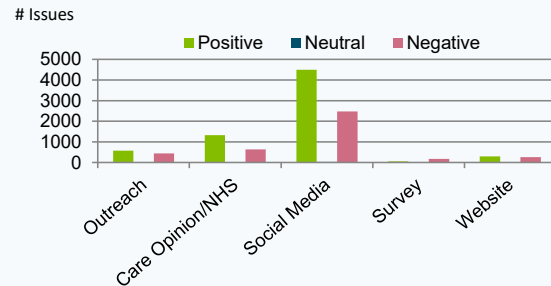# LTC Services in North East London (NEL)

Qualitative Feedback, 1 January 2024 - 31 December 2025
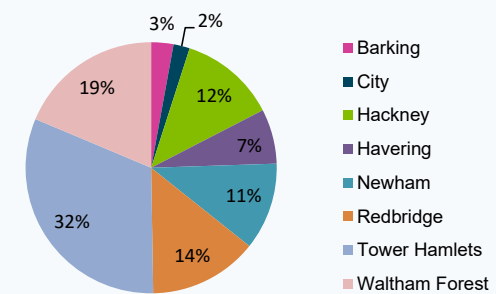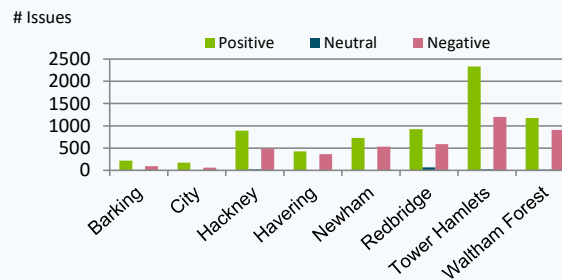
Community Insight Analysis

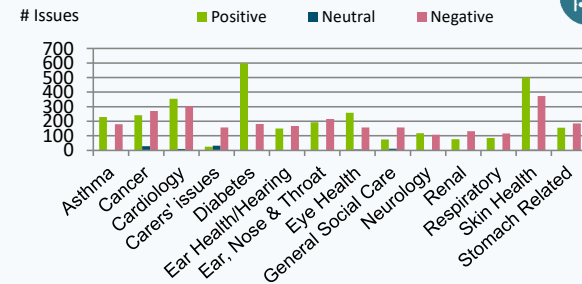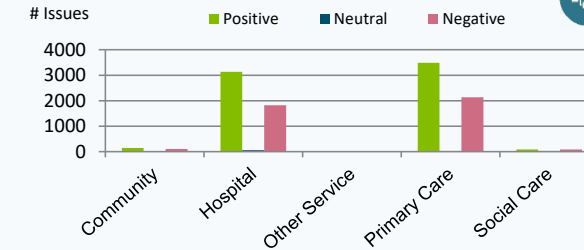## 1. Top Source: 11248 issues from 2533 people

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Outreach, Care Opinion/NHS, Social Media, Survey, Website

Y-axis: 0, 1000, 2000, 3000, 4000, 5000

2. Feedback by Borough

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Barking, City, Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest

Y-axis: 0, 500, 1000, 1500, 2000, 2500

Pie chart:
- Barking: 3%
- City: 2%
- Hackney: 12%
- Havering: 7%
- Newham: 11%
- Redbridge: 14%
- Tower Hamlets: 32%
- Waltham Forest: 19%

3. Top Conditions/Topics

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Asthma, Cancer, Cardiology, Carers' issues, Diabetes, Ear Health/Hearing, Ear, Nose & Throat, Eye Health, General Social Care, Neurology, Renal, Respiratory, Skin Health, Stomach Related

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

4. Service Sector

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Community, Hospital, Other Service, Primary Care, Social Care

Y-axis: 0, 1000, 2000, 3000, 4000

5. Clinical Care Pathway

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Transport, Reception, Diagnosis/Tests, Clinical Treatment, Nursing Care, Discharge, Follow On, Community

