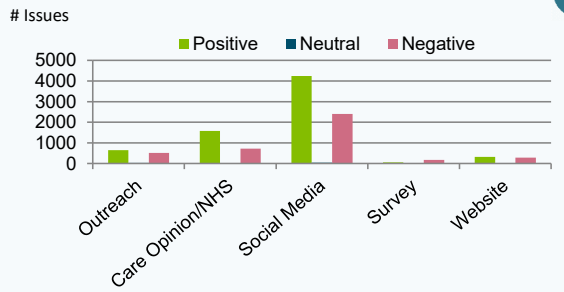
LTC Services in North East London (NEL)

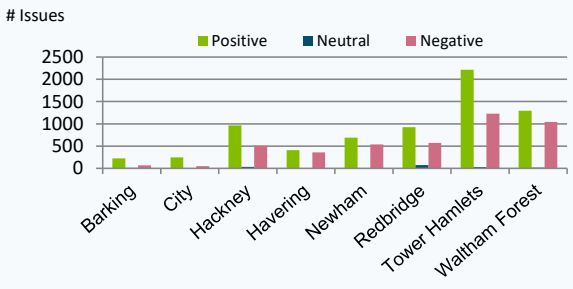
Qualitative Feedback, 1 October 2023 - 30 September 2025

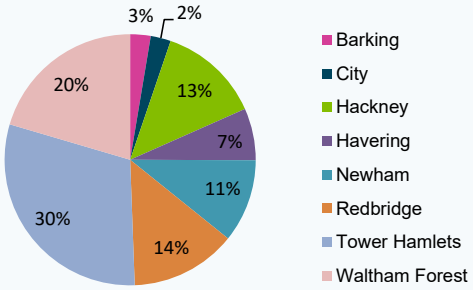
Community Insight Analysis

1. Top Source: 11495 issues from 2539 people

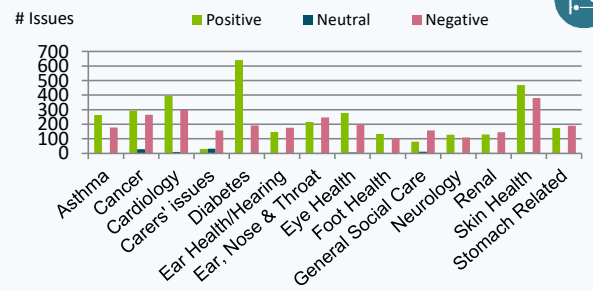


2. Feedback by Borough

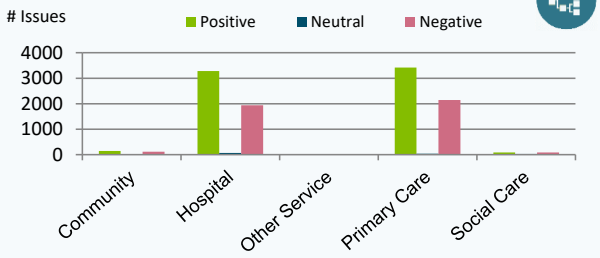




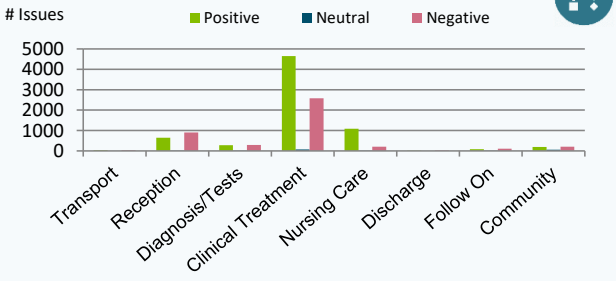
3. Top Conditions/Topics



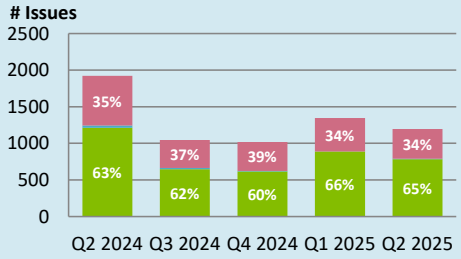
4. Service Sector



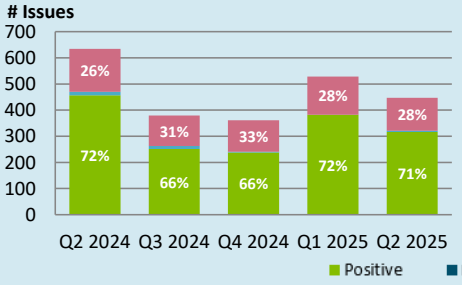
5. Clinical Care Pathway



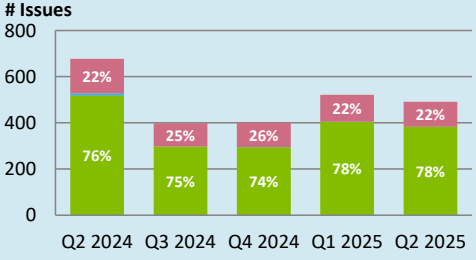
6.1 Timeline: Overall Sentiment



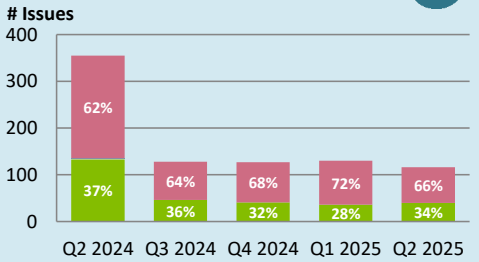
6.2 Timeline: User Involvement



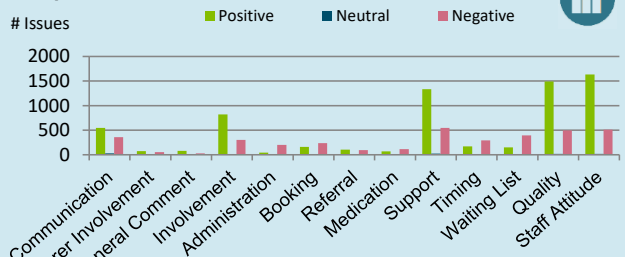
6.3 Timeline: Quality



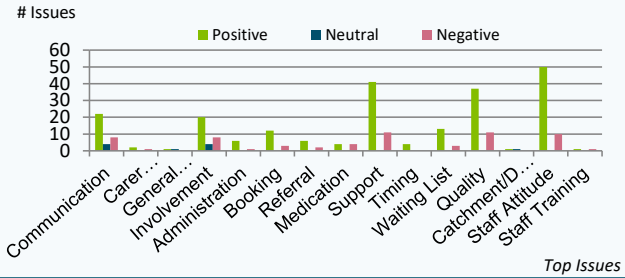
6.4 Timeline: Access



7. Top Issues

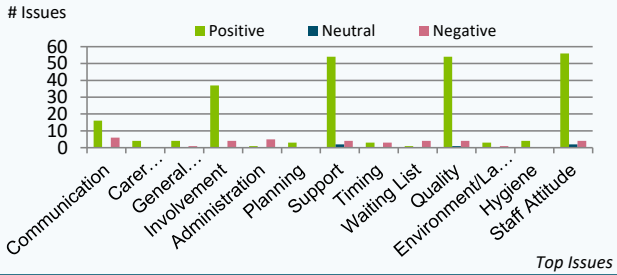


7.1 Barking: 303 issues from 72 people



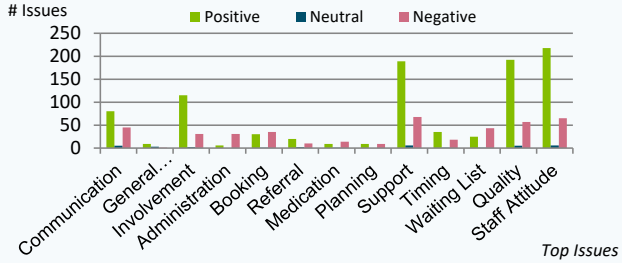
Top Issues

