

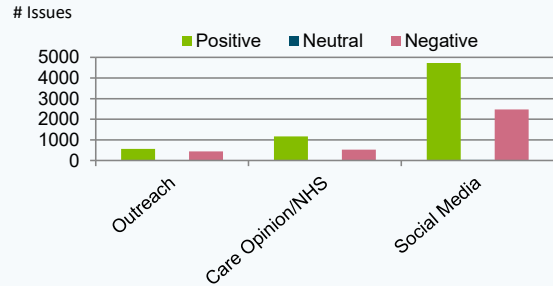
LTC Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2026

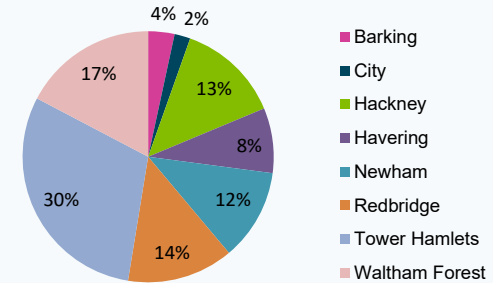
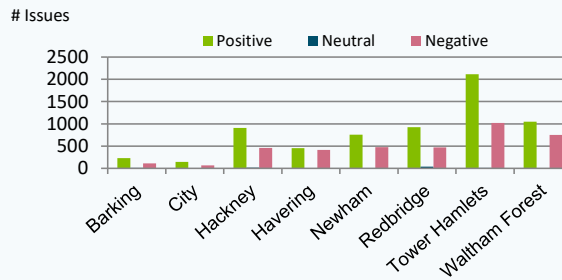
Community Insight Analysis



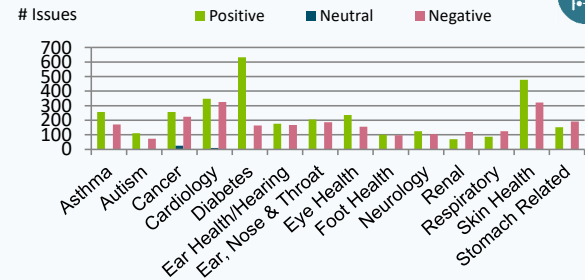
1. Top Source: 10435 issues from 2320 people