Y-axis: 0, 1000, 2000, 3000, 4000, 5000

6.1 Timeline: Overall Sentiment

Issues

Y-axis: 0, 500, 1000, 1500

Quarter	Positive	Negative
Q3 2024	62%	36%
Q4 2024	61%	39%
Q1 2025	66%	34%
Q2 2025	66%	34%
Q3 2025	66%	33%
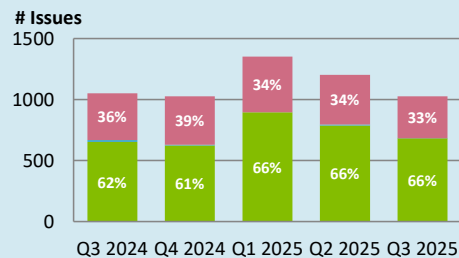
6.2 Timeline: User Involvement

Issues

Y-axis: 0, 100, 200, 300, 400, 500, 600

Quarter	Positive	Negative
Q3 2024	67%	30%
Q4 2024	66%	33%
Q1 2025	73%	27%
Q2 2025	71%	28%
Q3 2025	73%	27%

6.3 Timeline: Quality

Issues

Y-axis: 0, 100, 200, 300, 400, 500, 600

Quarter	Positive	Negative
Q3 2024	75%	25%
Q4 2024	74%	26%
Q1 2025	78%	22%
Q2 2025	78%	22%
Q3 2025	78%	22%

6.4 Timeline: Access

Issues

Y-axis: 0, 20, 40, 60, 80, 100, 120, 140

Quarter	Positive	Negative
Q3 2024	36%	64%
Q4 2024	32%	68%
Q1 2025	28%	72%
Q2 2025	34%	66%
Q3 2025	32%	68%

Legend: Positive, Neutral, Negative

7. Top Issues

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 500, 1000, 1500, 2000

Categories: Communication, Carer Involvement, General Comment, Involvement, Administration, Booking, Referral, Medication, Support, Timing, Waiting List, Quality, Staff Attitude

Top Issues

7.1 Barking: 323 issues from 78 people

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 10, 20, 30, 40, 50, 60

Categories: Communication, Carer..., General..., Involvement, Administration, Booking, Referral, Medication, Support, Timing, Waiting List, Choice, Quality, Catchment/D..., Staff Attitude, Staff Training

Top Issues

7.2 City of London: 235 issues from 41 people

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 10, 20, 30, 40, 50

Categories: Communication, Carer..., General..., Involvement, Administration, Cancellations, Support, Telephone, Timing, Waiting List, Quality, Environment/..., Hygiene, Staff Attitude

Top Issues

7.3 Hackney: 1402 issues from 287 people

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 50, 100, 150, 200, 250

Categories: Communication, General..., Involvement, Administration, Booking, Referral, Medication, Planning, Support, Timing, Waiting List, Quality, Staff Attitude

Top Issues

7.4 Havering: 793 issues from 164 people

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 20, 40, 60, 80, 100, 120

Categories: Communication, Carer..., Involvement, Administration, Booking, Cancellations, Medication, Planning, Support, Timing, Waiting List, Quality, Staff Attitude

Top Issues

7.5 Newham: 1264 issues from 253 people

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 50, 100, 150, 200

Categories: Communication, Carer..., Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Top Issues

7.6 Redbridge: 1578 issues from 380 people

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 50, 100, 150, 200, 250

Categories: Communication, Carer..., Involvement, Administration, Booking, Referral, Registration, Support, Timing, Waiting List, Cost, Quality, Staff Attitude

Top Issues

7.7 Tower Hamlets: 3555 issues from 842 people

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

Categories: Communication, General..., Involvement, Administration, Booking, Cancellations, Referral, Support, Timing, Waiting List, Quality, Environment/L..., Staff Attitude

Top Issues

7.8 Waltham Forest: 2099 issues from 488 people

Legend: Positive | Neutral | Negative

Issues

Y-axis: 0, 50, 100, 150, 200, 250, 300

Categories: Communication, Carer..., Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Top Issues