7.2 City of London: 298 issues from 49 people



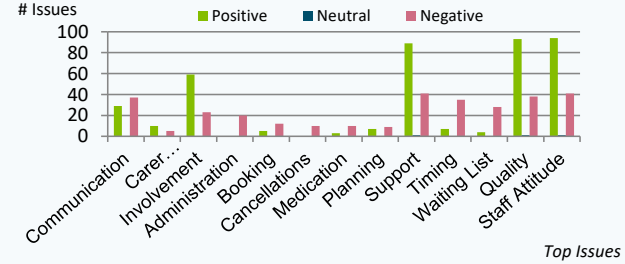
Top Issues

7.3 Hackney: 1510 issues from 292 people



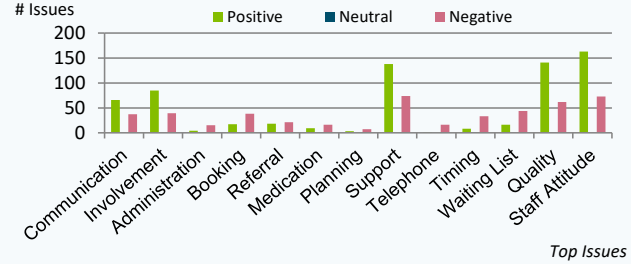
Top Issues

7.4 Havering: 770 issues from 155 people



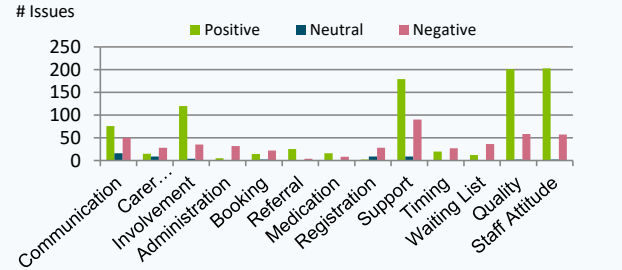
Top Issues

7.5 Newham: 1232 issues from 253 people



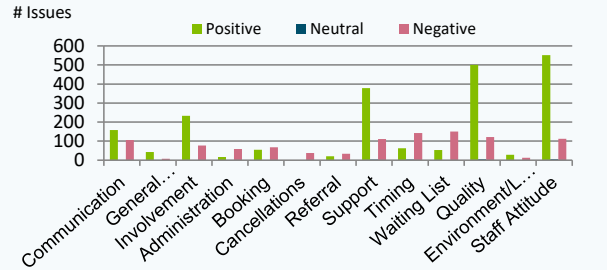
Top Issues

7.6 Redbridge: 1568 issues from 368 people



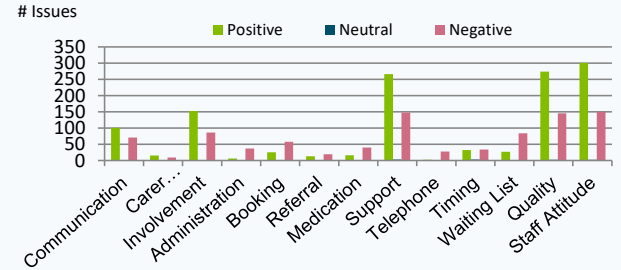
Top Issues

7.7 Tower Hamlets: 3465 issues from 819 people



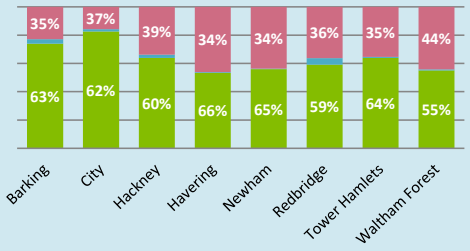
Top Issues

7.8 Waltham Forest: 2350 issues from 531 people

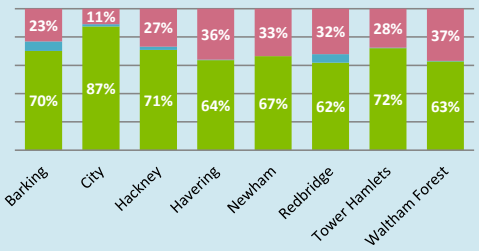


Top Issues

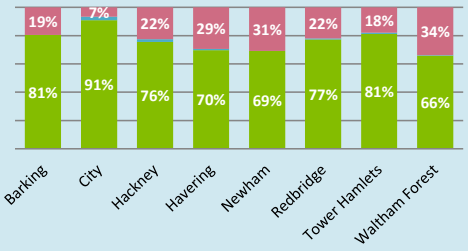
8.1 Sentiment by Borough: Overall



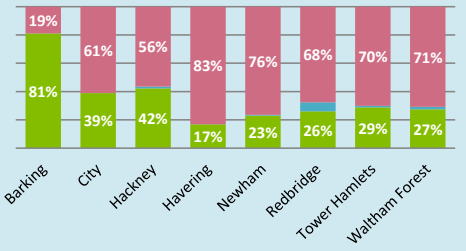
8.2 Sentiment by Borough: Involvement



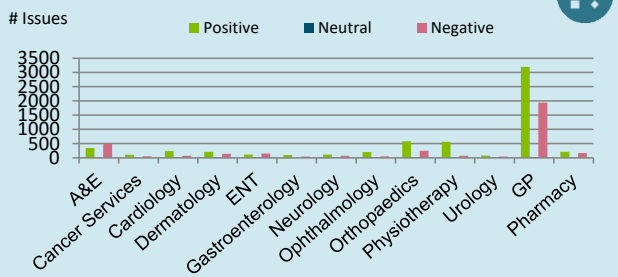
8.3 Sentiment by Borough: Quality



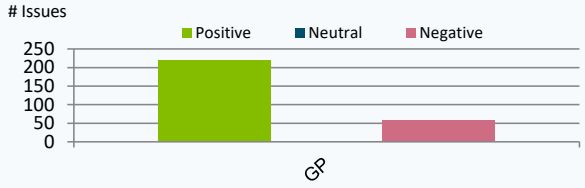
8.4 Sentiment by Borough: Access



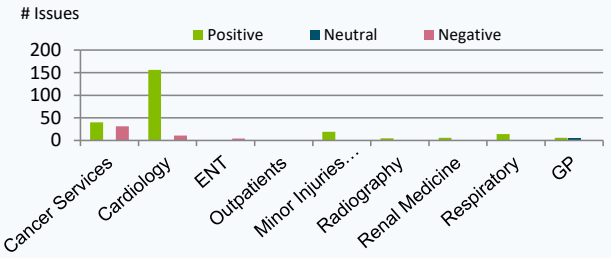
9. Top Services



