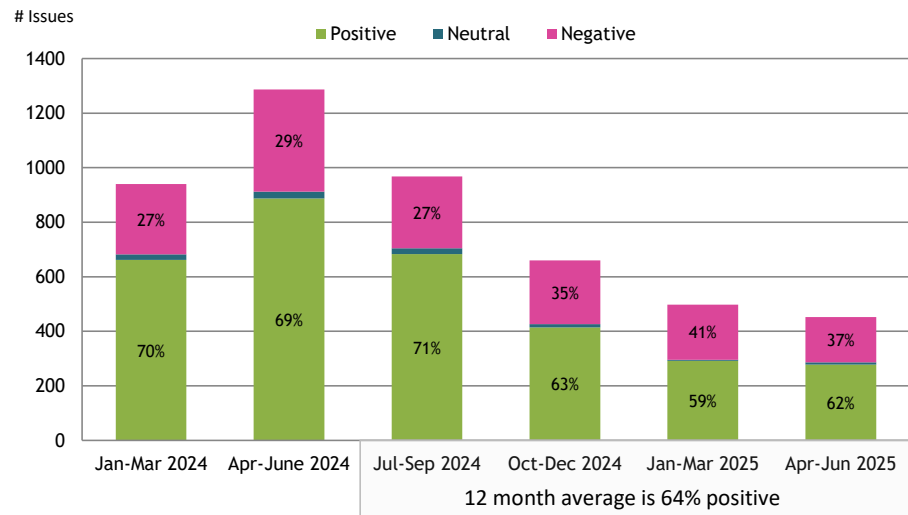
4.1 How do people feel about services overall?



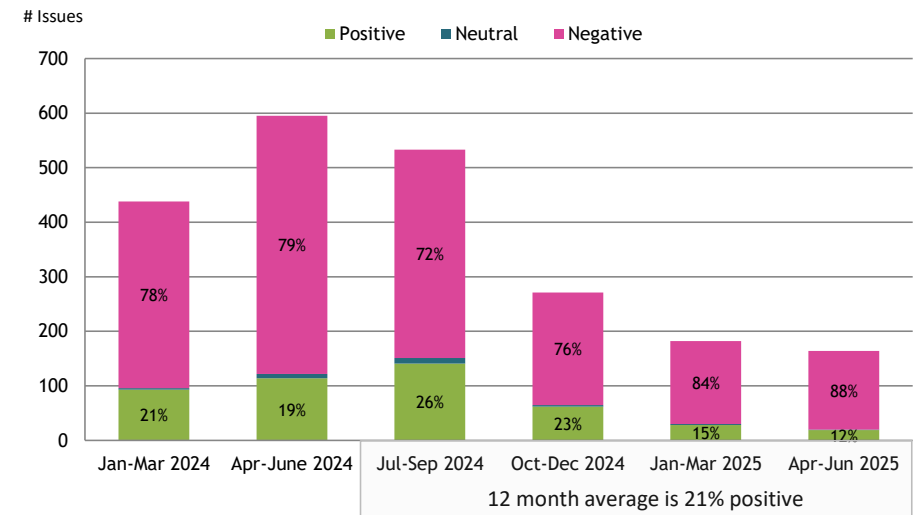
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



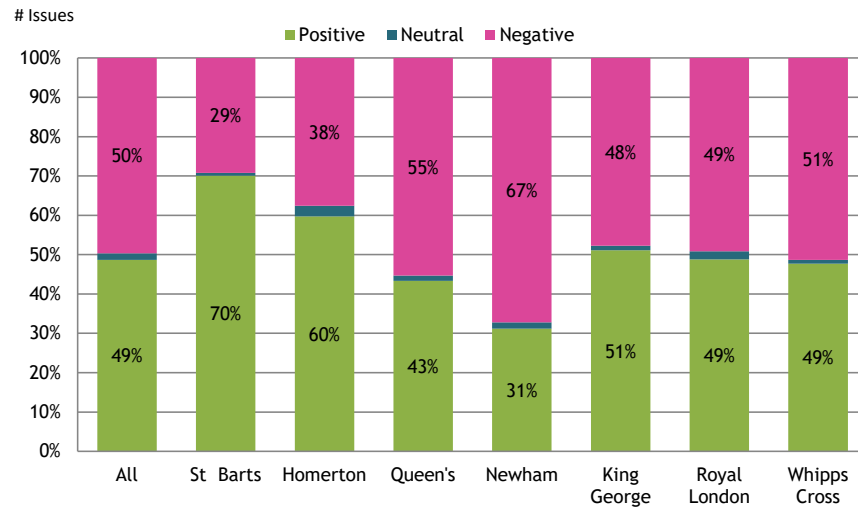
4.4 How do people feel about access to services?



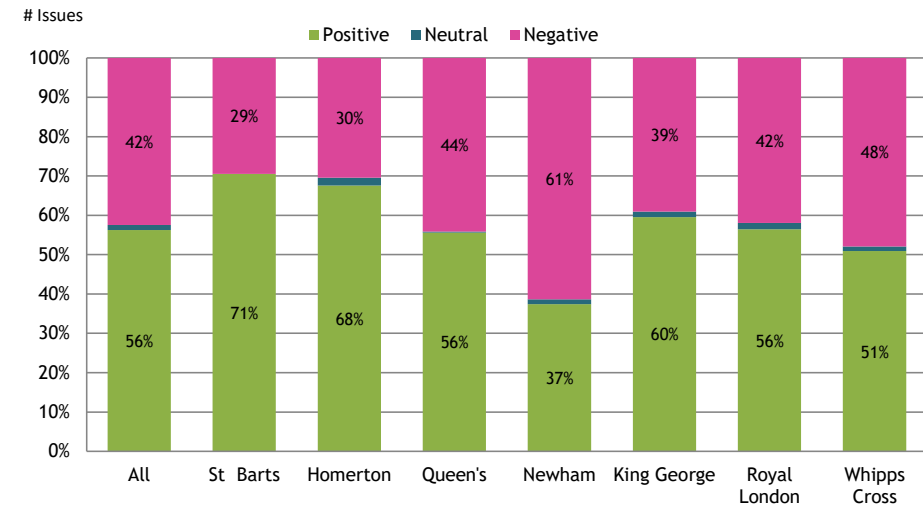
5. By Hospital: On the whole, how do people feel about Health and Care services?



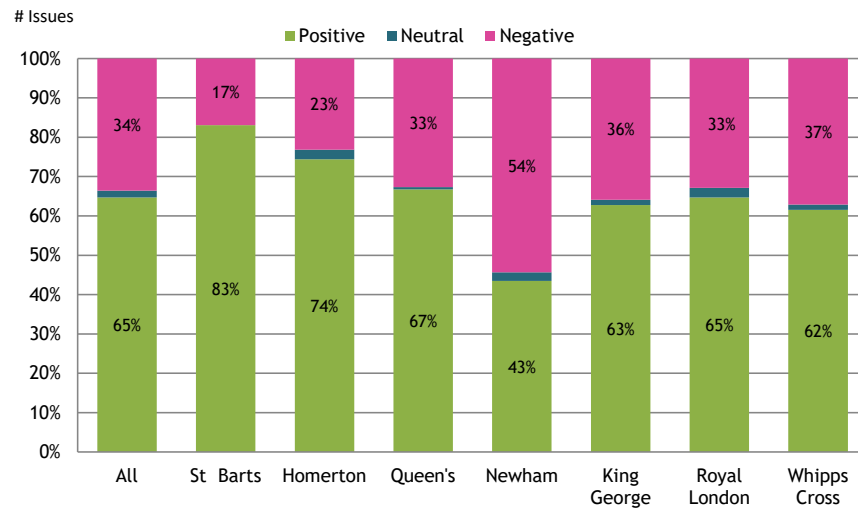
5.1 How do people feel about services overall?