8.1 Sentiment by Borough: Overall

Borough	Positive	Negative
Barking	62%	36%
City	61%	39%
Hackney	66%	34%
Havering	66%	34%
Newham	66%	33%
Redbridge	59%	37%
Tower Hamlets	66%	34%
Waltham Forest	56%	43%

8.2 Sentiment by Borough: Involvement

Borough	Positive	Negative
Barking	66%	28%
City	79%	21%
Hackney	72%	26%
Havering	64%	36%
Newham	68%	32%
Redbridge	60%	34%
Tower Hamlets	73%	26%
Waltham Forest	63%	36%

8.3 Sentiment by Borough: Quality

Borough	Positive	Negative
Barking	77%	23%
City	88%	12%
Hackney	76%	23%
Havering	71%	28%
Newham	70%	30%
Redbridge	77%	23%
Tower Hamlets	83%	16%
Waltham Forest	67%	33%

8.4 Sentiment by Borough: Access

Borough	Positive	Negative
Barking	63%	37%
City	13%	87%
Hackney	38%	62%
Havering	19%	81%
Newham	25%	75%
Redbridge	26%	69%
Tower Hamlets	30%	69%
Waltham Forest	29%	69%

9. Top Services

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Cancer Services, Cardiology, Dermatology, ENT, Gastroenterology, Neurology, Ophthalmology, Orthopaedics, Physiotherapy, Urology, GP, Pharmacy

9.1 Top Services: Barking

Issues

Legend: Positive, Neutral, Negative

Category: GP

9.2 Top Services: City of London

Issues

Legend: Positive, Neutral, Negative

Categories: Cancer Services, Cardiology, ENT, Minor Injuries..., Radiography, Renal Medicine, Respiratory

9.3 Top Services: Hackney

Issues

Legend: Positive, Neutral, Negative

Categories: Community..., A&E, Cancer Services, Cardiology, Dermatology, ENT, Fracture Clinic, Outpatients, Neurology, Ophthalmology, Physiotherapy, Urology, GP, Pharmacy

9.4 Top Services: Havering

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Cancer Services, Dermatology, ENT, Endoscopy, Fracture Clinic, Inpatients, Neurology, General Hospital, Ophthalmology, Orthopaedics, Surgical Clinic, Urology, GP

9.5 Top Services: Newham

Issues

Legend: Positive, Neutral, Negative

Categories: Not known, Cancer Services, Dermatology, ENT, Inpatients, General Hospital, Orthopaedics, UTC, GP
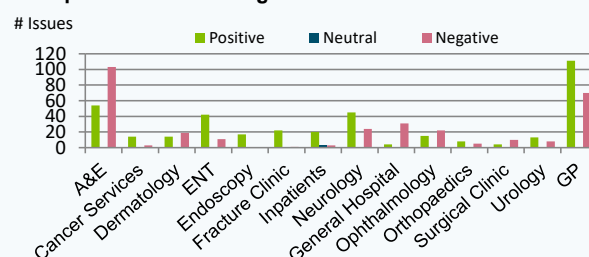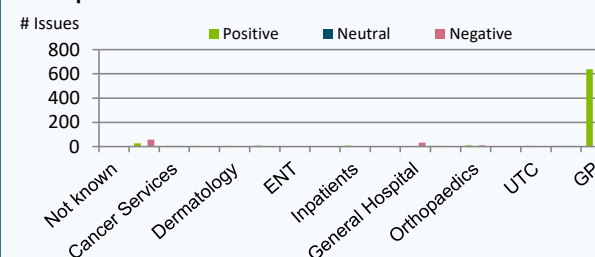
9.6 Top Services: Redbridge

Issues

Legend: Positive, Neutral, Negative

Categories: Not known, A&E, Cardiology, Inpatients, Ophthalmology, Orthopaedics, Physiotherapy, Radiography, Urology, GP, Assisted Living, Care..., Care at Home, Carers Services, Social Worker