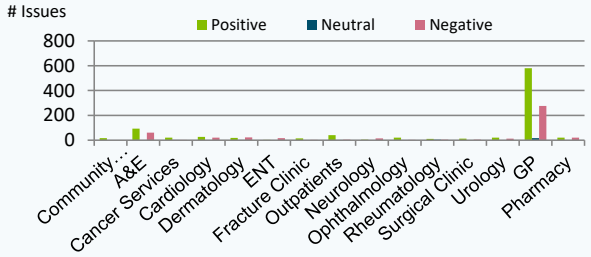
9.1 Top Services: Barking



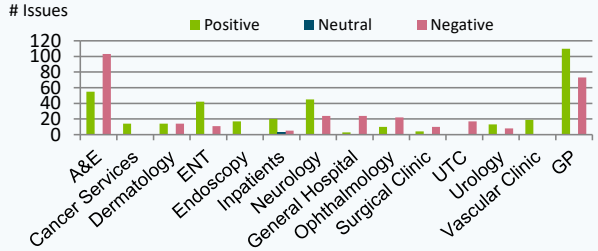
9.2 Top Services: City of London



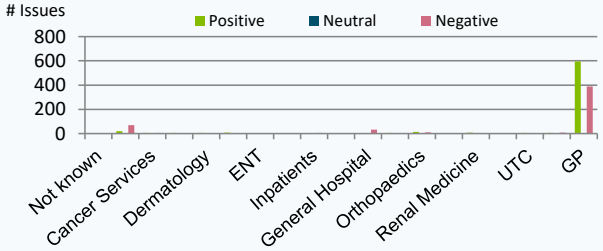
9.3 Top Services: Hackney



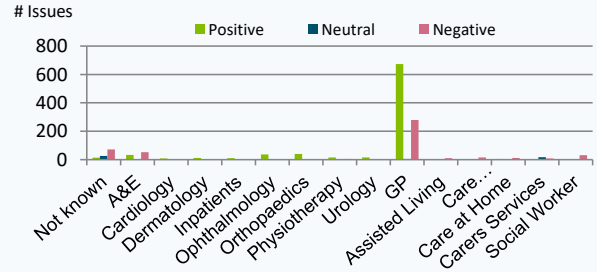
9.4 Top Services: Havering



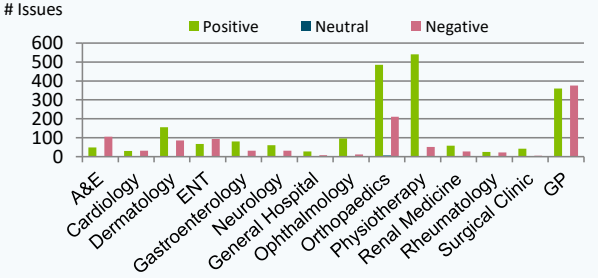
9.5 Top Services: Newham



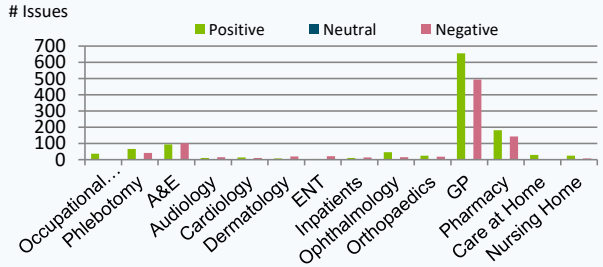
9.6 Top Services: Redbridge



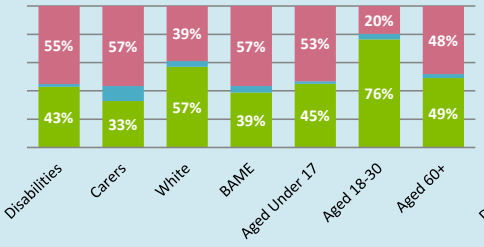
9.7 Top Services: Tower Hamlets



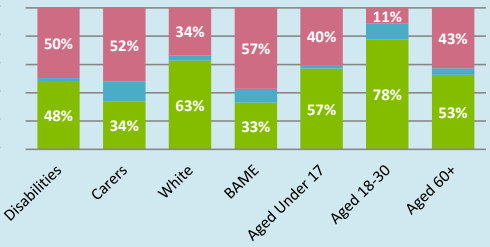
9.8 Top Services: Waltham Forest



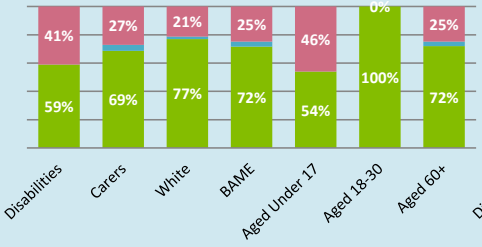
10.1 Sentiment by Equalities: Overall



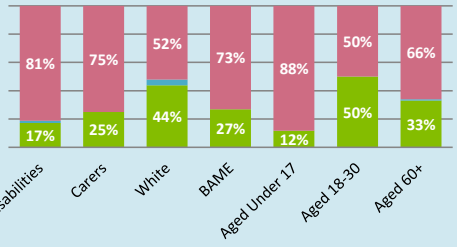
10.2 Sentiment by Equalities: Involvement



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	*Communication, including access to advice and information.*	548	26	360
	Carer Involvement	*Involvement or influence of carers and family members.*	75	9	52
	Peer Involvement	*Involvement or Influence of friends.*	3	1	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	77	5	26
