

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 April 2024 - 31 March 2026



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.

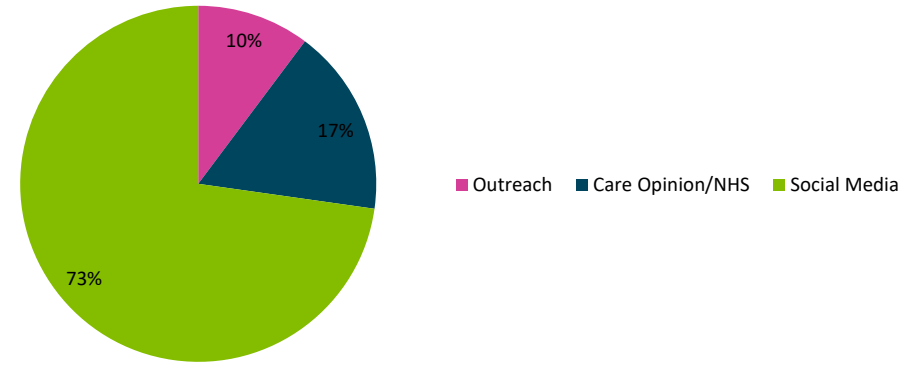
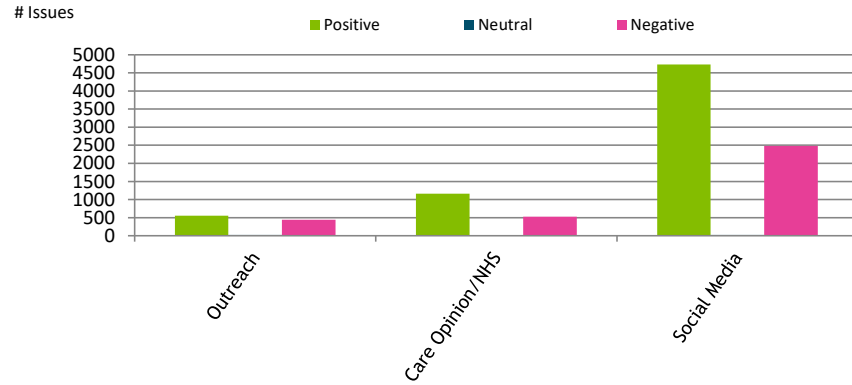


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

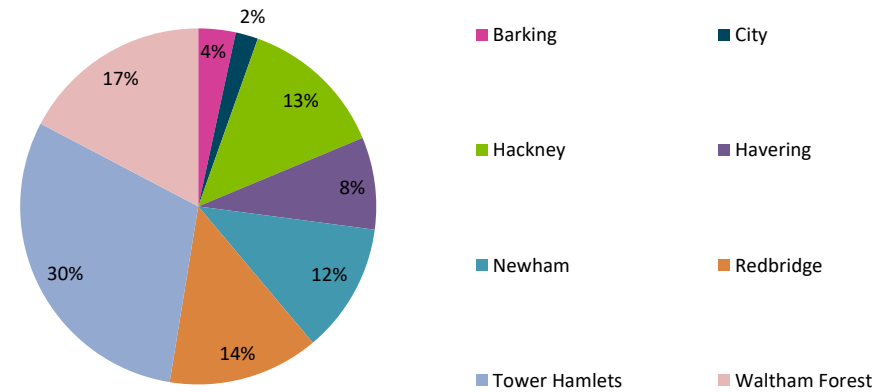
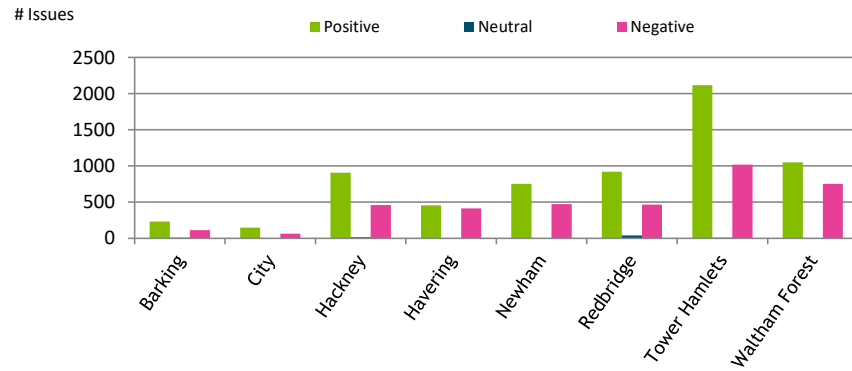


