LTC 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 services for long term conditions.

Qualitative Feedback, 1 January 2024 - 31 December 2025

LOCAL VOICE
in North East London

Report Index

Data Source (Page 3)

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

Top Trends (Page 4-5)

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

Satisfaction Levels (Pages 6-7)

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

Equalities (Page 8)

Monitors experience by demographic groupings.

Experiences by Borough (Pages 9-16)

Explores trends by individual borough.

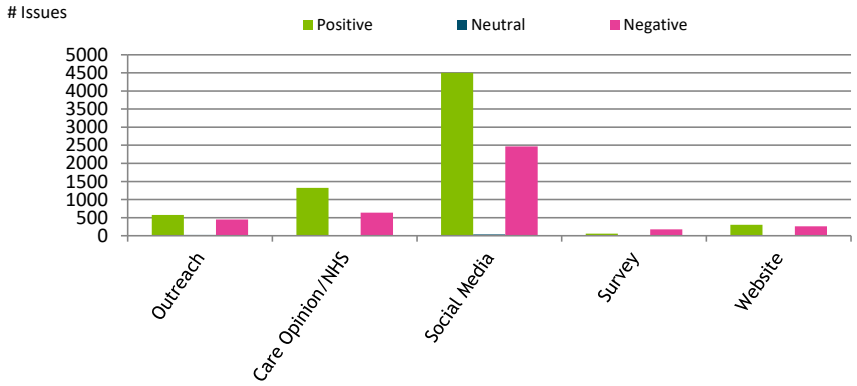
Data Table (Pages 17-18)

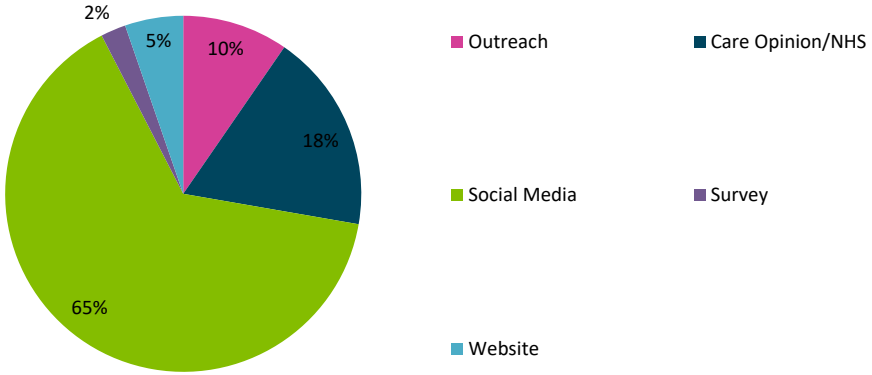
The numbers underpinning the trends.

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?

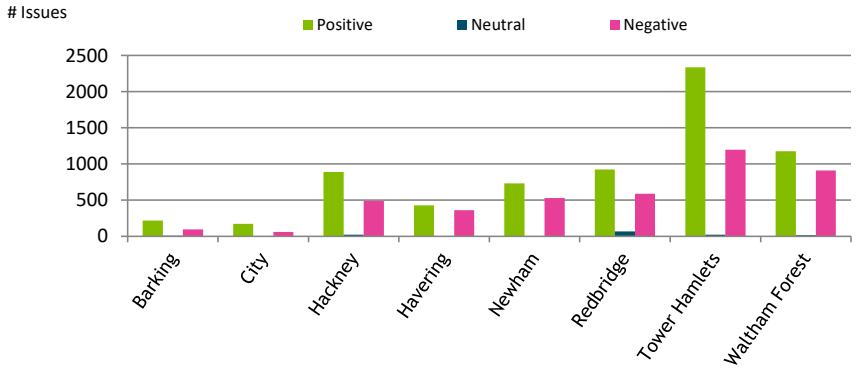
1.1 Source: 11248 issues from 2533 people