	User Involvement	*Involvement or influence of the service user.*	821	11	303
Systems	Administration	*Administrative processes and delivery.*	45	2	199
	Admission	*Physical admission to a hospital ward, or other service.*	4	0	9
	Booking	*Ability to book, reschedule or cancel appointments.*	159	4	237
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	77
	Data Protection	*General data protection (including GDPR).*	0	2	4
	Referral	*Referral to a service.*	106	5	96
	Medical Records	*Management of medical records.*	0	1	27
	Medication	*Prescription and management of medicines.*	67	1	114
	Opening Times	*Opening times of a service.*	2	0	9
	Planning	*Leadership and general organisation.*	41	0	54
	Registration	*Ability to register for a service.*	4	10	54
	Support	*Levels of support provided.*	1335	25	547
	Telephone	*Ability to contact a service by telephone.*	9	2	85
	Timing	*Physical timing (ie; length of wait at appointments).*	172	9	293
	Waiting List	*Length of wait while on a list.*	152	3	392
Values	Choice	*General choice.*	15	1	37
	Cost	*General cost.*	2	4	27
	Language	*Language, including terminology.*	7	1	15
	Nutrition	*Provision of sustainance.*	31	1	18
	Privacy	*Privacy, personal space and property.*	3	0	7
	Quality	*General quality of a service, or staff.*	1493	16	496
	Sensory	*Deaf/blind or other sensory issues.*	7	1	9
	Stimulation	*General stimulation, including access to activities.*	12	0	8

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	14
	Environment/Layout	*Physical environment of a service.*	45	0	39
	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.*	38	0	18
	Mobility	*Physical mobility to, from and within services.*	7	3	23
	Travel/Parking	*Ability to travel or park.*	4	0	8
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	24
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1636	18	512
	Complaints	*Ability to log and resolve a complaint.*	5	0	16
	Staff Training	*Training of staff.*	15	1	45
	Staffing Levels	*General availability of staff.*	2	0	32
		Total:	**6971**	**166**	**4358**
		Total Issues:	**11495**		