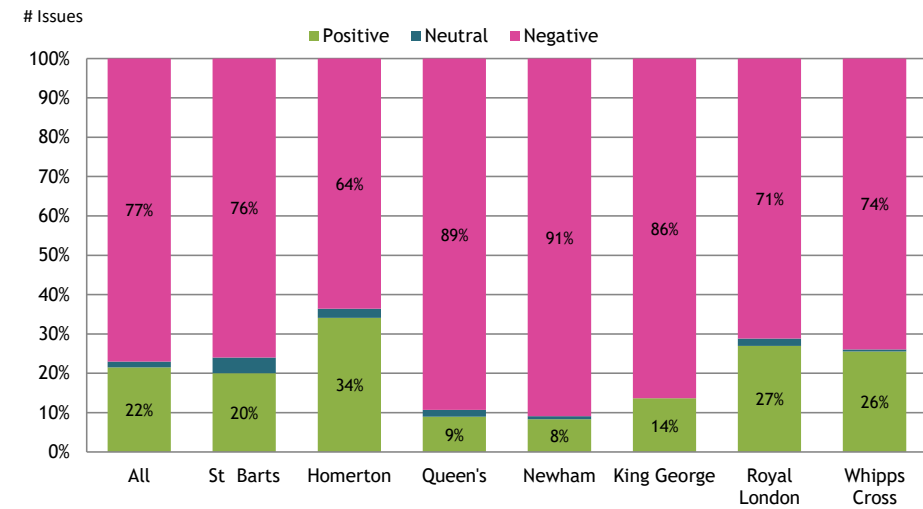
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



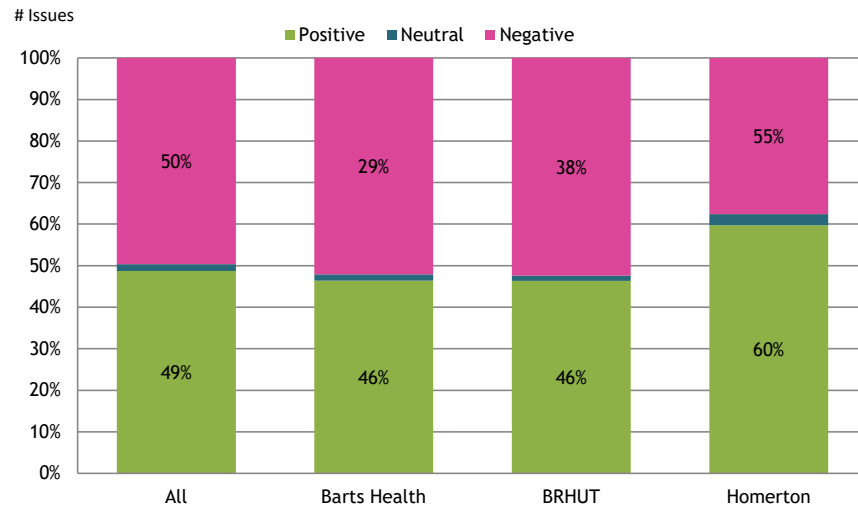
5.4 How do people feel about access to services?



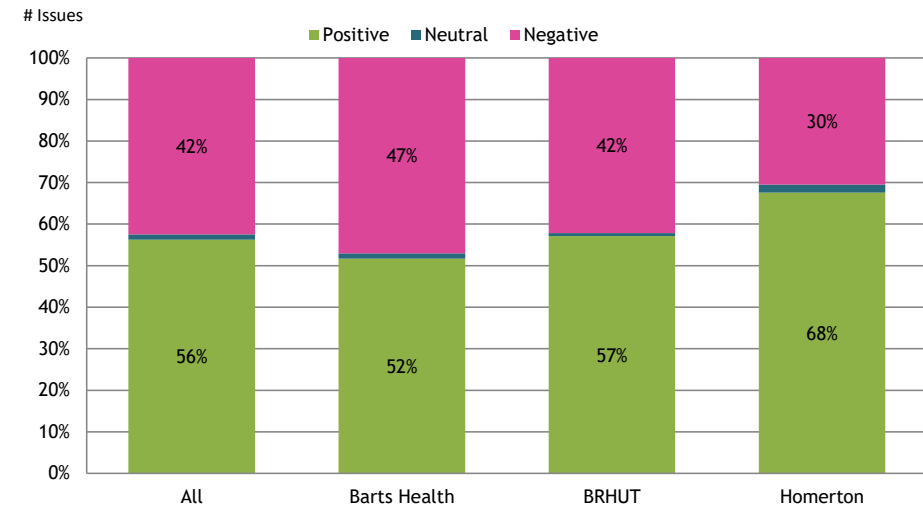
6. By Trust: On the whole, how do people feel about Health and Care services?



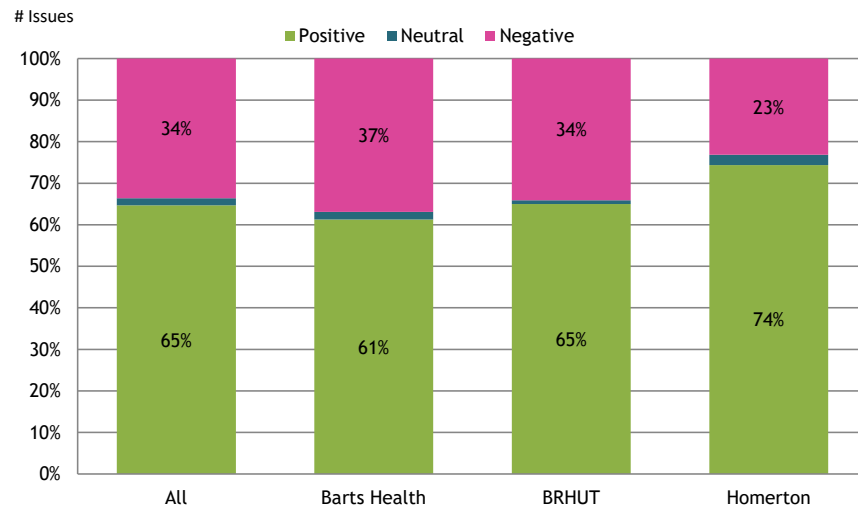
6.1 How do people feel about services overall?