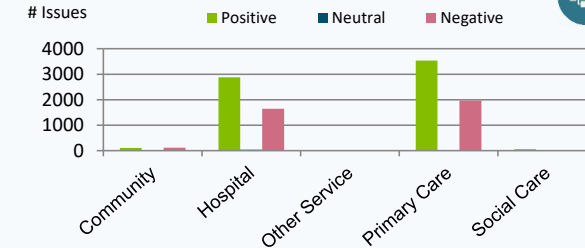
2. Feedback by Borough



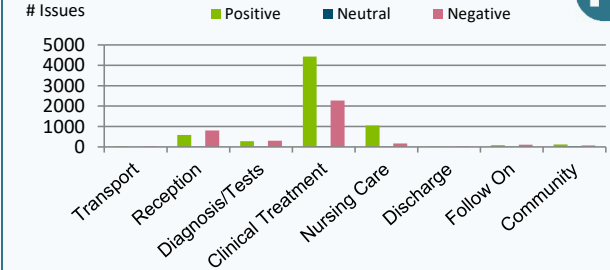
3. Top Conditions/Topics



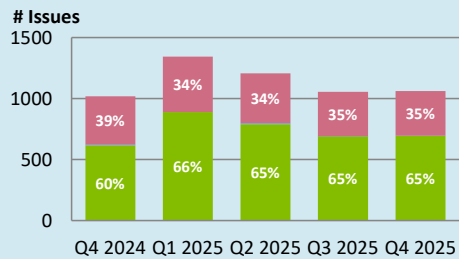
4. Service Sector



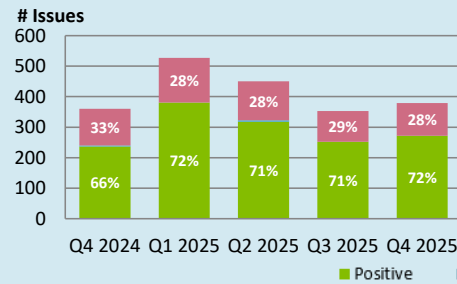
5. Clinical Care Pathway



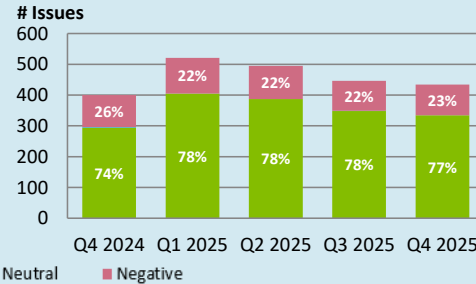
6.1 Timeline: Overall Sentiment



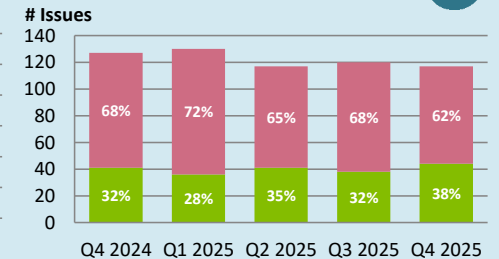
6.2 Timeline: User Involvement

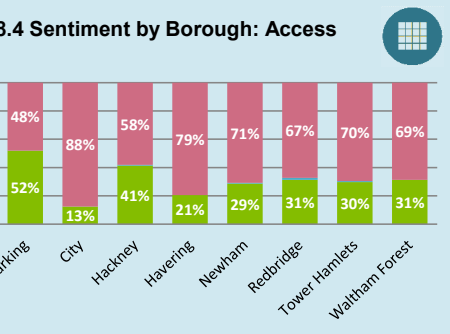