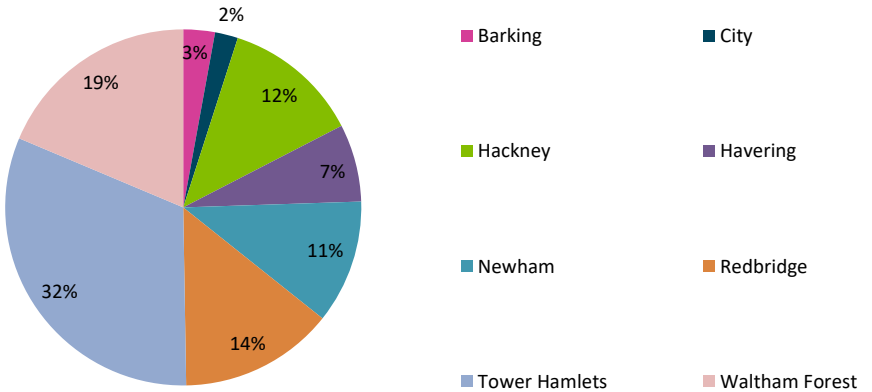




Sources providing the most comments overall

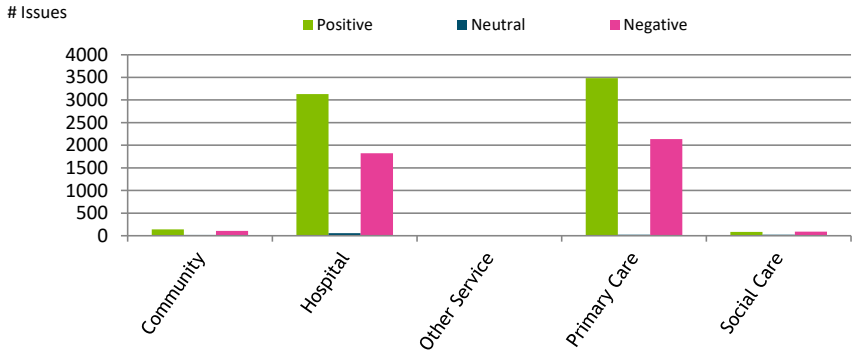
1.2 Feedback by Borough

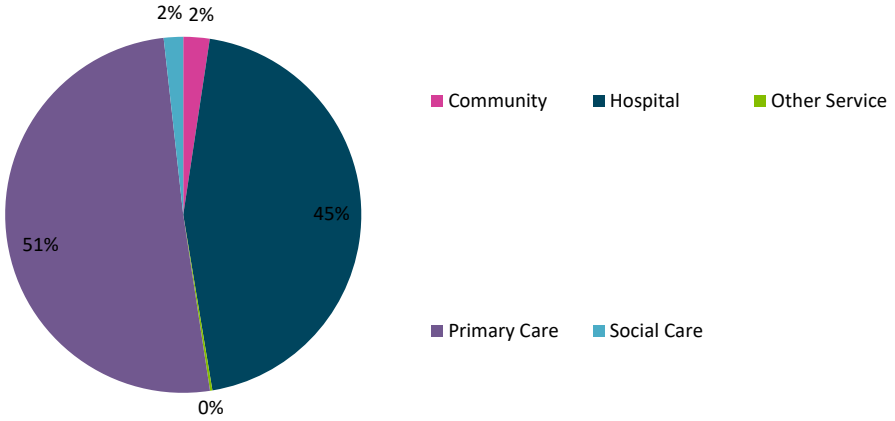




2. Which services are people most commenting on?

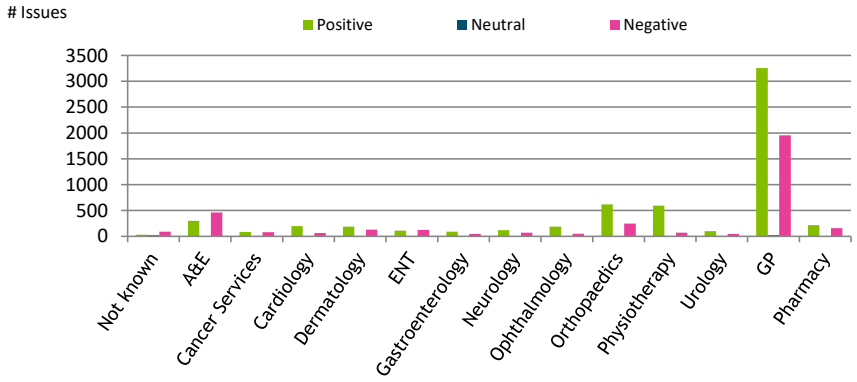
2.1 Service Sector

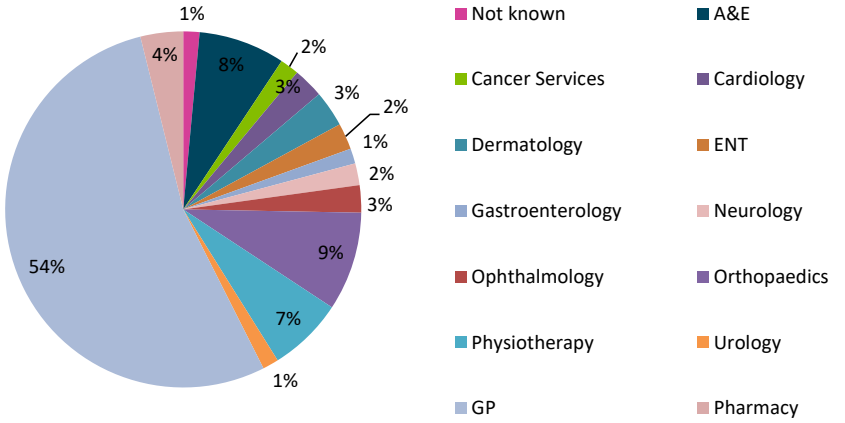




Service sectors receiving the most comments overall

2.2 Service Type

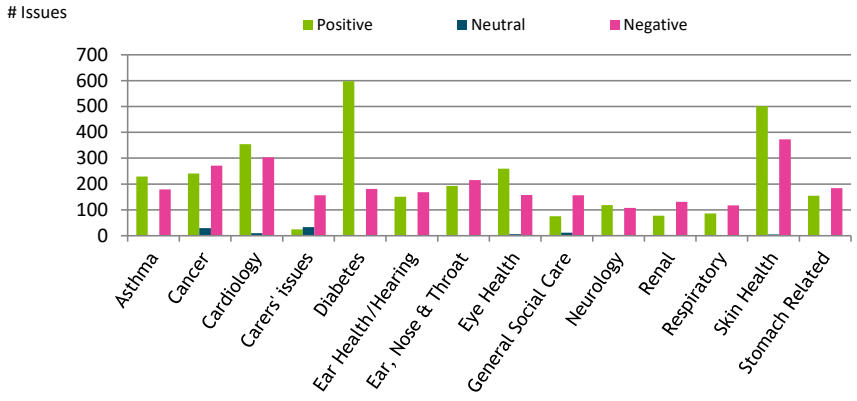


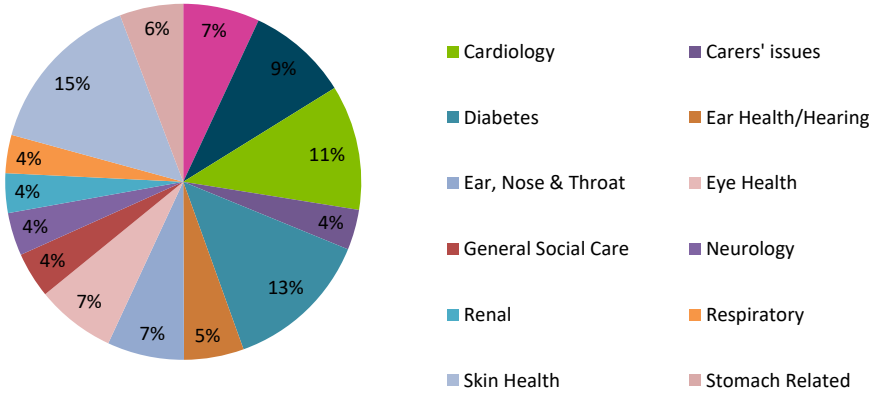


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

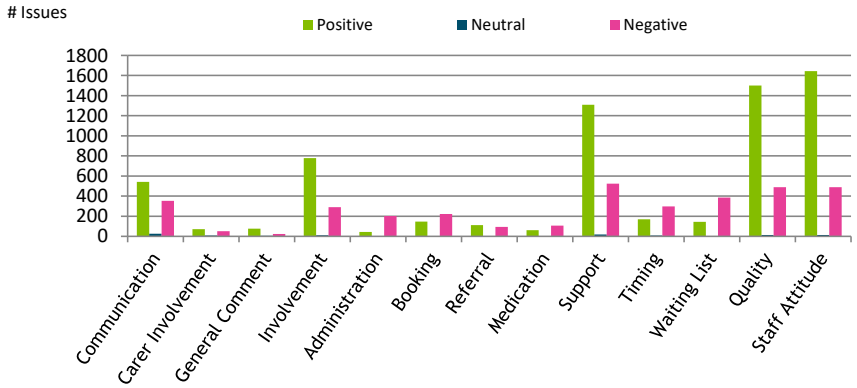
3.1 Stated medical conditions/topics

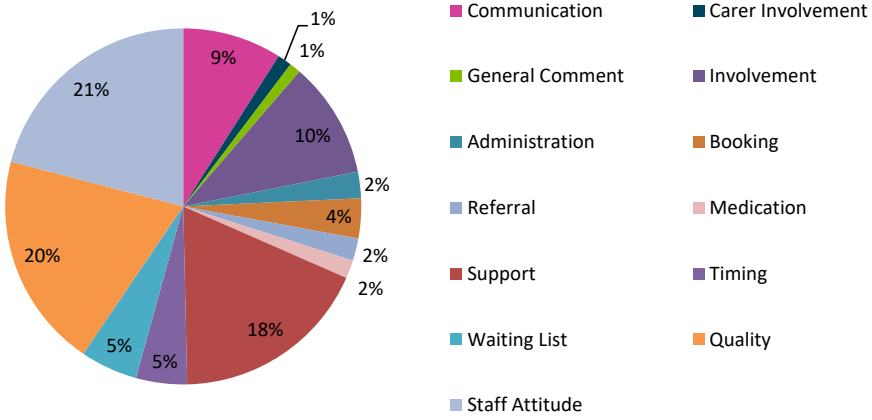




Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 11248 issues from 2533 people

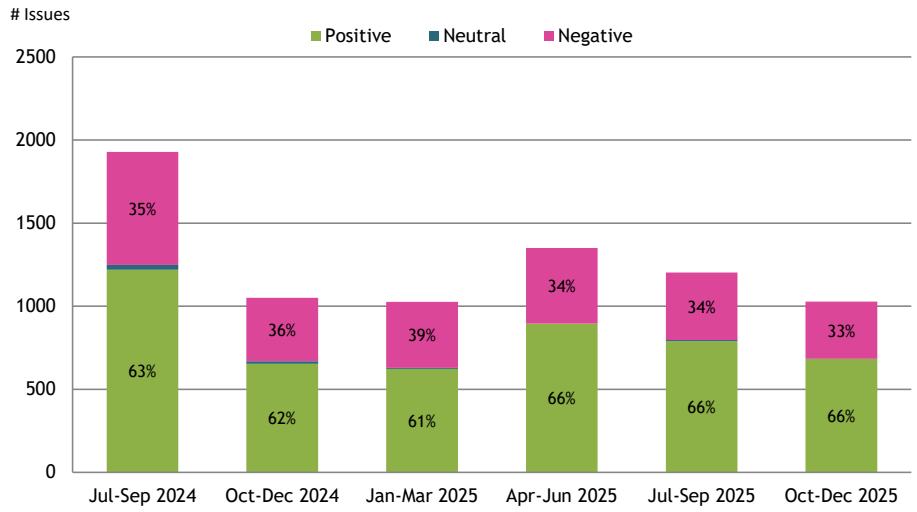




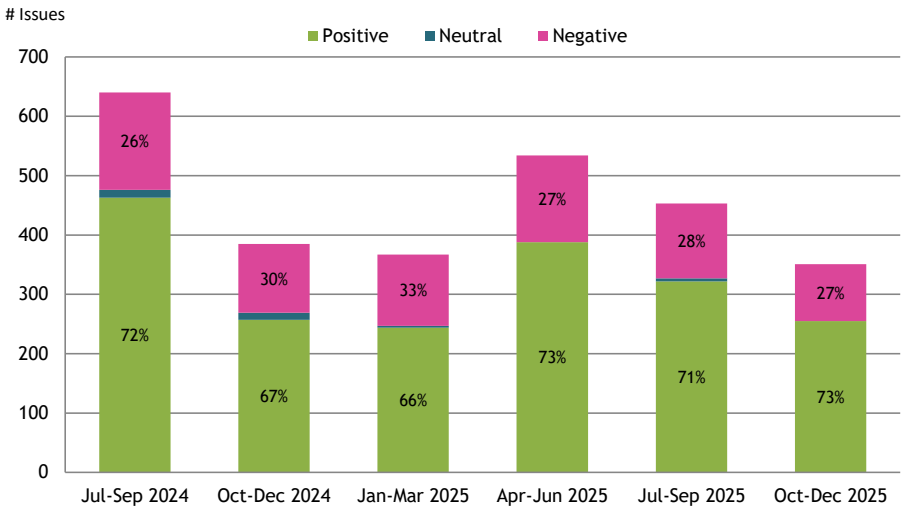
Issues receiving the most comments overall

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

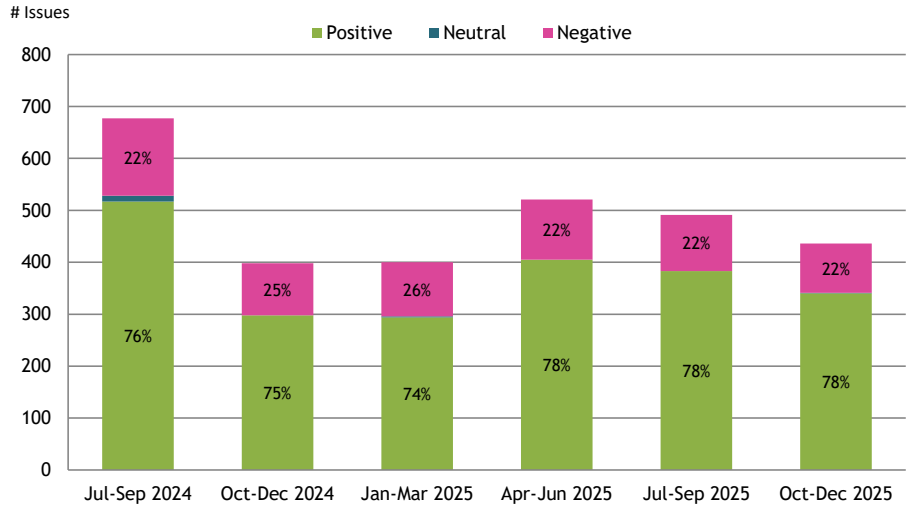
4.1 How do people feel about services overall?