1.1 Source: 10435 issues from 2320 people



Sources providing the most comments overall

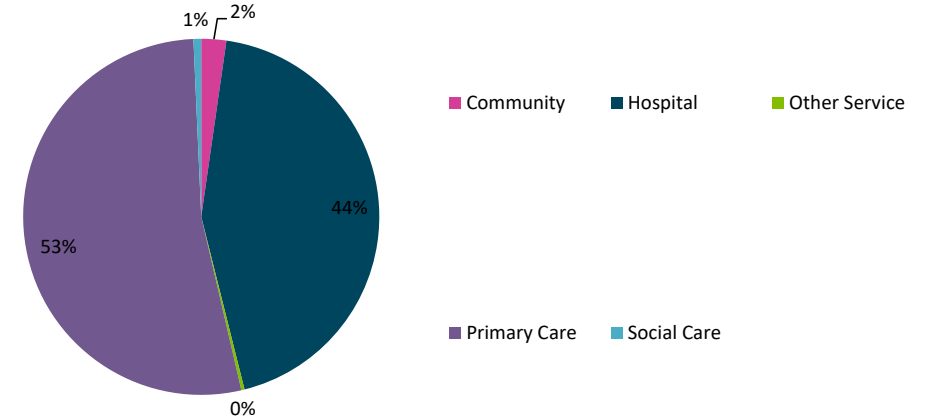
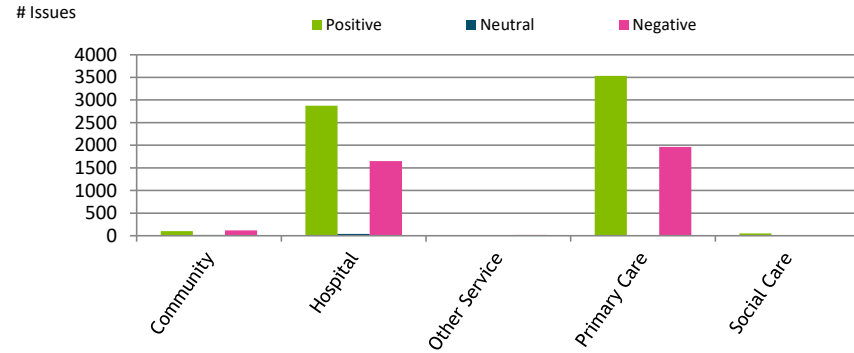
1.2 Feedback by Borough



2. Which services are people most commenting on?

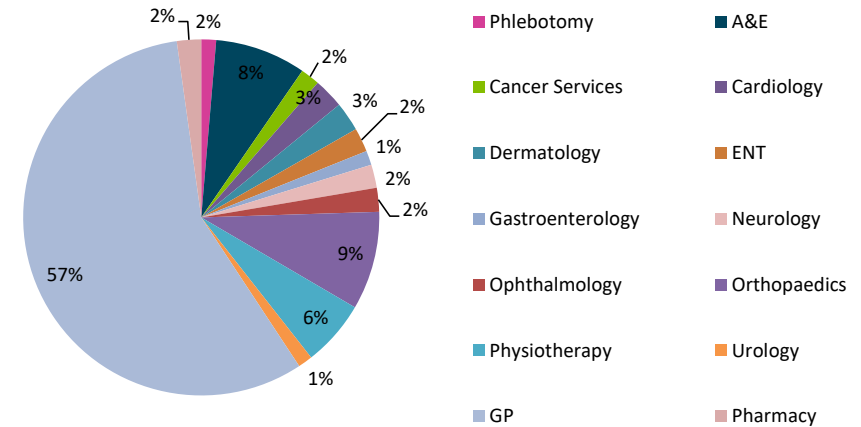
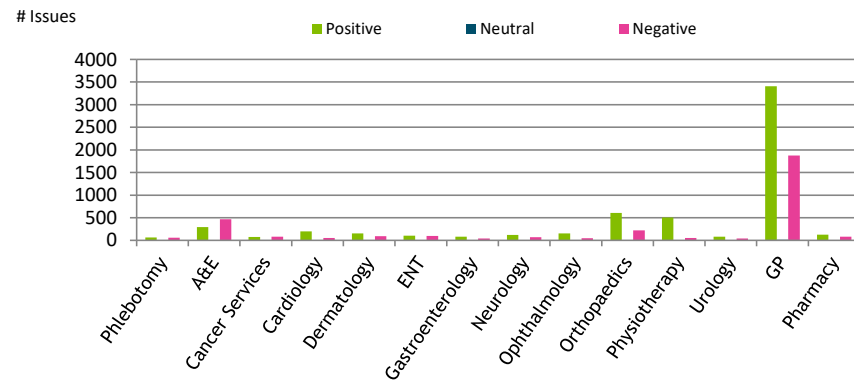