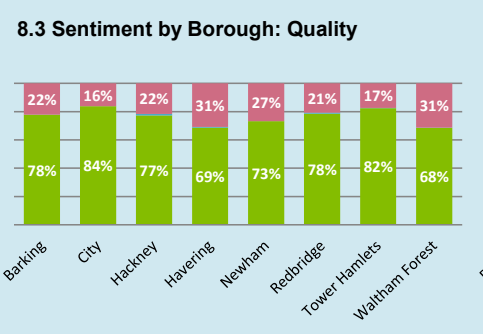
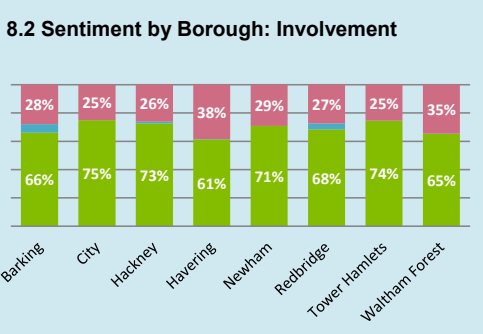
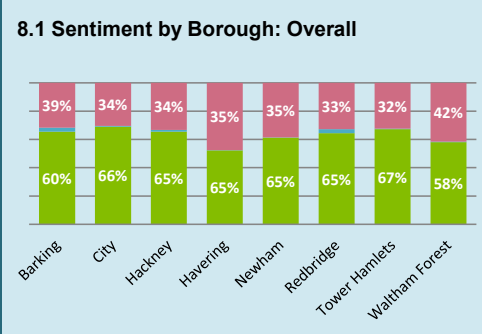
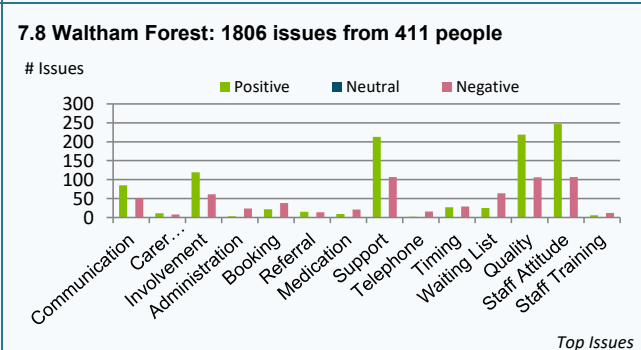
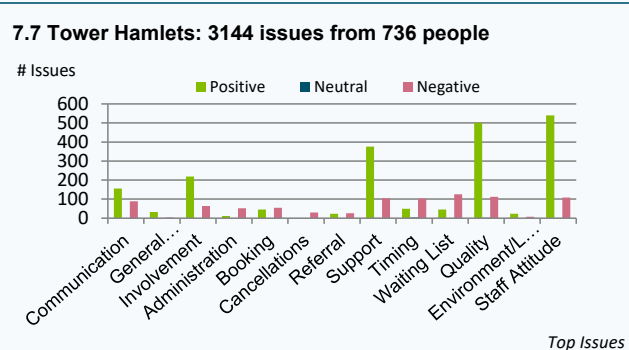
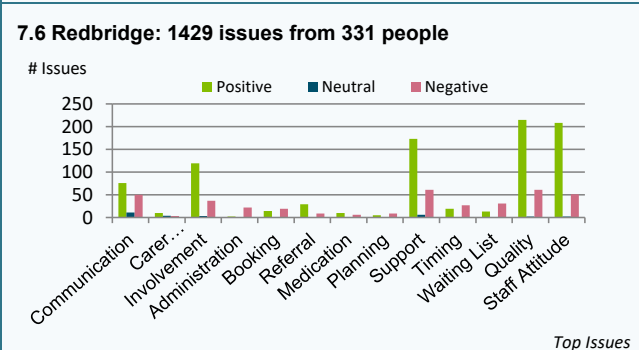
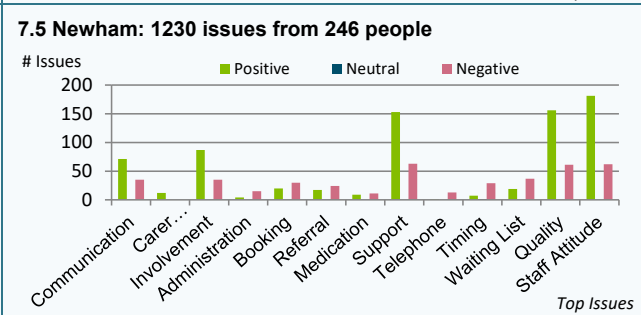
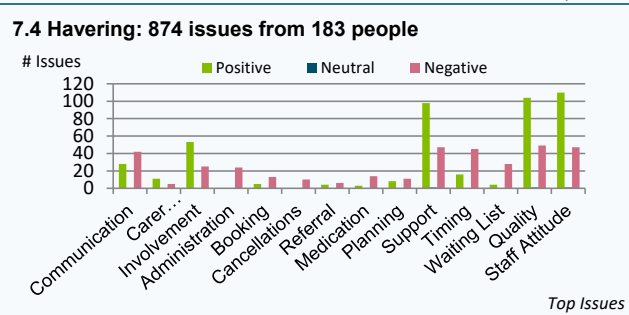
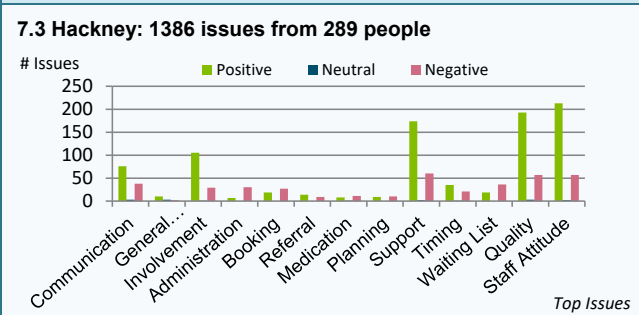
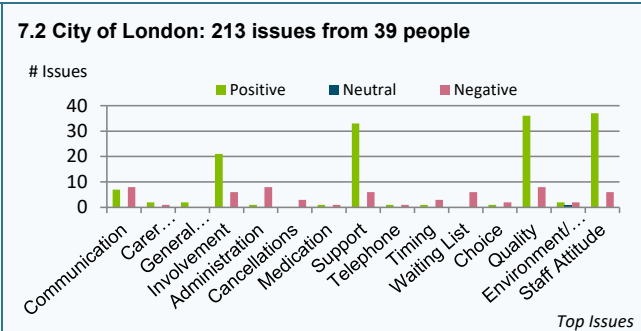
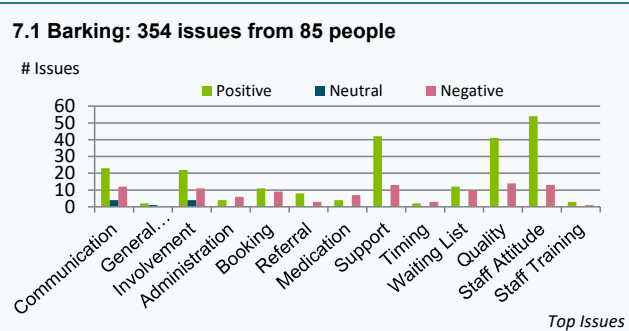
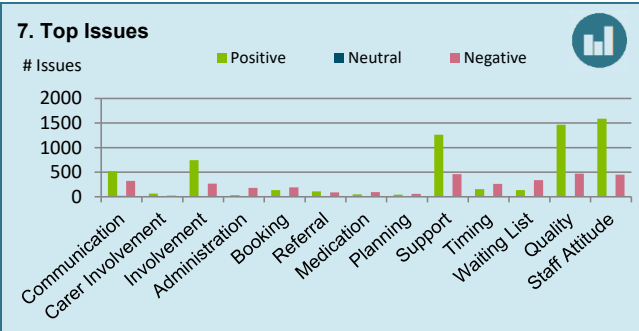