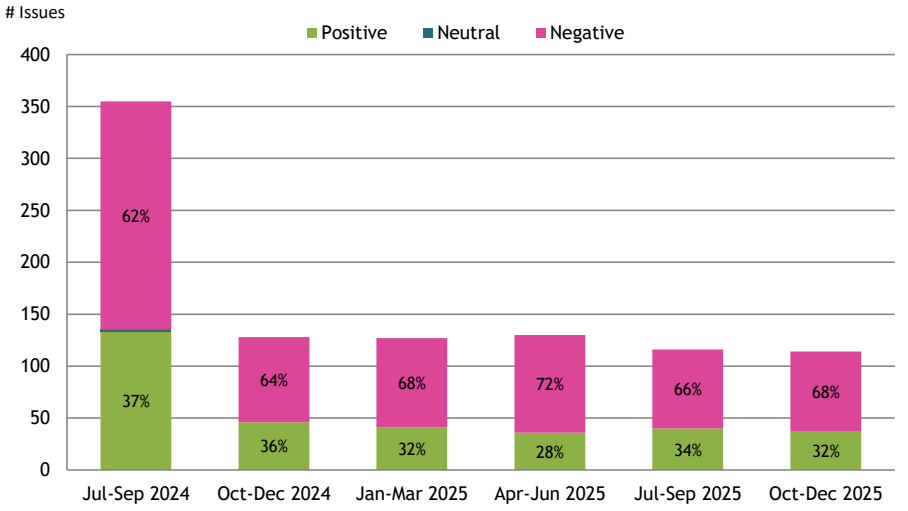
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?

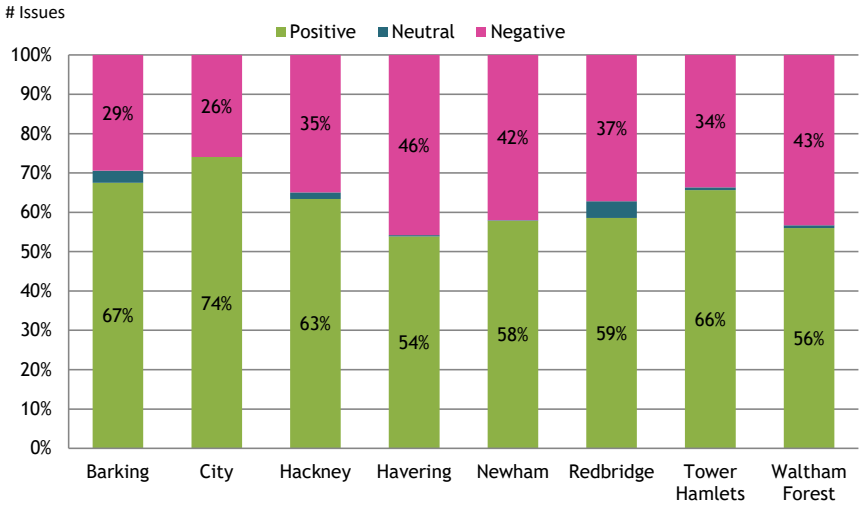


4.4 How do people feel about access to services?

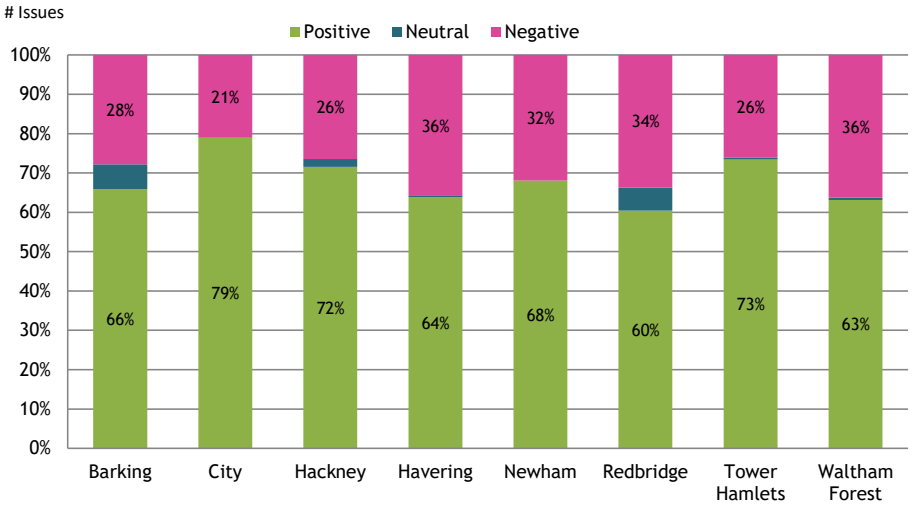


5. By Borough: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?



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



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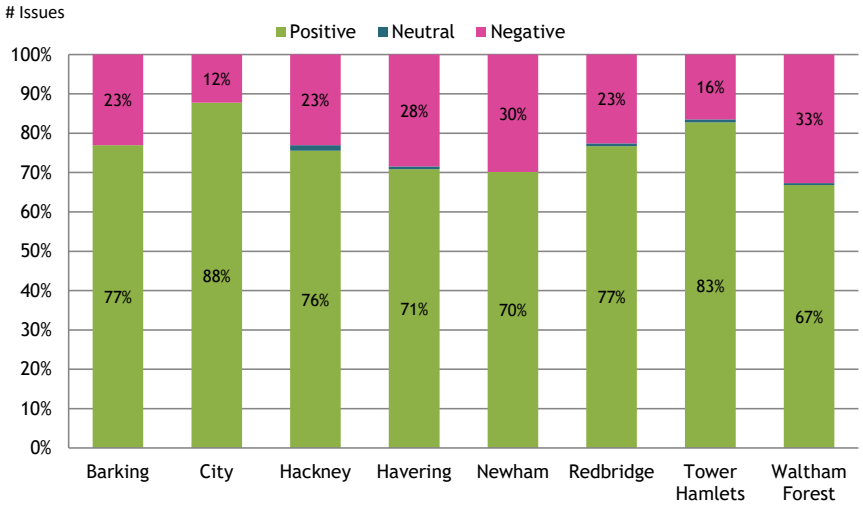

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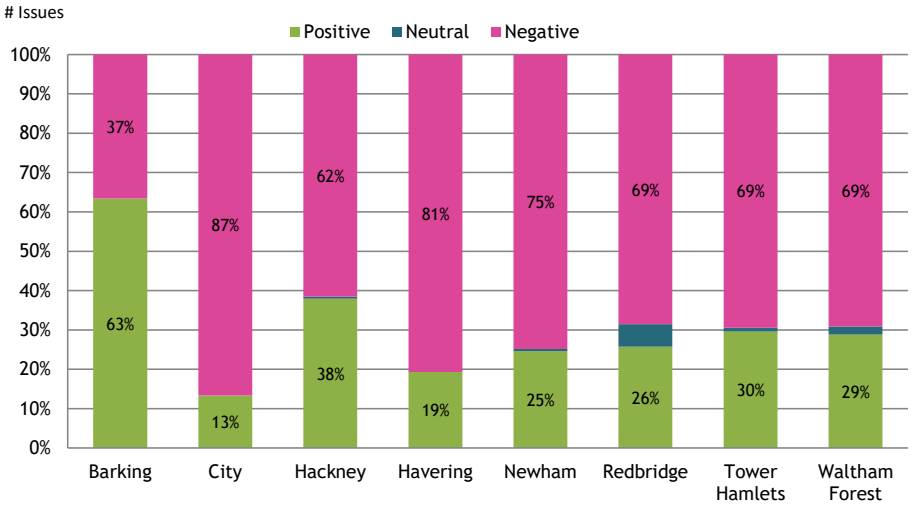
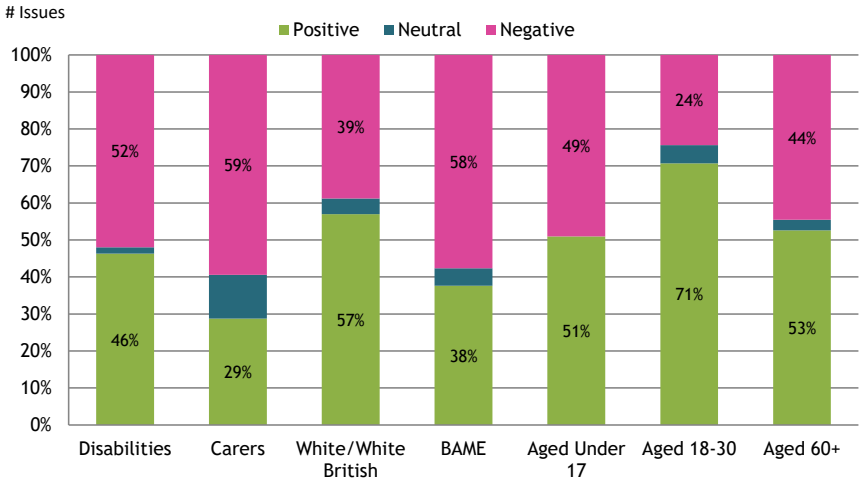
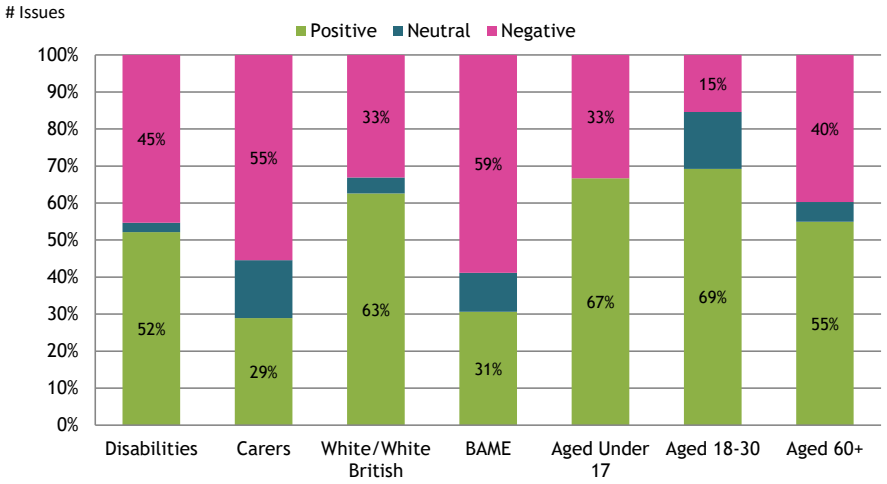