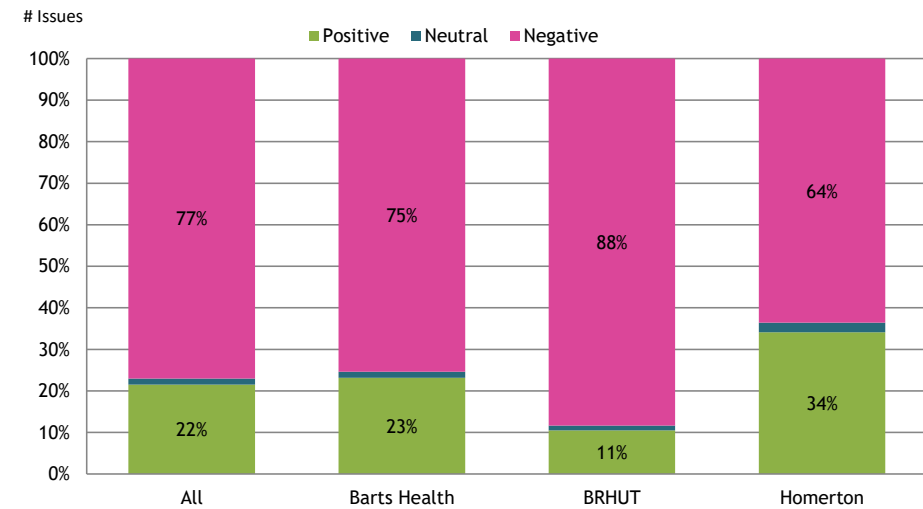
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



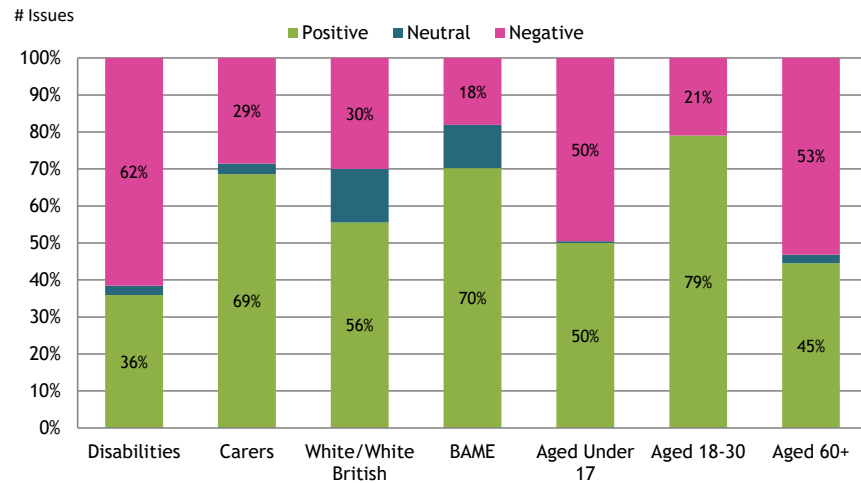
6.4 How do people feel about access to services?



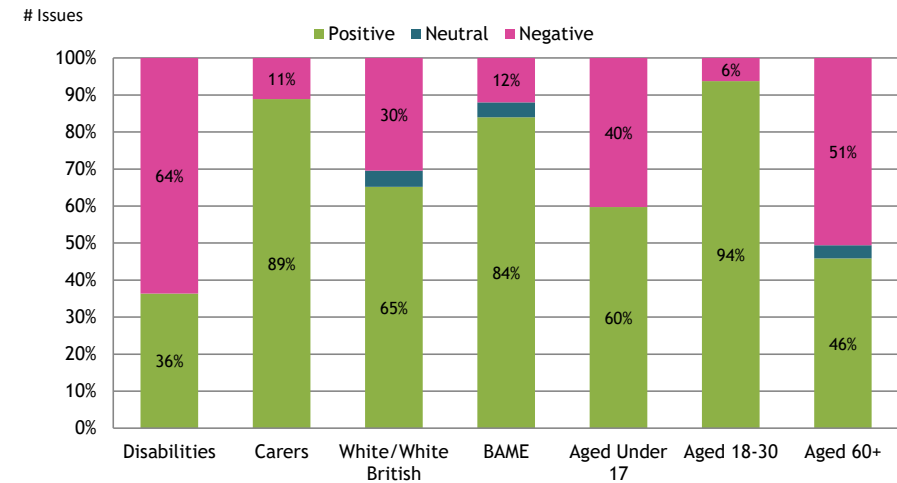
7. Equalities: On the whole, how do people feel about Health and Care services?



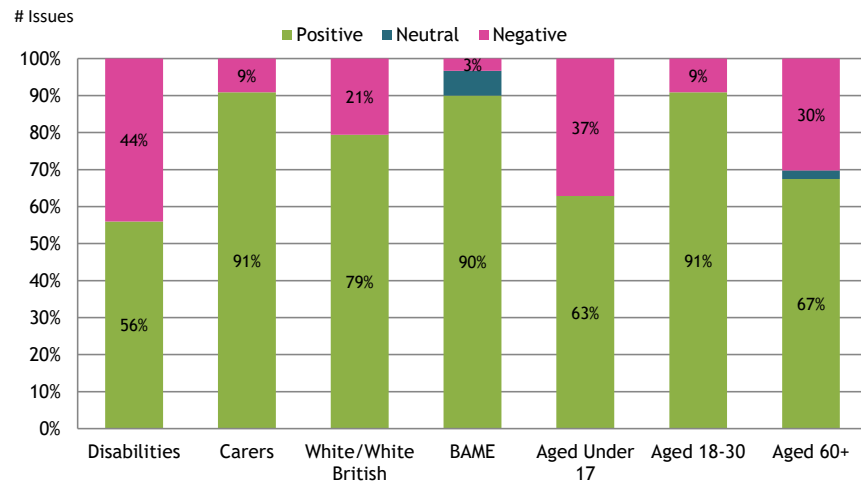
7.1 How do people feel about services overall?



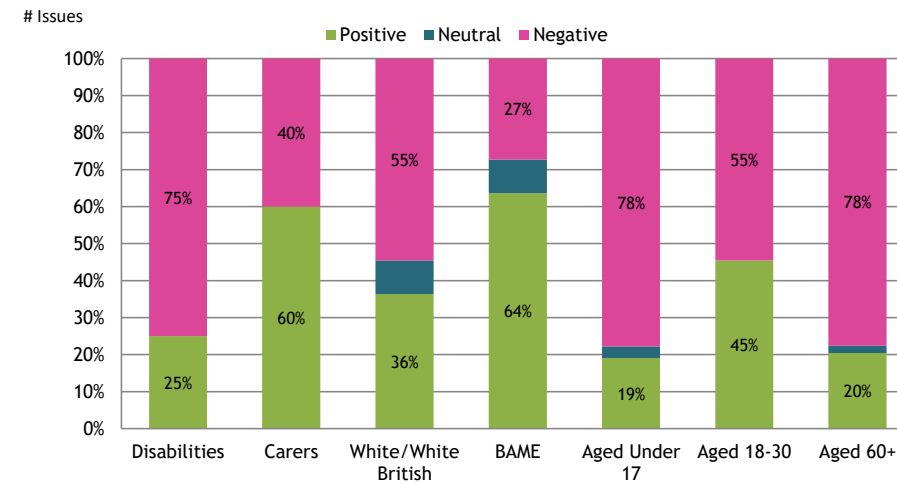
7.2 How well informed, involved and supported do people feel?