6.3 Timeline: Quality

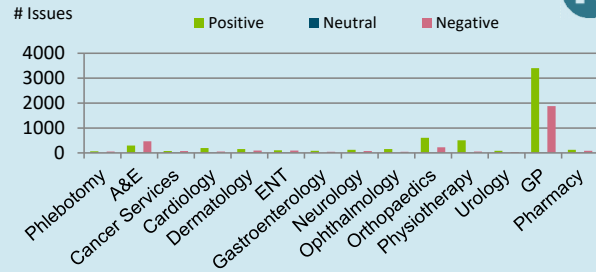


6.4 Timeline: Access

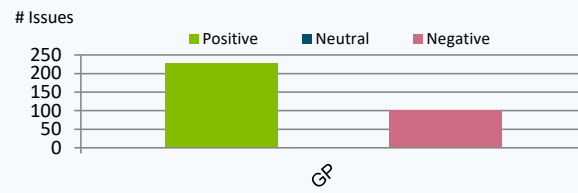




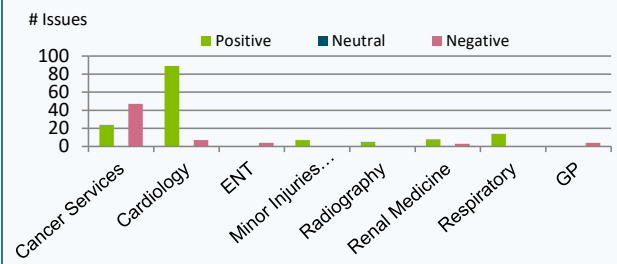
9. Top Services



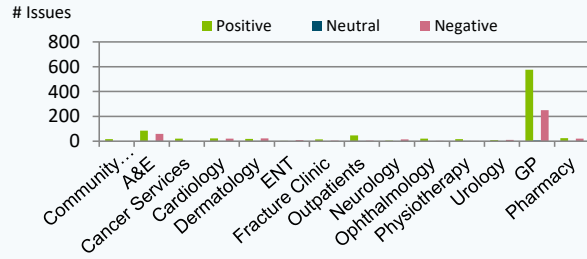
9.1 Top Services: Barking



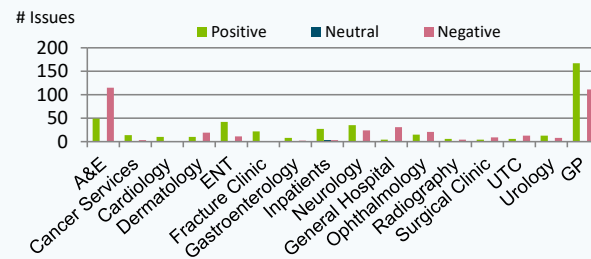
9.2 Top Services: City of London



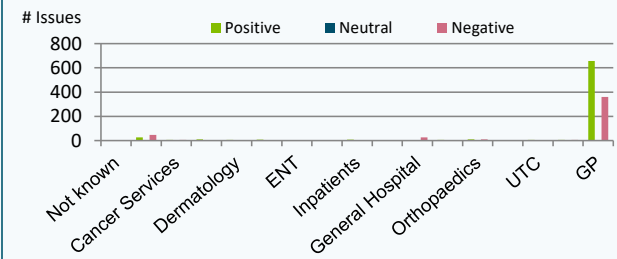
9.3 Top Services: Hackney



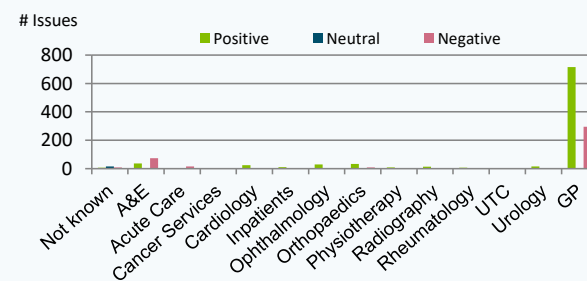
9.4 Top Services: Havering



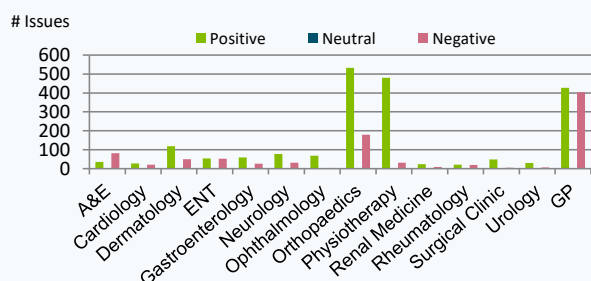
9.5 Top Services: Newham



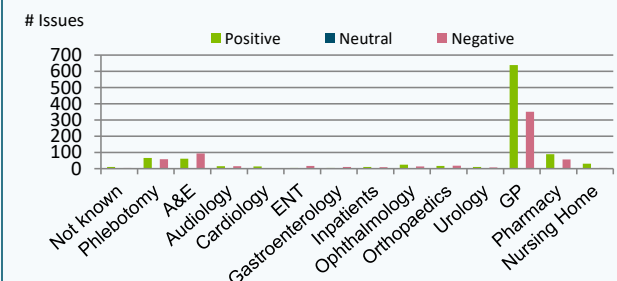
9.6 Top Services: Redbridge



9.7 Top Services: Tower Hamlets



9.8 Top Services: Waltham Forest



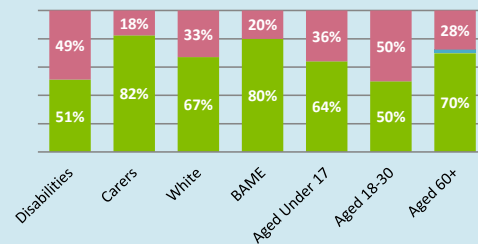
10.1 Sentiment by Equalities: Overall



10.2 Sentiment by Equalities: Involvement



10.3 Sentiment by Equalities: Quality



10.4 Sentiment by Equalities: Access



11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	522	18	325
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	66	4	23
	Peer Involvement	<i>Involvement or Influence of friends.</i>	3	1	1
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	67	6	15
	User Involvement	<i>Involvement or influence of the service user.</i>	745	9	268
Systems	Administration	<i>Administrative processes and delivery.</i>	32	0	181
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	3	0	11
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	136	1	192
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	68
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	5
	Referral	<i>Referral to a service.</i>	110	1	91
	Medical Records	<i>Management of medical records.</i>	1	1	24
	Medication	<i>Prescription and management of medicines.</i>	50	1	92