6. Equalities: On the whole, how do people feel about Health and Care services?

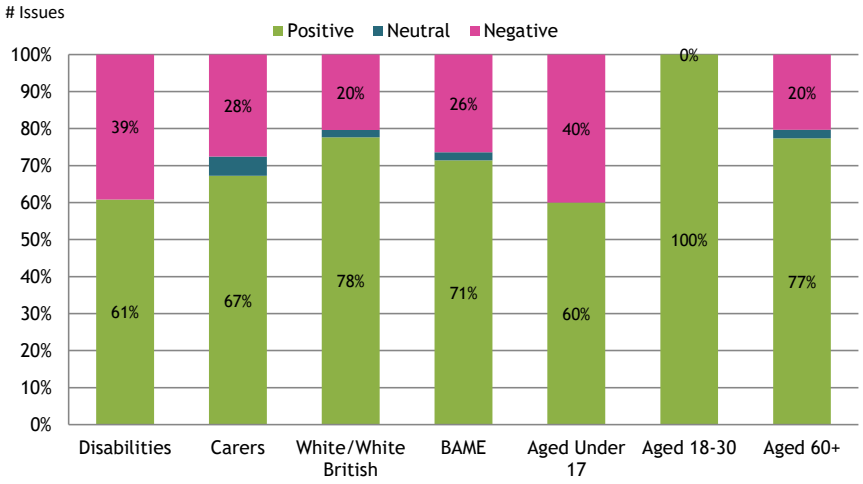
6.1 How do people feel about services overall?



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



6.3 How do people feel about general quality and empathy?



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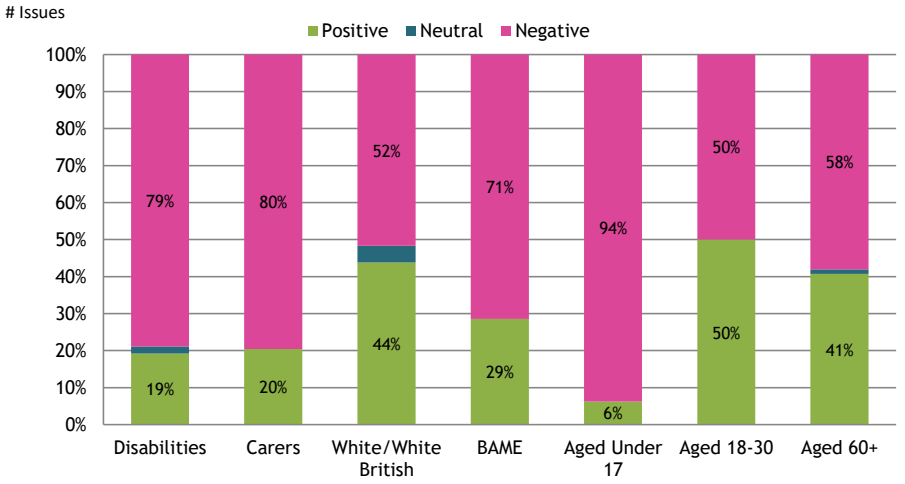
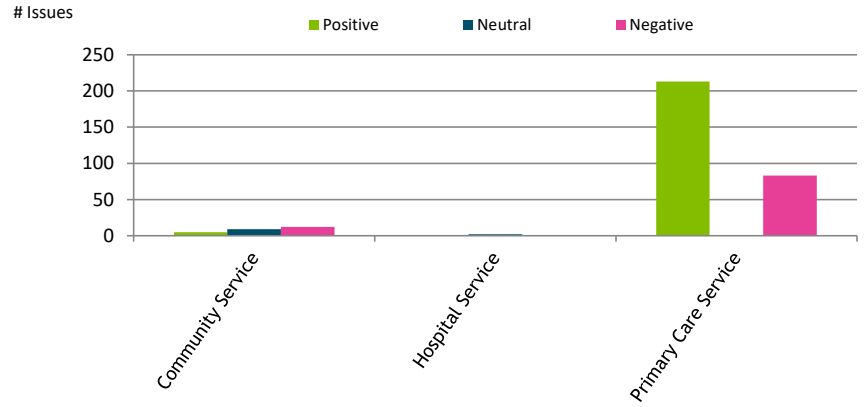


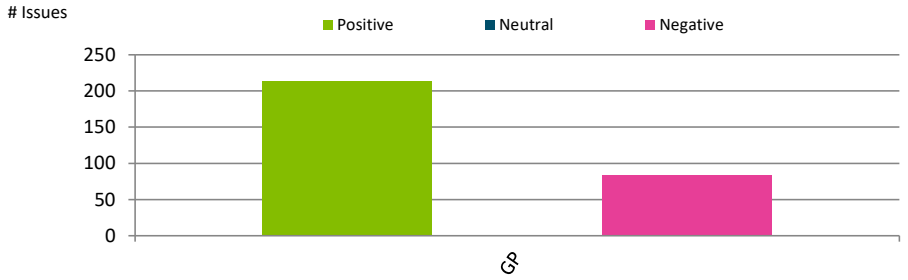
7. Trends by Borough: Barking

7.1 Service Sector



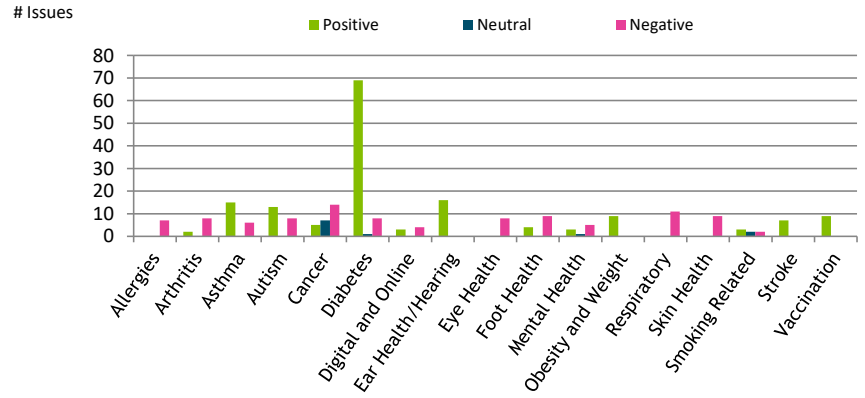
Service sectors receiving the most comments overall

7.2 Service Type



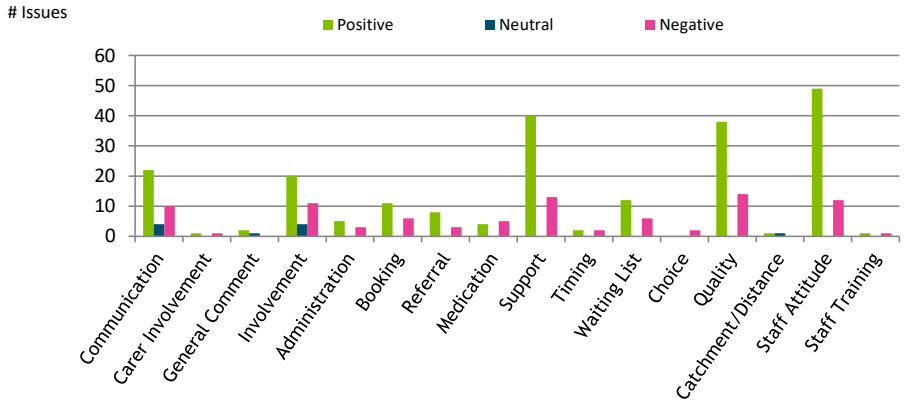
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