7.3 How do people feel about general quality and empathy?



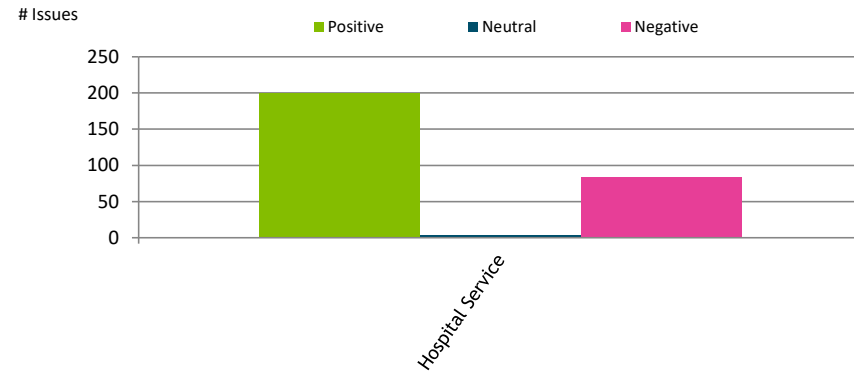
7.4 How do people feel about access to services?



8. Trends by Hospital: St Bartholomews

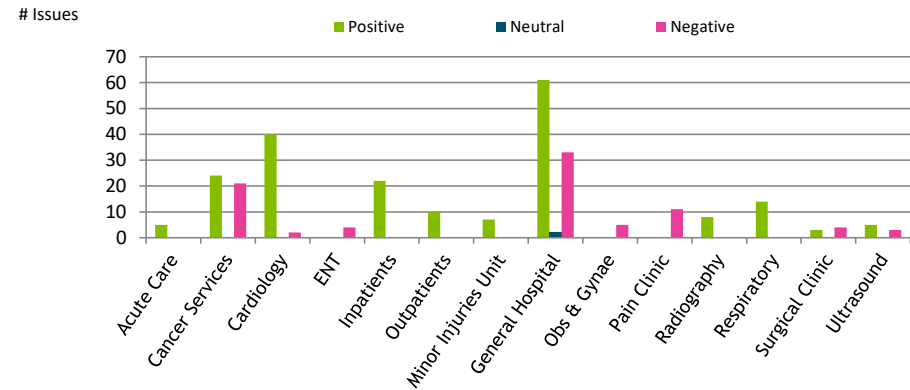


8.1 Service Sector



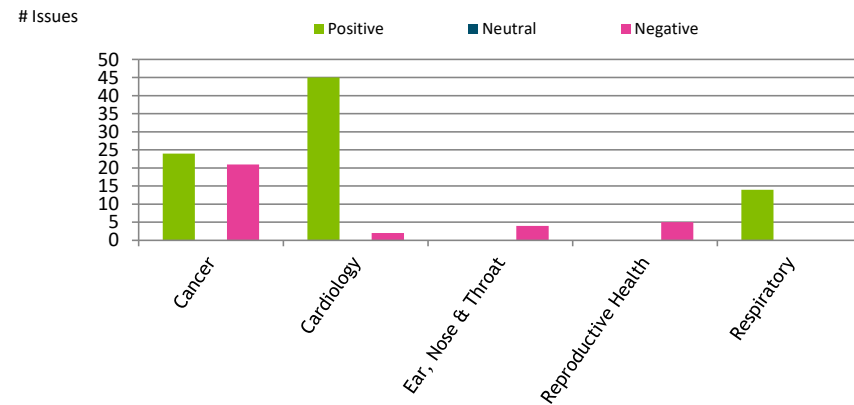
Service sectors receiving the most comments overall

8.2 Service Type



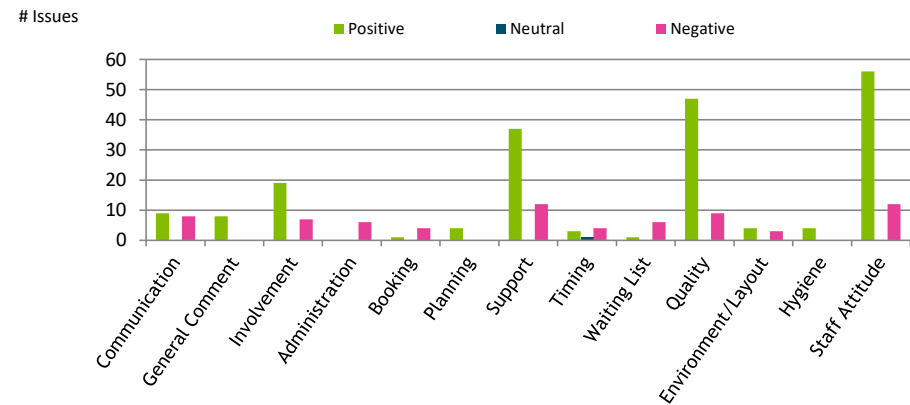
Service type receiving the most comments overall

8.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

8.4 Top Trends: 284 issues from 69 people

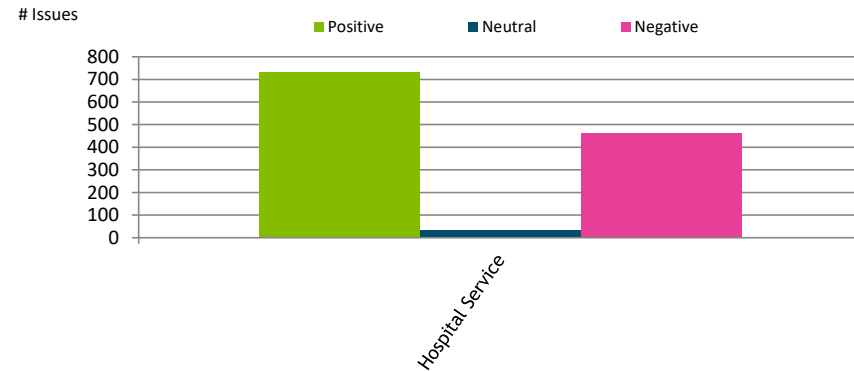


Issues receiving the most comments overall

8. Trends by Hospital: Homerton University Hospital

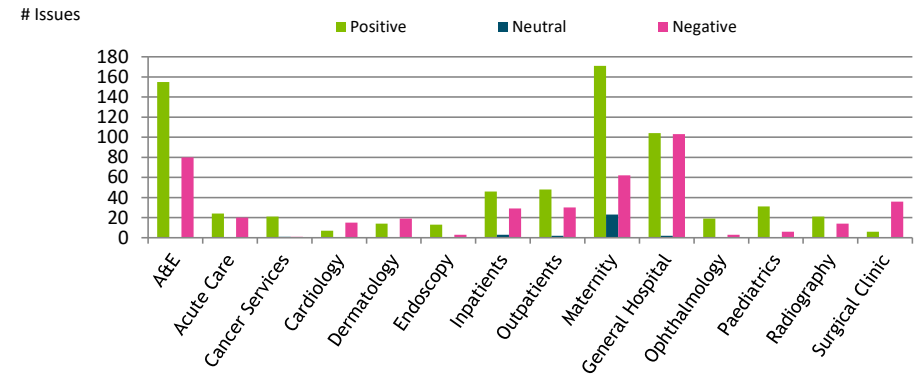


8.5 Service Sector



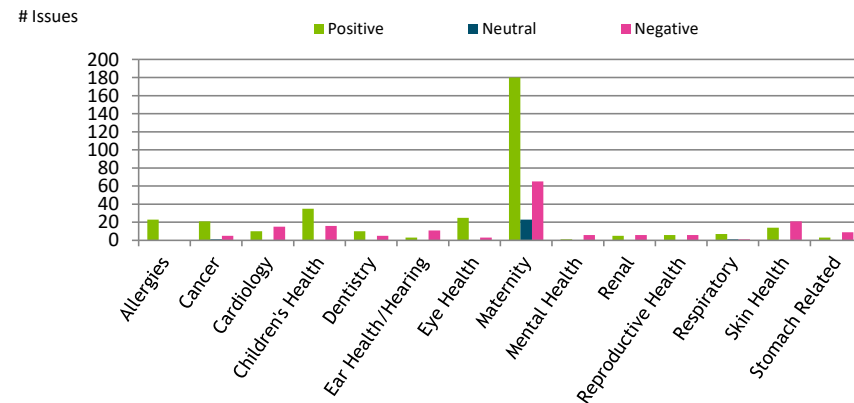
Service sectors receiving the most comments overall