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

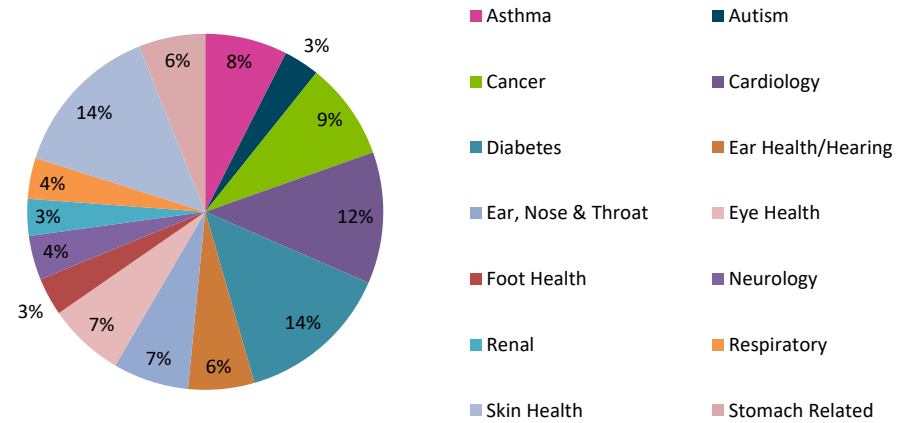
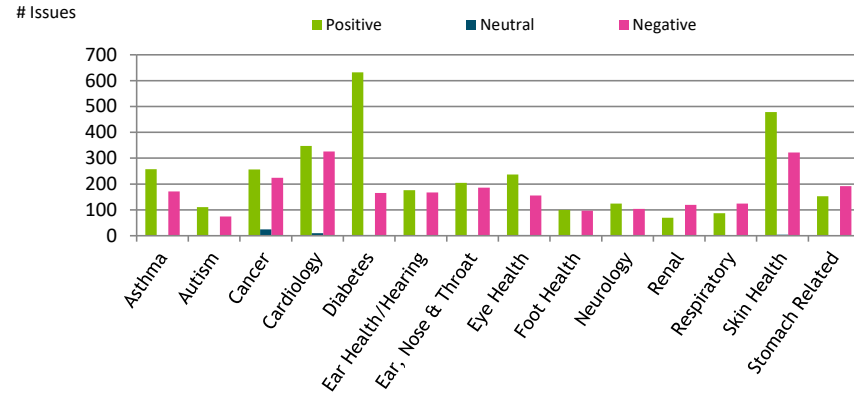


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

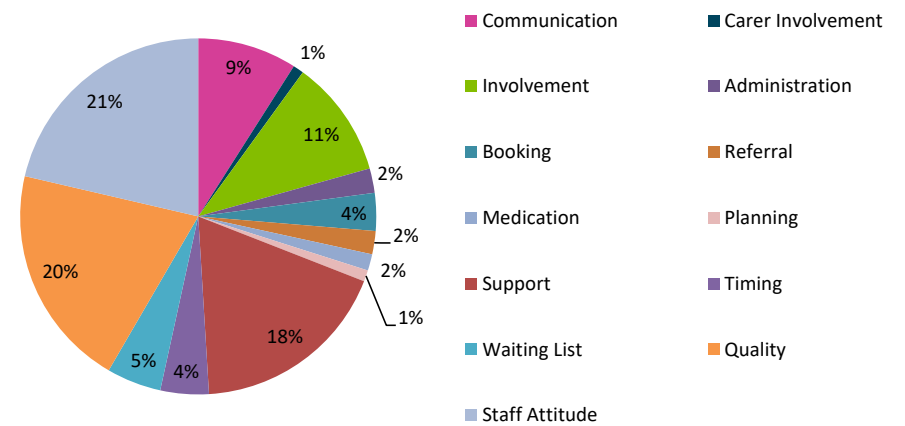
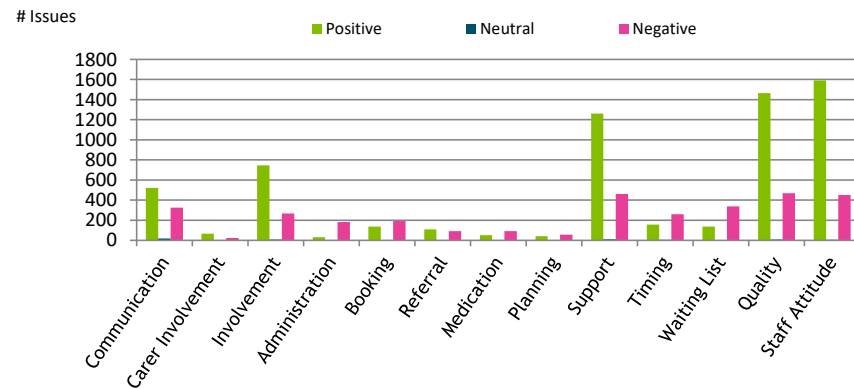