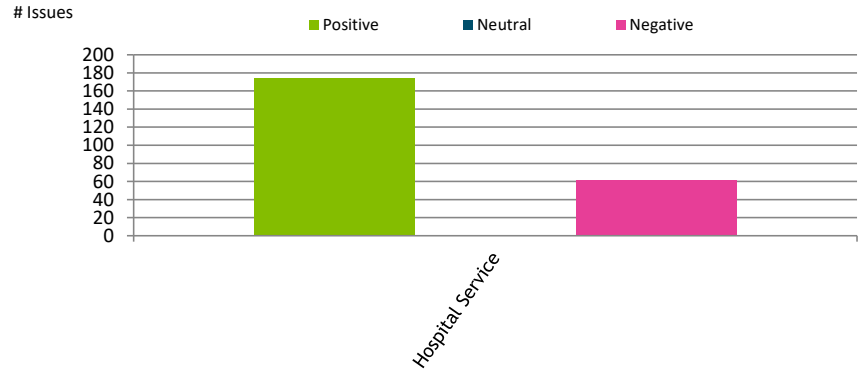
7.4 Top Trends: 323 issues from 78 people



Issues receiving the most comments overall

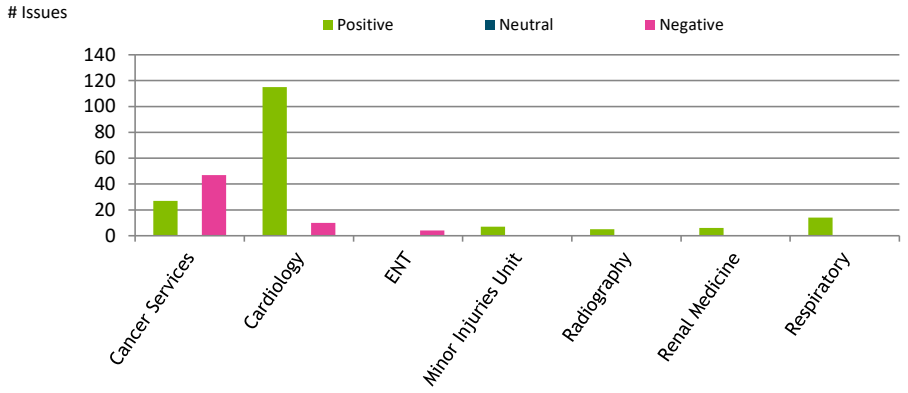
7. Trends by Borough: City of London

7.5 Service Sector



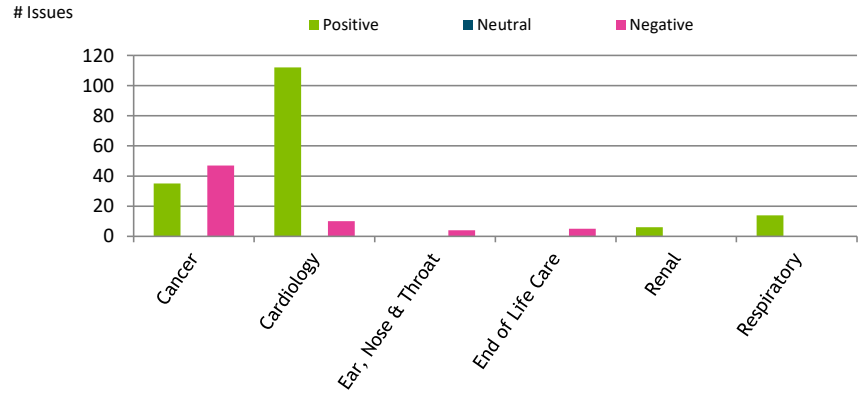
Service sectors receiving the most comments overall

7.6 Service Type



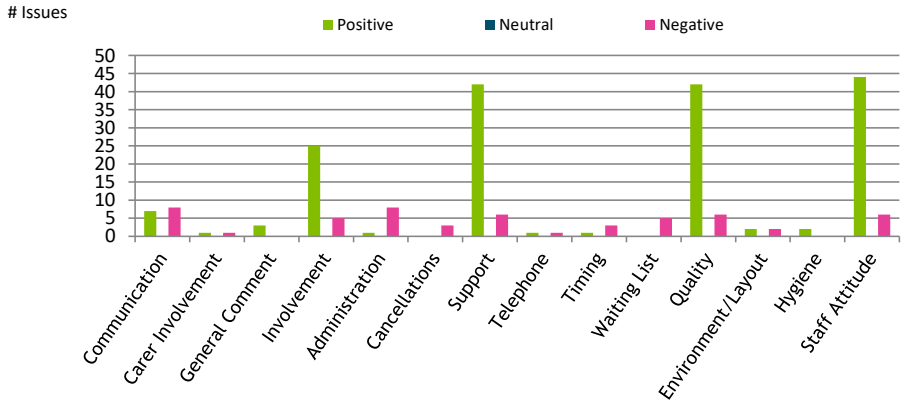
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

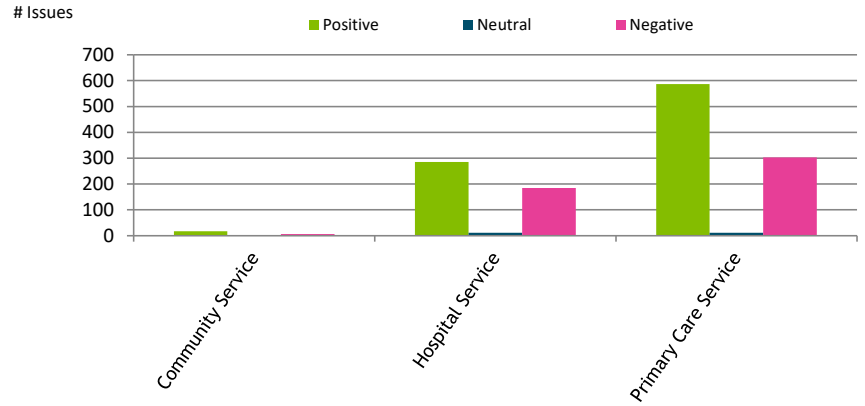
7.8 Top Trends: 235 issues from 41 people



Issues receiving the most comments overall

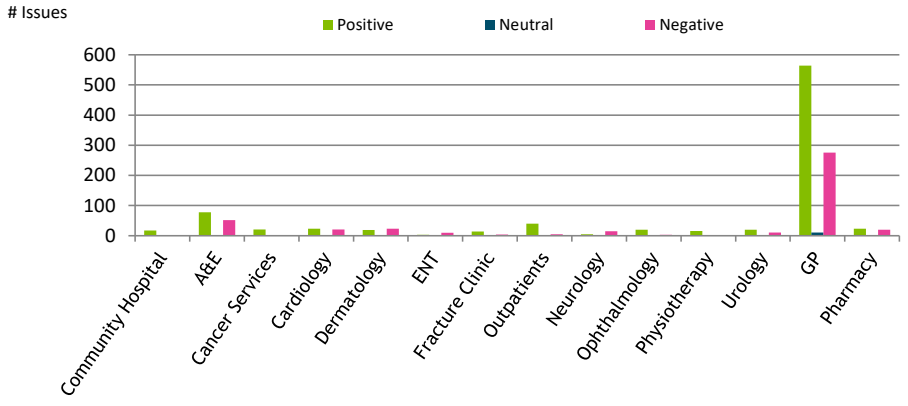
7. Trends by Borough: Hackney

7.9 Service Sector



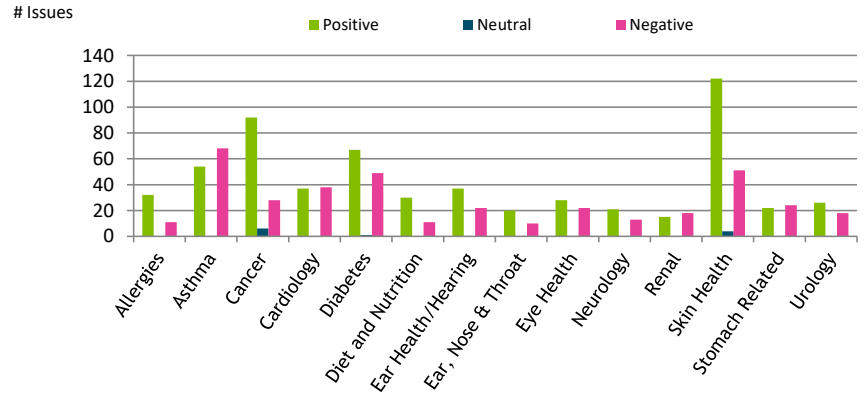
Service sectors receiving the most comments overall

7.10 Service Type



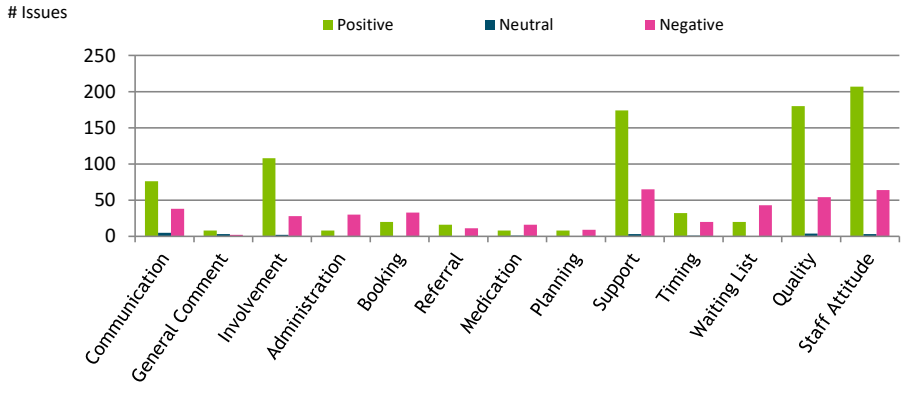
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