8.6 Service Type



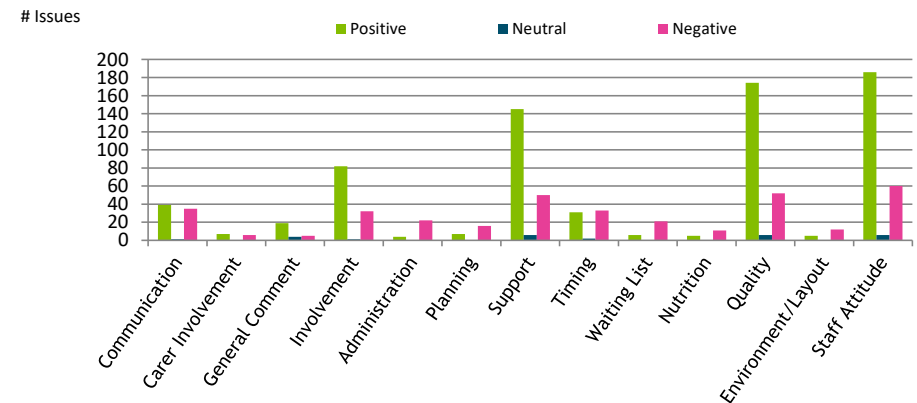
Service type receiving the most comments overall

8.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

8.8 Top Trends: 1226 issues from 279 people

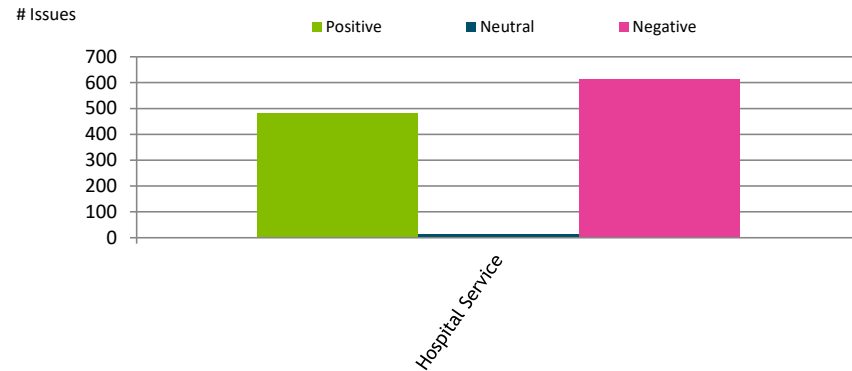


Issues receiving the most comments overall

8. Trends by Hospital: Queen's Hospital

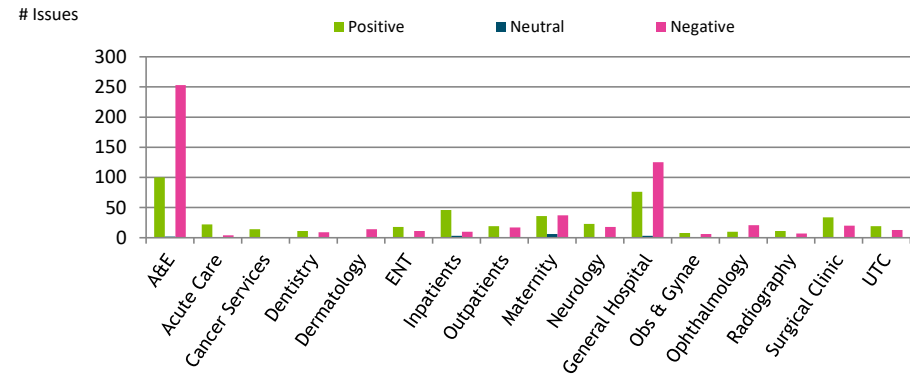


8.9 Service Sector



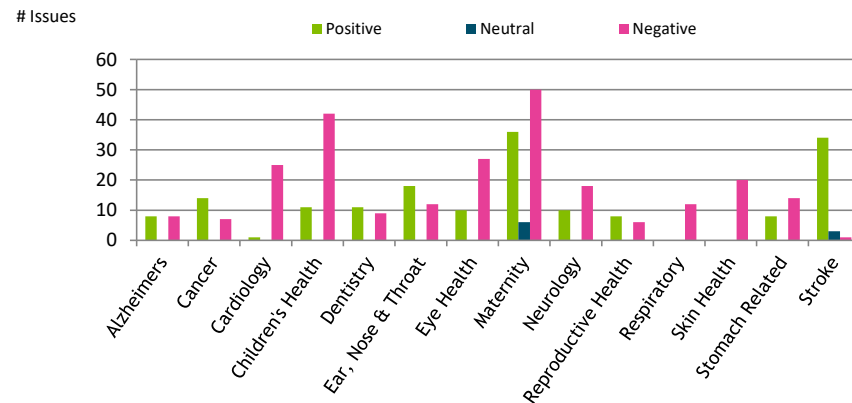
Service sectors receiving the most comments overall

8.10 Service Type



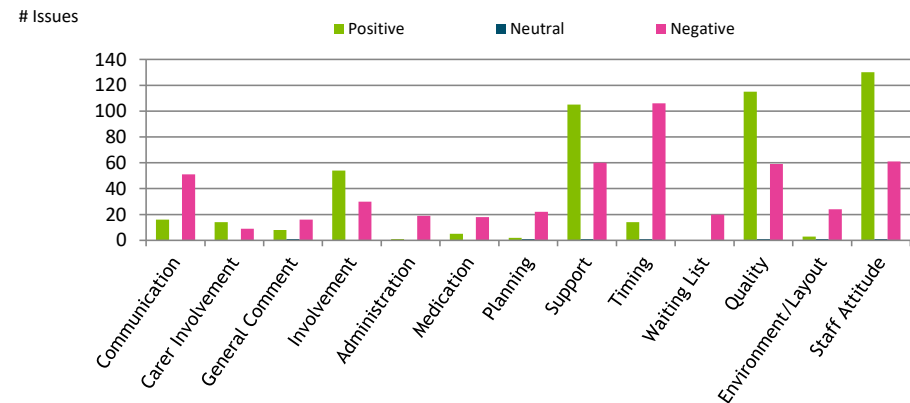
Service type receiving the most comments overall