9.7 Top Services: Tower Hamlets

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Cardiology, Dermatology, ENT, Gastroenterology, Neurology, Ophthalmology, Orthopaedics, Physiotherapy, Renal Medicine, Rheumatology, Surgical Clinic, Urology, GP

9.8 Top Services: Waltham Forest

Issues

Legend: Positive, Neutral, Negative

Categories: Not known, Occupational..., Phlebotomy, A&E, Audiology, Cardiology, ENT, Inpatients, Ophthalmology, Orthopaedics, GP, Pharmacy, Care at Home, Nursing Home

10.1 Sentiment by Equalities: Overall

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	52%	59%	39%	58%	49%	24%	44%
Positive	46%	29%	57%	38%	51%	71%	53%

10.2 Sentiment by Equalities: Involvement

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	45%	55%	33%	59%	33%	15%	40%
Positive	52%	29%	63%	31%	67%	69%	55%

10.3 Sentiment by Equalities: Quality

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	39%	28%	20%	26%	40%	0%	20%
Positive	61%	67%	78%	71%	60%	100%	77%

10.4 Sentiment by Equalities: Access

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	79%	80%	52%	71%	94%	50%	58%
Positive	19%	20%	44%	29%	6%	50%	41%

11. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	542	26	354
	Carer Involvement	*Involvement or influence of carers and family members.*	72	9	51
	Peer Involvement	*Involvement or Influence of friends.*	2	1	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	77	5	23
	User Involvement	*Involvement or influence of the service user.*	778	11	291
Systems	Administration	*Administrative processes and delivery.*	43	0	203
	Admission	*Physical admission to a hospital ward, or other service.*	3	0	10
	Booking	*Ability to book, reschedule or cancel appointments.*	146	3	222
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	78
	Data Protection	*General data protection (including GDPR).*	0	2	4
	Referral	*Referral to a service.*	111	2	95
	Medical Records	*Management of medical records.*	0	1	28
	Medication	*Prescription and management of medicines.*	61	1	107
	Opening Times	*Opening times of a service.*	1	0	9
	Planning	*Leadership and general organisation.*	40	0	55
	Registration	*Ability to register for a service.*	4	8	49
	Support	*Levels of support provided.*	1308	19	523
	Telephone	*Ability to contact a service by telephone.*	9	2	74
	Timing	*Physical timing (ie; length of wait at appointments).*	169	9	297
	Waiting List	*Length of wait while on a list.*	145	2	386
Values	Choice	*General choice.*	10	0	34
	Cost	*General cost.*	2	4	28
	Language	*Language, including terminology.*	7	1	13
	Nutrition	*Provision of sustanance.*	28	1	17
	Privacy	*Privacy, personal space and property.*	3	0	6
	Quality	*General quality of a service, or staff.*	1501	14	488
	Sensory	*Deaf/blind or other sensory issues.*	9	1	5
	Stimulation	*General stimulation, including access to activities.*	12	0	6

11. Data Table: Number of issues

	Issue Name	Descriptor	# Issues		
			Positive	**Neutral**	**Negative**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	16	2	11
	Environment/Layout	*Physical environment of a service.*	43	0	40
	Equipment	*General equipment issues.*	11	1	17
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	12
	Hygiene	*Levels of hygiene and general cleanliness.*	37	0	19
	Mobility	*Physical mobility to, from and within services.*	7	3	21
	Travel/Parking	*Ability to travel or park.*	4	0	9
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	41
	Security/Conduct	*General security of a service, including conduct of staff.*	1	1	23
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1644	13	488
	Complaints	*Ability to log and resolve a complaint.*	5	0	14
	Staff Training	*Training of staff.*	19	1	48
	Staffing Levels	*General availability of staff.*	1	0	32

	Positive	Neutral	Negative
Total:	6872	143	4233
Total Issues:	11248		

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 qualitattive feedback, obtained from sources outlined in section 1.