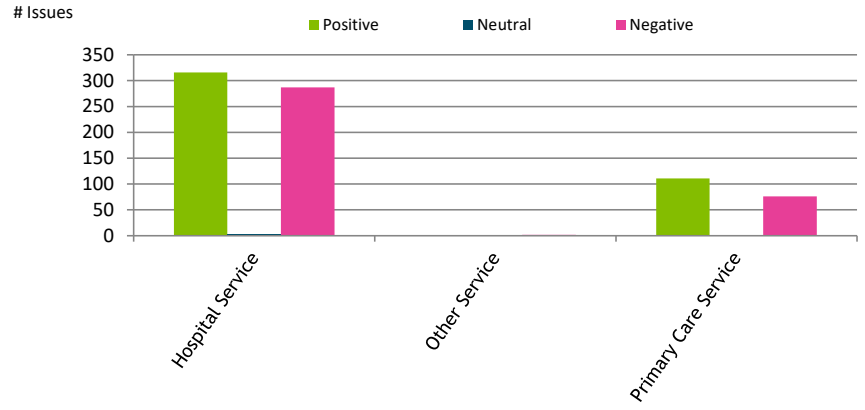
7.12 Top Trends: 1402 issues from 287 people



Issues receiving the most comments overall

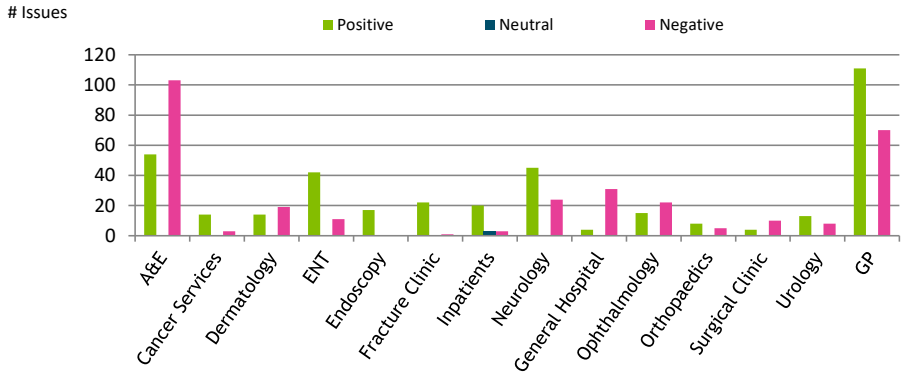
7. Trends by Borough: Havering

7.13 Service Sector



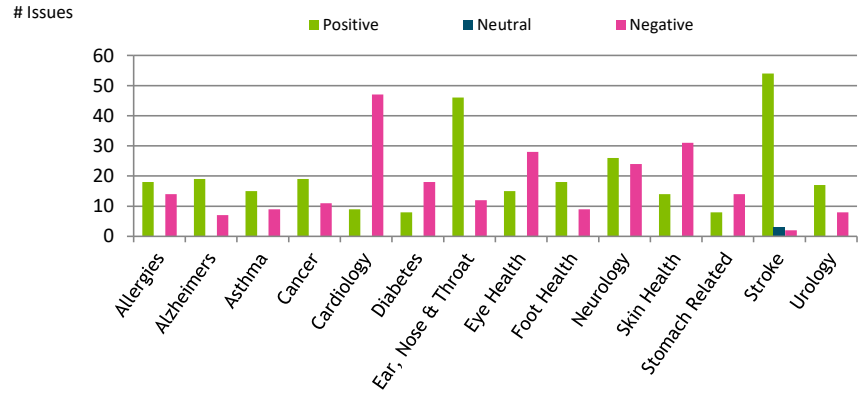
Service sectors receiving the most comments overall

7.14 Service Type



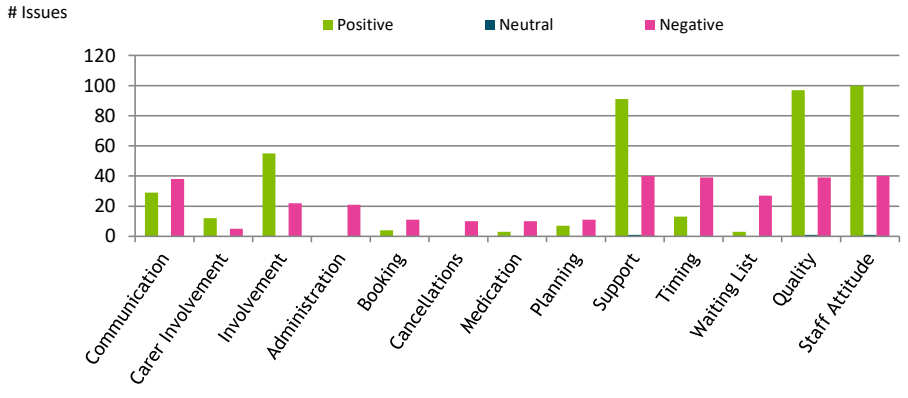
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

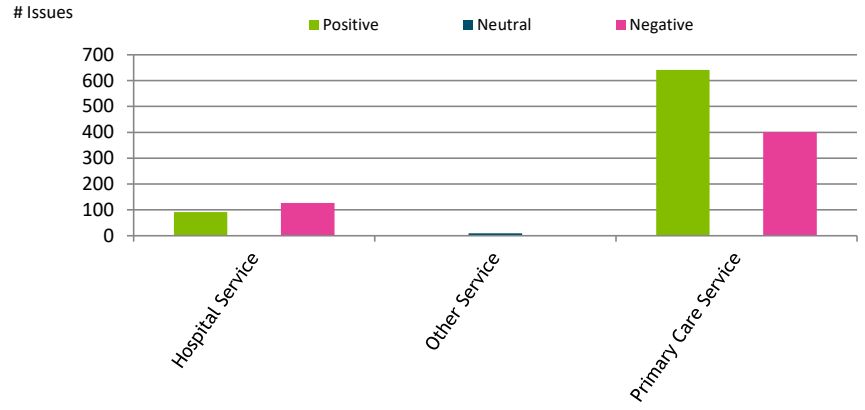
7.16 Top Trends: 793 issues from 164 people



Issues receiving the most comments overall

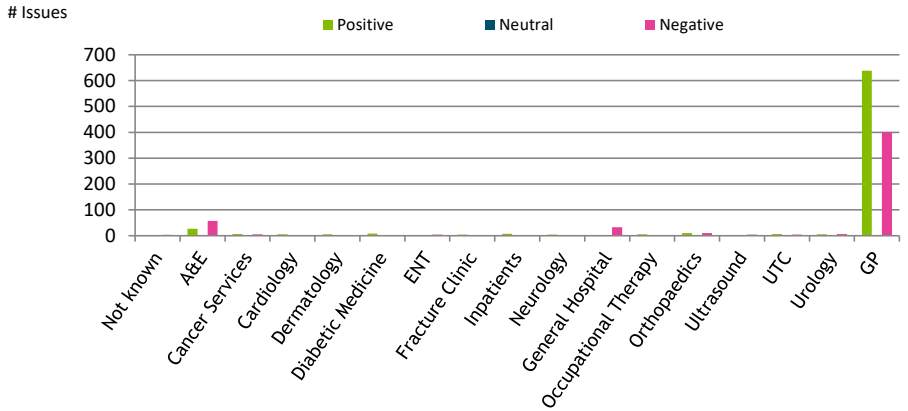
7. Trends by Borough: Newham

7.17 Service Sector



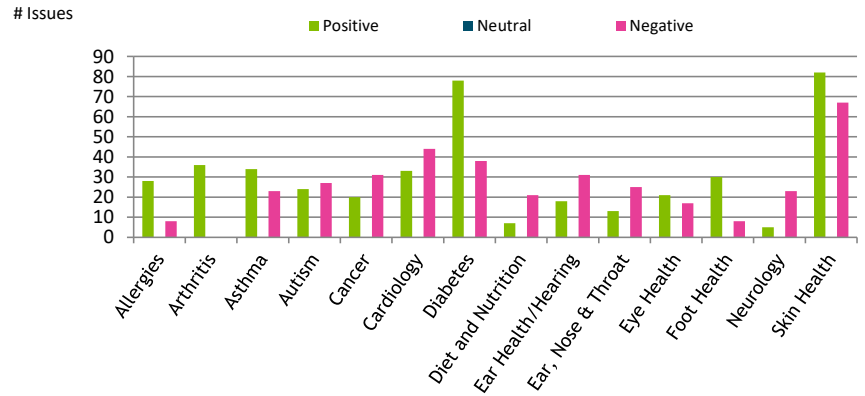
Service sectors receiving the most comments overall