8.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

8.12 Top Trends: 1108 issues from 282 people

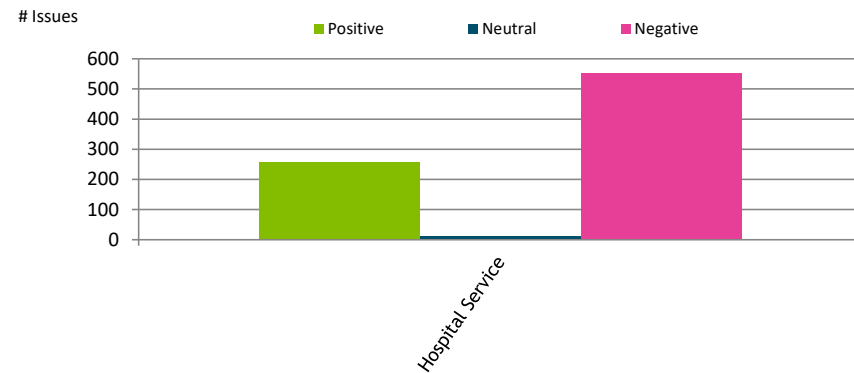


Issues receiving the most comments overall

8. Trends by Hospital: Newham University Hospital

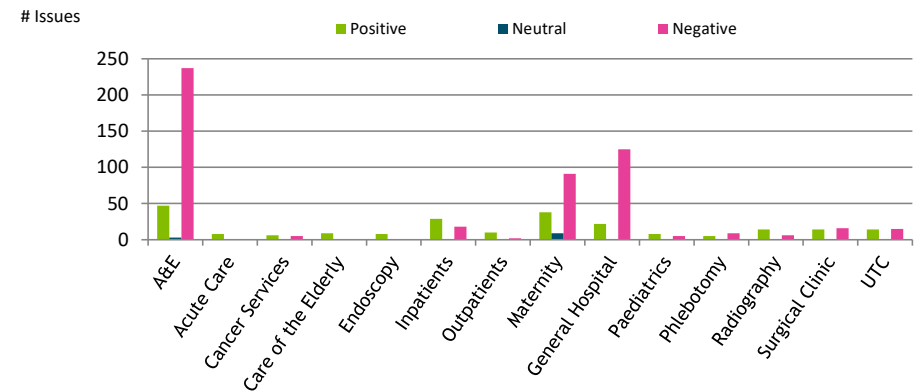


8.13 Service Sector



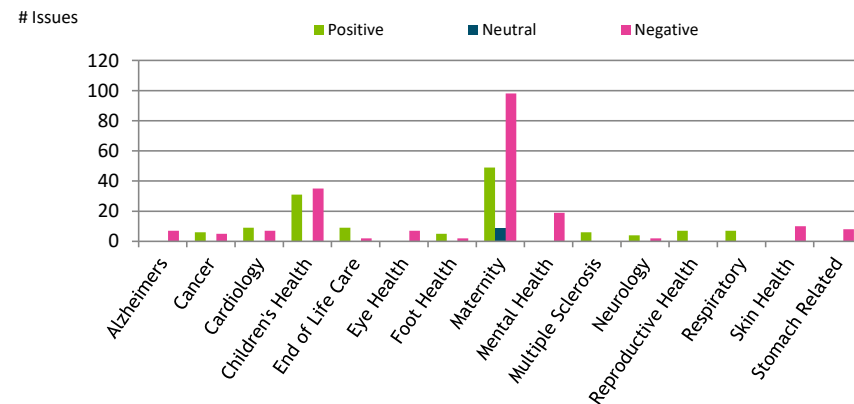
Service sectors receiving the most comments overall

8.14 Service Type



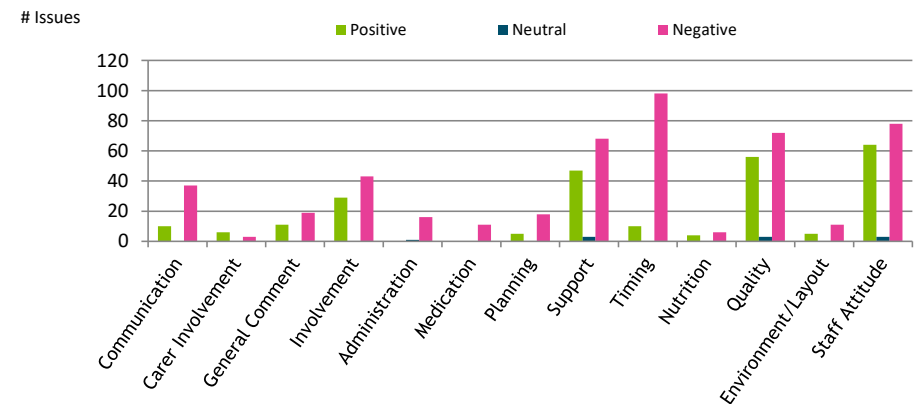
Service type receiving the most comments overall

8.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

8.16 Top Trends: 821 issues from 230 people

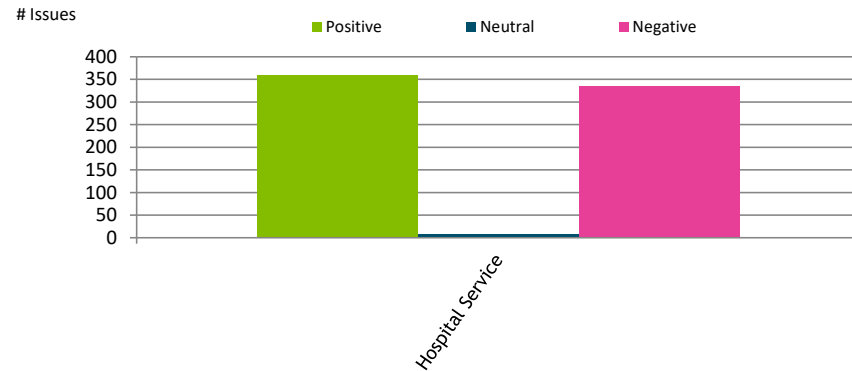


Issues receiving the most comments overall

8. Trends by Hospital: King George Hospital

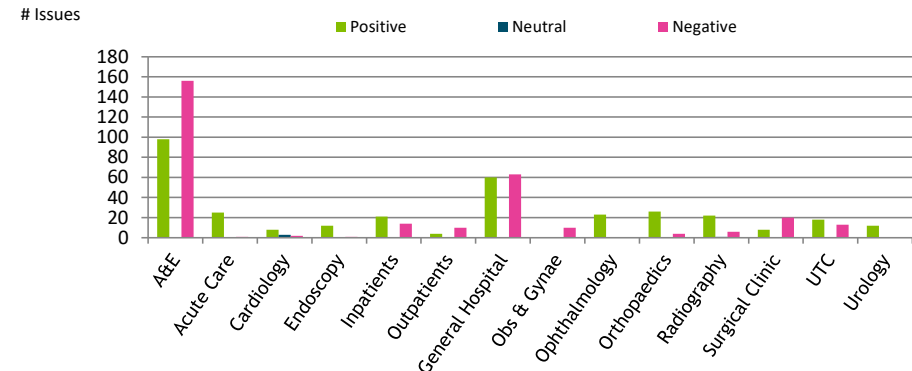


8.17 Service Sector



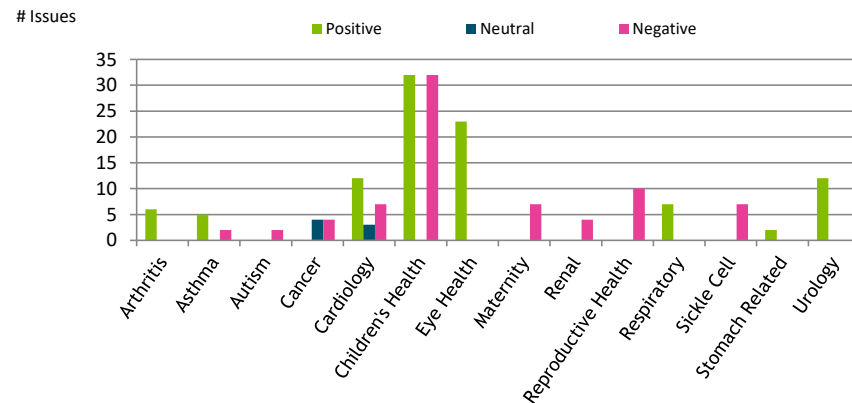
Service sectors receiving the most comments overall