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 10435 issues from 2320 people

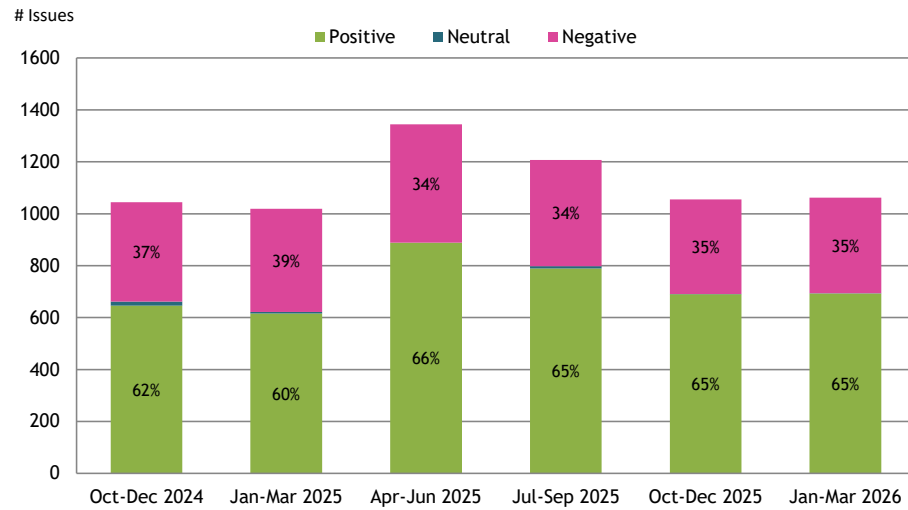


Issues receiving the most comments overall

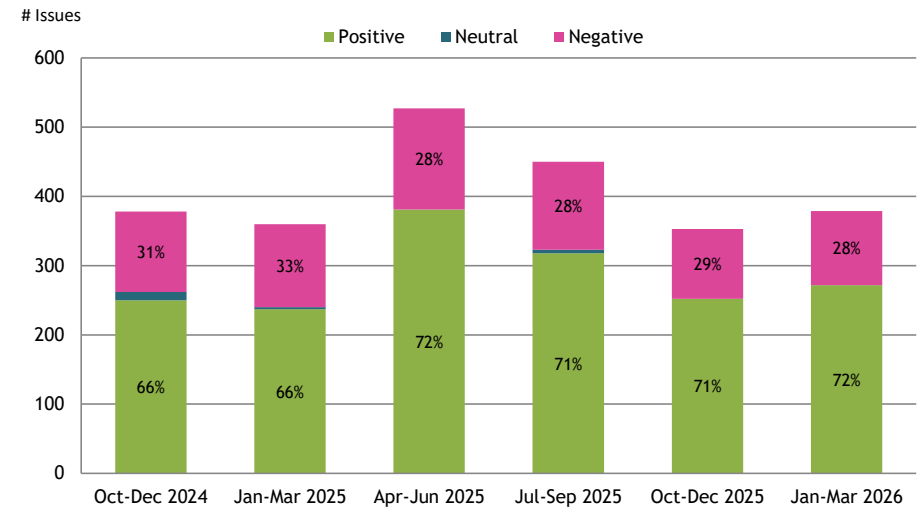
4. Timeline: On the whole, how do people feel about Health and Care services?