	Opening Times	<i>Opening times of a service.</i>	1	0	4
	Planning	<i>Leadership and general organisation.</i>	42	0	56
	Registration	<i>Ability to register for a service.</i>	1	1	35
	Support	<i>Levels of support provided.</i>	1262	11	462
	Telephone	<i>Ability to contact a service by telephone.</i>	8	1	58
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	156	5	260
Waiting List	<i>Length of wait while on a list.</i>	137	0	338	
Values	Choice	<i>General choice.</i>	10	0	29
	Cost	<i>General cost.</i>	1	0	16
	Language	<i>Language, including terminology.</i>	7	1	10
	Nutrition	<i>Provision of sustenance.</i>	28	0	13
	Privacy	<i>Privacy, personal space and property.</i>	3	0	7
	Quality	<i>General quality of a service, or staff.</i>	1464	9	468
	Sensory	<i>Deaf/blind or other sensory issues.</i>	9	1	4
	Stimulation	<i>General stimulation, including access to activities.</i>	10	0	1

11. 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>	9	2	7
	Environment/Layout	<i>Physical environment of a service.</i>	38	1	33
	Equipment	<i>General equipment issues.</i>	7	1	17
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	10
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	31	0	17
	Mobility	<i>Physical mobility to, from and within services.</i>	5	3	19
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	5
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	36
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	23
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1590	7	451
	Complaints	<i>Ability to log and resolve a complaint.</i>	3	0	10
	Staff Training	<i>Training of staff.</i>	21	0	55
	Staffing Levels	<i>General availability of staff.</i>	1	0	25
Total:			6584	86	3765
Total Issues:			10435		

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.