8.18 Service Type



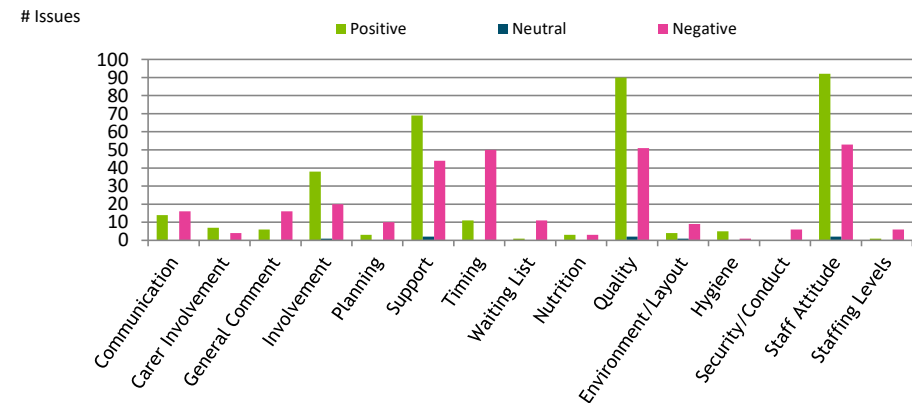
Service type receiving the most comments overall

8.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

8.20 Top Trends: 702 issues from 179 people

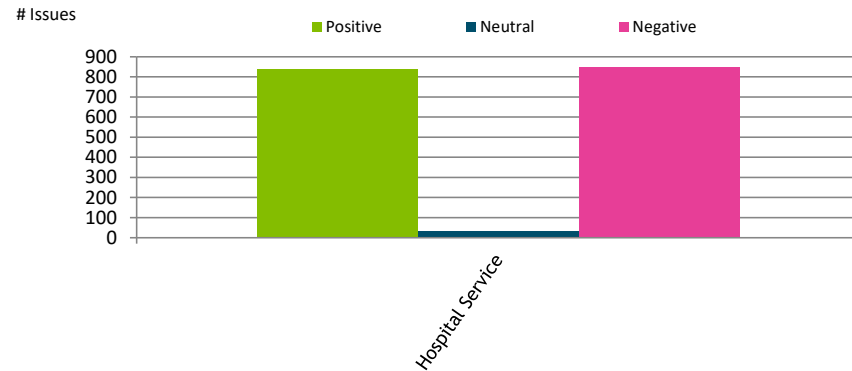


Issues receiving the most comments overall

8. Trends by Hospital: Royal London Hospital

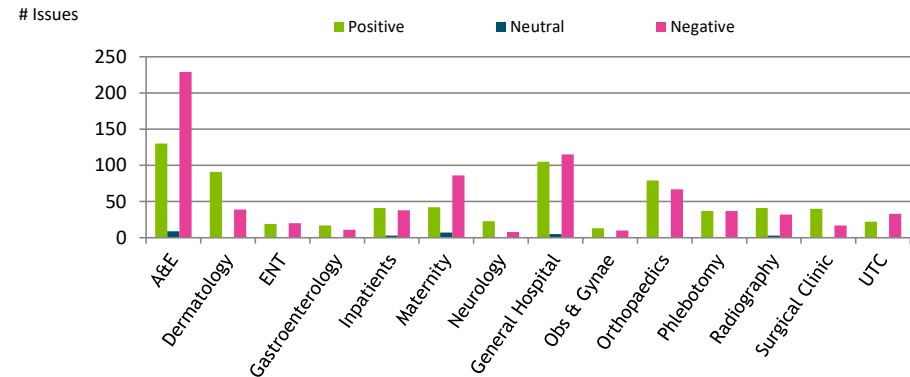


8.21 Service Sector



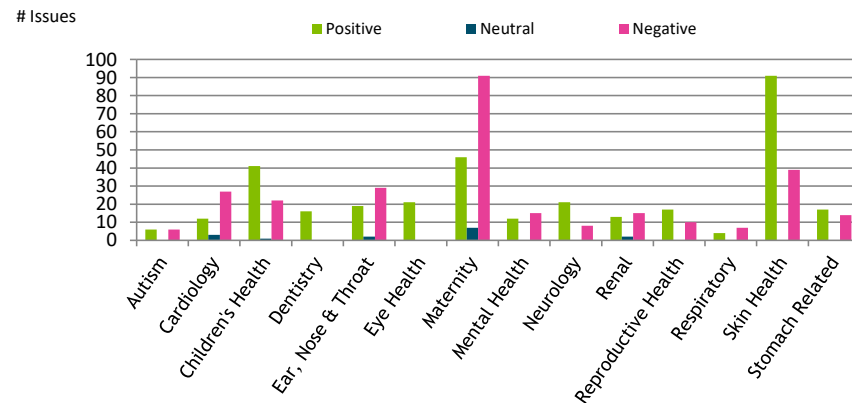
Service sectors receiving the most comments overall

8.22 Service Type



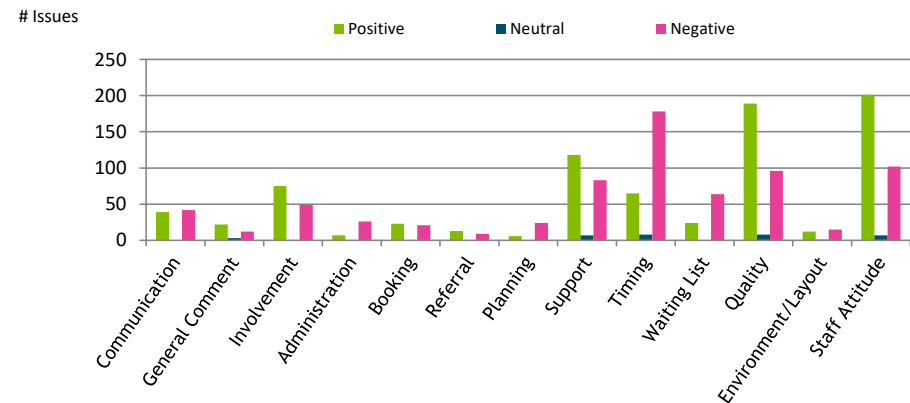
Service type receiving the most comments overall