7.18 Service Type



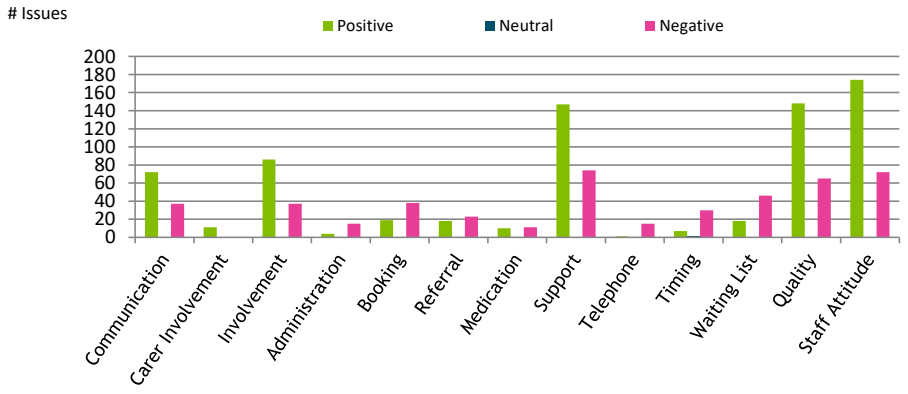
Service type receiving the most comments overall

7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

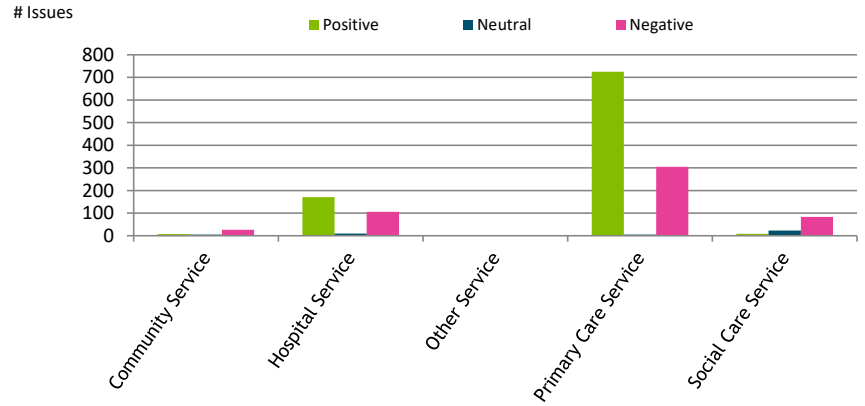
7.20 Top Trends: 1264 issues from 253 people



Issues receiving the most comments overall

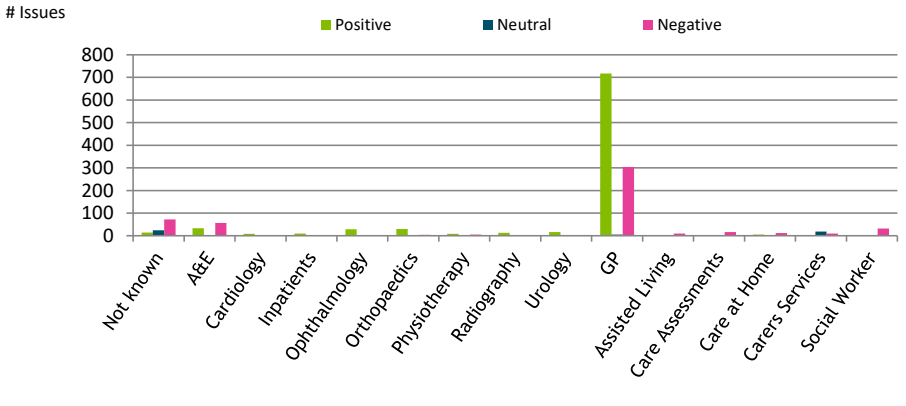
7. Trends by Borough: Redbridge

7.21 Service Sector



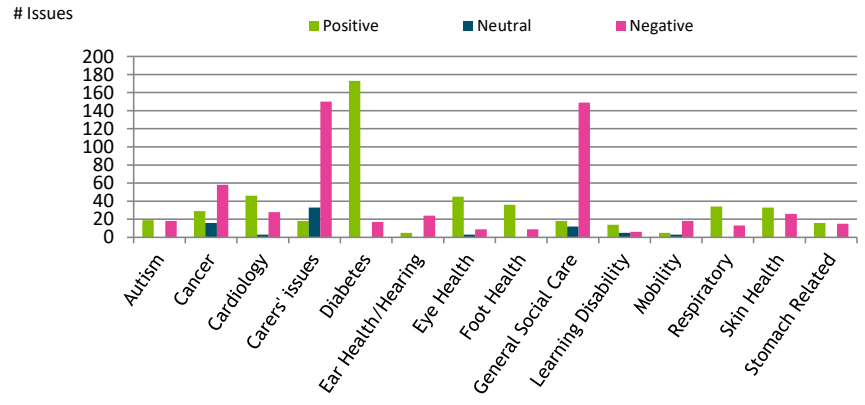
Service sectors receiving the most comments overall

7.22 Service Type



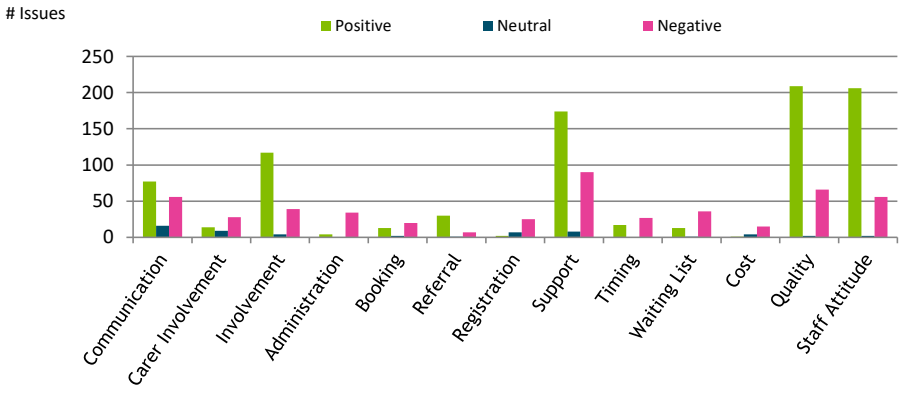
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

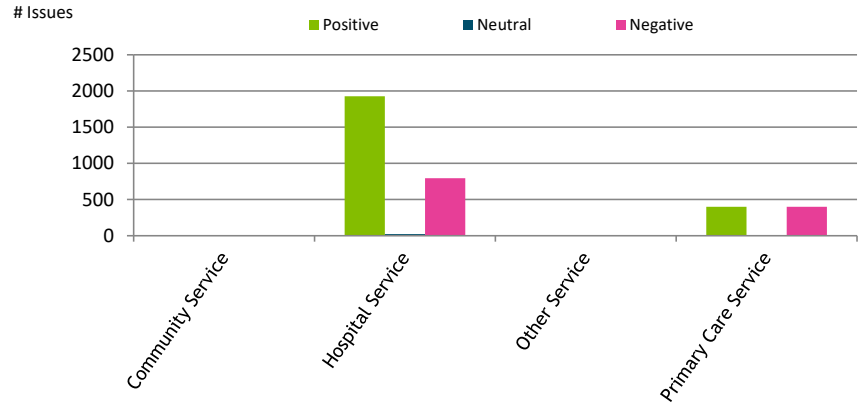
7.24 Top Trends: 1578 issues from 380 people



Issues receiving the most comments overall

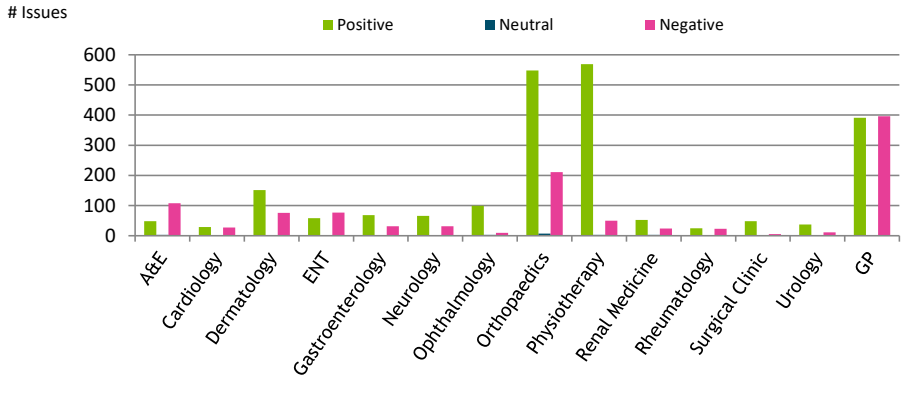
7. Trends by Borough: Tower Hamlets

7.25 Service Sector



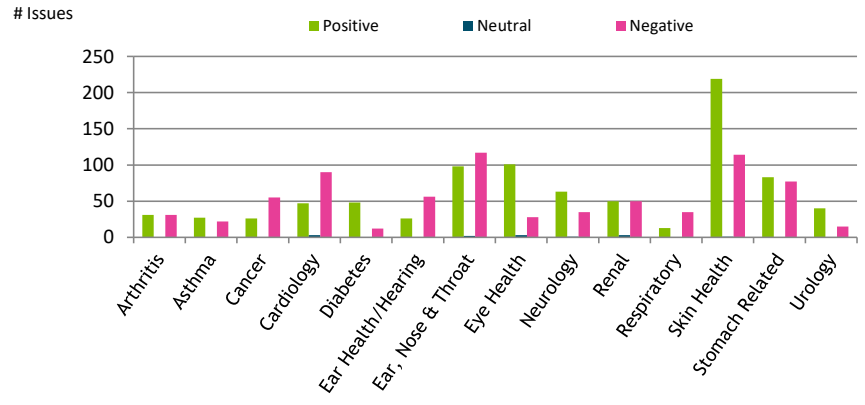
Service sectors receiving the most comments overall

7.26 Service Type



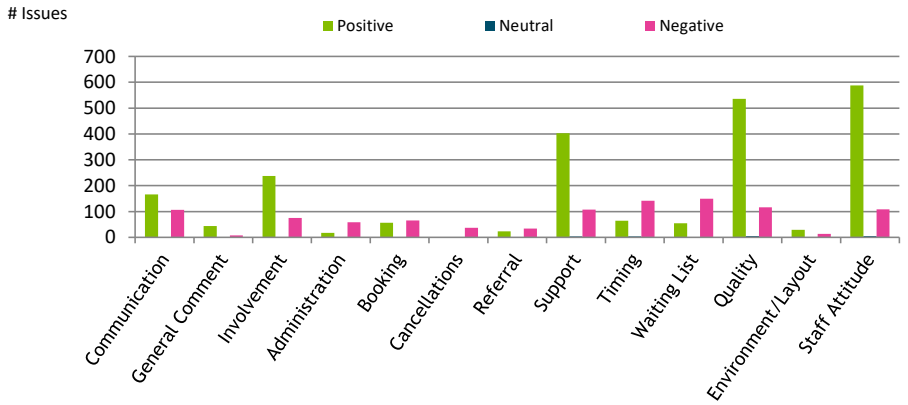
Service type receiving the most comments overall

7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

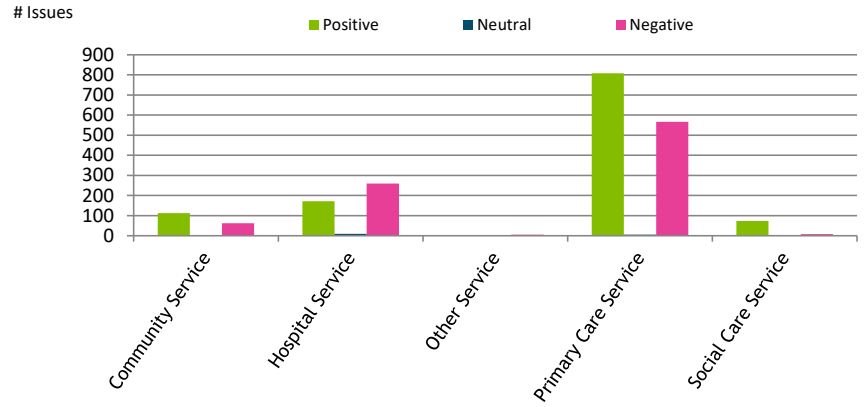
7.28 Top Trends: 3555 issues from 842 people



Issues receiving the most comments overall

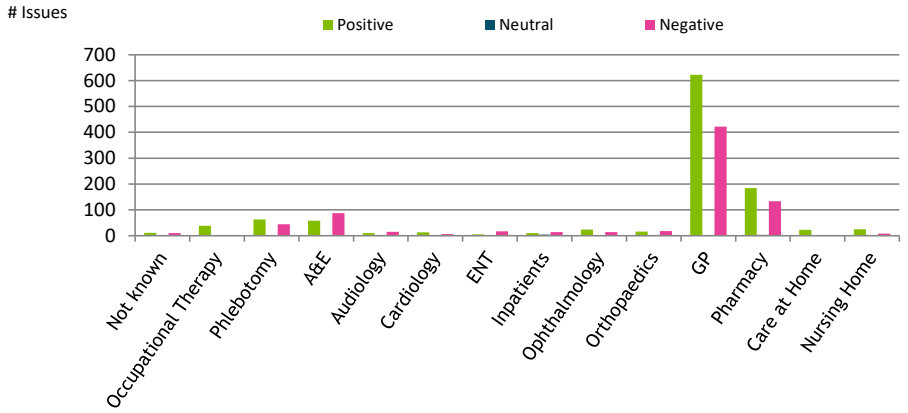
7. Trends by Borough: Waltham Forest

7.29 Service Sector



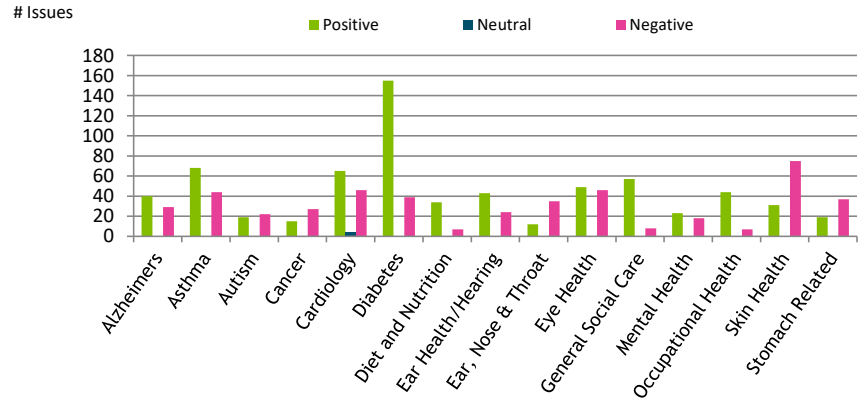
Service sectors receiving the most comments overall

7.30 Service Type



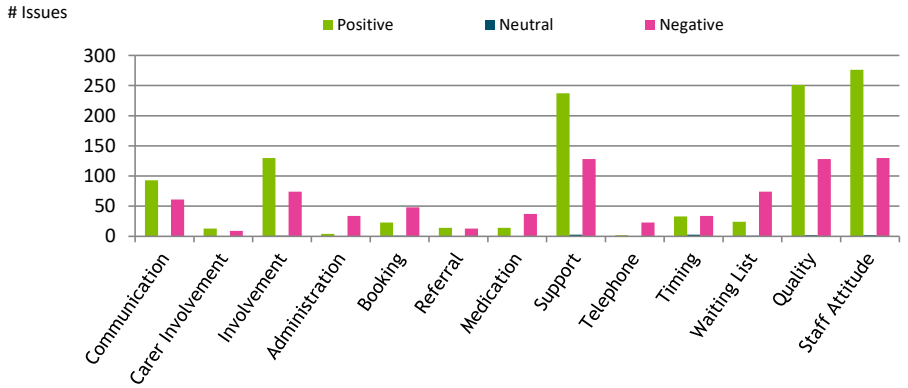
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 2099 issues from 488 people



Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	542	26	354	922
	Carer Involvement	*Involvement or influence of carers and family members.*	72	9	51	132
	Peer Involvement	*Involvement or Influence of friends.*	2	1	2	5
	General Comment	*A generalised statement (ie; "The doctor was good.")*	77	5	23	105
	User Involvement	*Involvement or influence of the service user.*	778	11	291	1080
Systems	Administration	*Administrative processes and delivery.*	43	0	203	246
	Admission	*Physical admission to a hospital ward, or other service.*	3	0	10	13
	Booking	*Ability to book, reschedule or cancel appointments.*	146	3	222	371
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	78	78
	Data Protection	*General data protection (including GDPR).*	0	2	4	6
	Referral	*Referral to a service.*	111	2	95	208
	Medical Records	*Management of medical records.*	0	1	28	29
	Medication	*Prescription and management of medicines.*	61	1	107	169
	Opening Times	*Opening times of a service.*	1	0	9	10
	Planning	*Leadership and general organisation.*	40	0	55	95
	Registration	*Ability to register for a service.*	4	8	49	61
	Support	*Levels of support provided.*	1308	19	523	1850
	Telephone	*Ability to contact a service by telephone.*	9	2	74	85
	Timing	*Physical timing (ie; length of wait at appointments).*	169	9	297	475
	Waiting List	*Length of wait while on a list.*	145	2	386	533
Values	Choice	*General choice.*	10	0	34	44
	Cost	*General cost.*	2	4	28	34
	Language	*Language, including terminology.*	7	1	13	21
	Nutrition	*Provision of sustainance.*	28	1	17	46
	Privacy	*Privacy, personal space and property.*	3	0	6	9
	Quality	*General quality of a service, or staff.*	1501	14	488	2003
	Sensory	*Deaf/blind or other sensory issues.*	9	1	5	15
	Stimulation	*General stimulation, including access to activities.*	12	0	6	18

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	16	2	11	29
	Environment/Layout	*Physical environment of a service.*	43	0	40	83
	Equipment	*General equipment issues.*	11	1	17	29
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	12	13
	Hygiene	*Levels of hygiene and general cleanliness.*	37	0	19	56
	Mobility	*Physical mobility to, from and within services.*	7	3	21	31
	Travel/Parking	*Ability to travel or park.*	4	0	9	13
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	41	41
	Security/Conduct	*General security of a service, including conduct of staff.*	1	1	23	25
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1644	13	488	2145
	Complaints	*Ability to log and resolve a complaint.*	5	0	14	19
	Staff Training	*Training of staff.*	19	1	48	68
	Staffing Levels	*General availability of staff.*	1	0	32	33
		Total:	**6872**	**143**	**4233**	**11248**