8.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

8.24 Top Trends: 1731 issues from 521 people

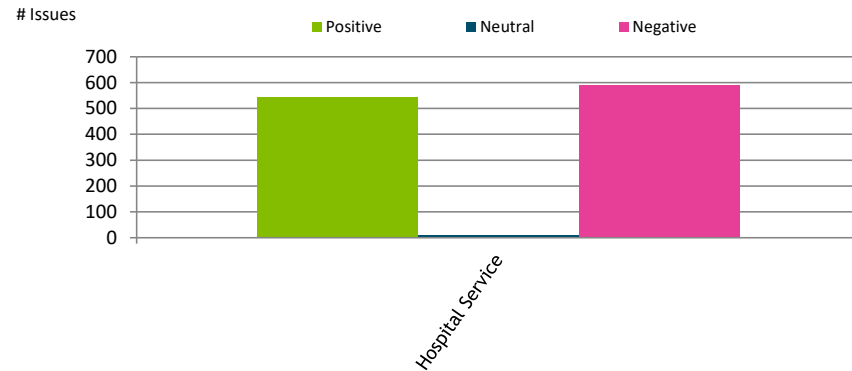


Issues receiving the most comments overall

8. Trends by Hospital: Whipps Cross University Hospital

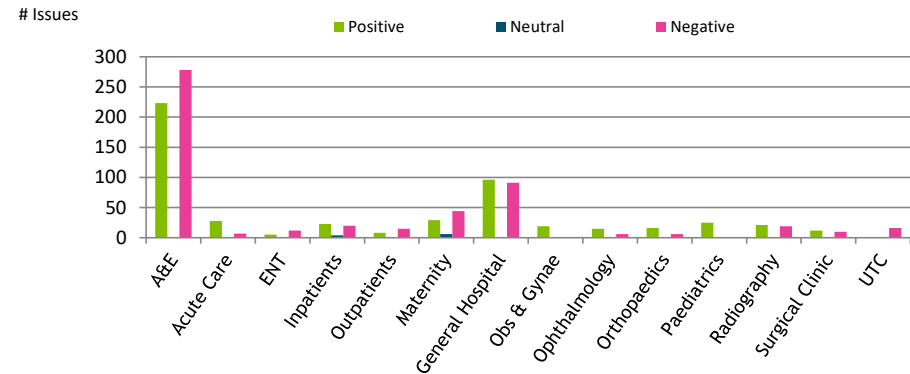


8.25 Service Sector



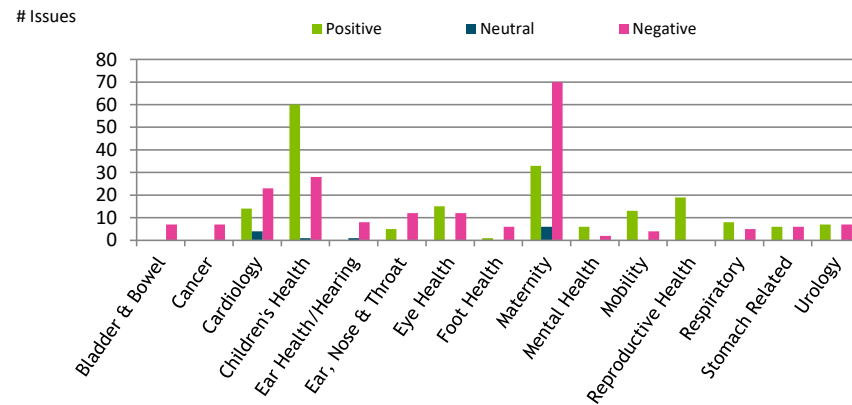
Service sectors receiving the most comments overall

8.26 Service Type



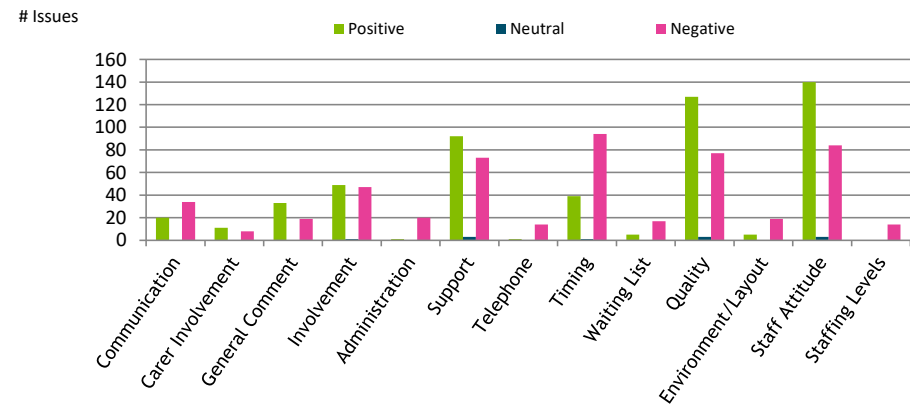
Service type receiving the most comments overall

8.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

8.28 Top Trends: 1147 issues from 338 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	Communication, including access to advice and information.	147	1	223	371
	Carer Involvement	Involvement or influence of carers and family members.	56	0	36	92
	Peer Involvement	Involvement or Influence of friends.	0	0	1	1
	General Comment	A generalised statement (ie; "The doctor was good.")	107	8	87	202
	User Involvement	Involvement or influence of the service user.	346	3	228	577
Systems	Administration	Administrative processes and delivery.	13	1	114	128
	Admission	Physical admission to a hospital ward, or other service.	3	2	35	40
	Booking	Ability to book, reschedule or cancel appointments.	34	0	50	84
	Cancellations	Cancellation of appointment by the service provider.	0	0	44	44
	Data Protection	General data protection (including GDPR).	0	0	3	3
	Referral	Referral to a service.	15	1	17	33
	Medical Records	Management of medical records.	0	1	9	10
	Medication	Prescription and management of medicines.	12	0	51	63
	Opening Times	Opening times of a service.	2	0	0	2
	Planning	Leadership and general organisation.	31	1	97	129
	Registration	Ability to register for a service.	1	1	15	17
	Support	Levels of support provided.	613	22	390	1025
	Telephone	Ability to contact a service by telephone.	2	1	46	49
	Timing	Physical timing (ie; length of wait at appointments).	173	13	563	749
	Waiting List	Length of wait while on a list.	38	0	146	184
Values	Choice	General choice.	2	1	14	17
	Cost	General cost.	3	0	11	14
	Language	Language, including terminology.	2	0	5	7
	Nutrition	Provision of sustenance.	27	0	36	63
	Privacy	Privacy, personal space and property.	4	0	22	26
	Quality	General quality of a service, or staff.	798	23	416	1237
	Sensory	Deaf/blind or other sensory issues.	1	0	1	2
	Stimulation	General stimulation, including access to activities.	13	0	4	17

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>	3	1	1	5
	Environment/Layout	<i>Physical environment of a service.</i>	38	3	93	134
	Equipment	<i>General equipment issues.</i>	10	0	8	18
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	24	24
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	36	0	29	65
	Mobility	<i>Physical mobility to, from and within services.</i>	3	1	14	18
	Travel/Parking	<i>Ability to travel or park.</i>	6	2	19	27
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	24	25
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	0	35	37
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	869	22	450	1341
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	16	17
	Staff Training	<i>Training of staff.</i>	5	2	42	49
	Staffing Levels	<i>General availability of staff.</i>	1	6	65	72
Total:			3417	117	3484	7018