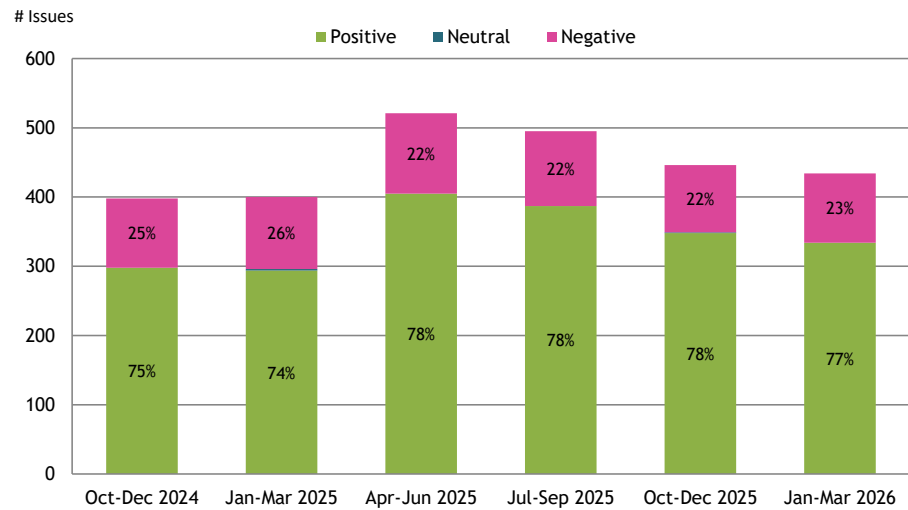
4.1 How do people feel about services overall?



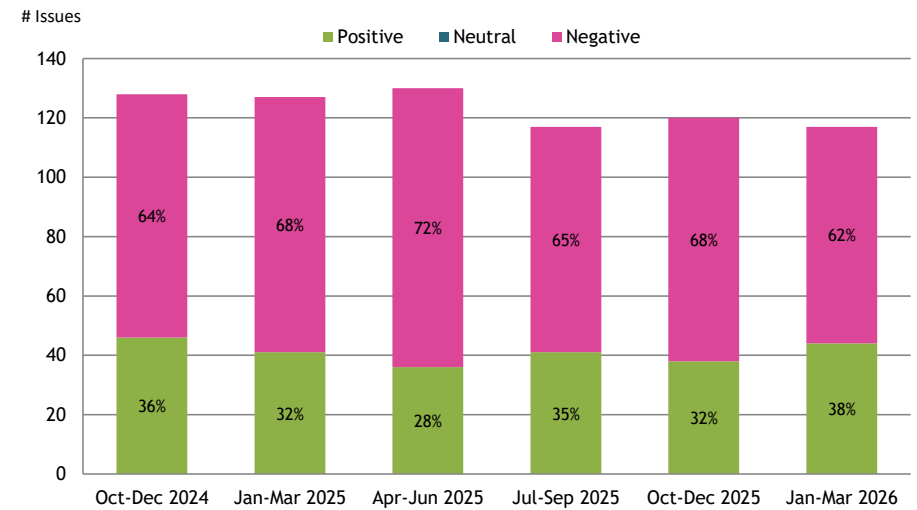
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



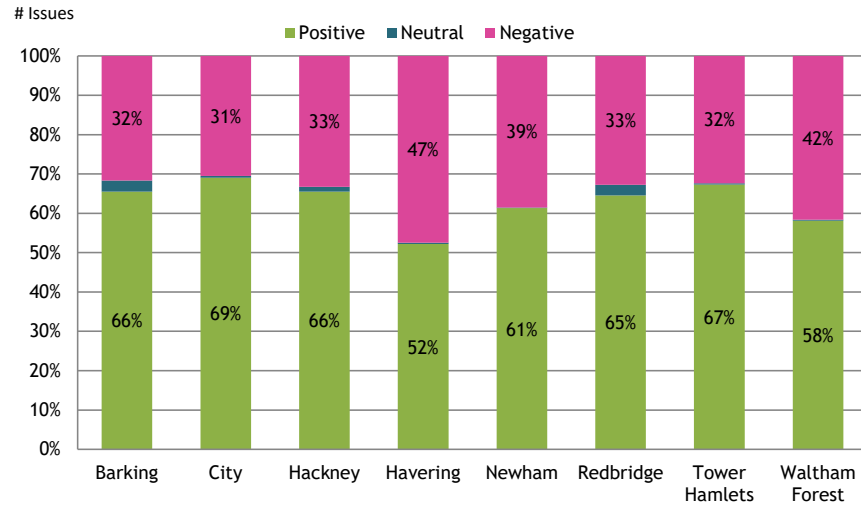
4.4 How do people feel about access to services?



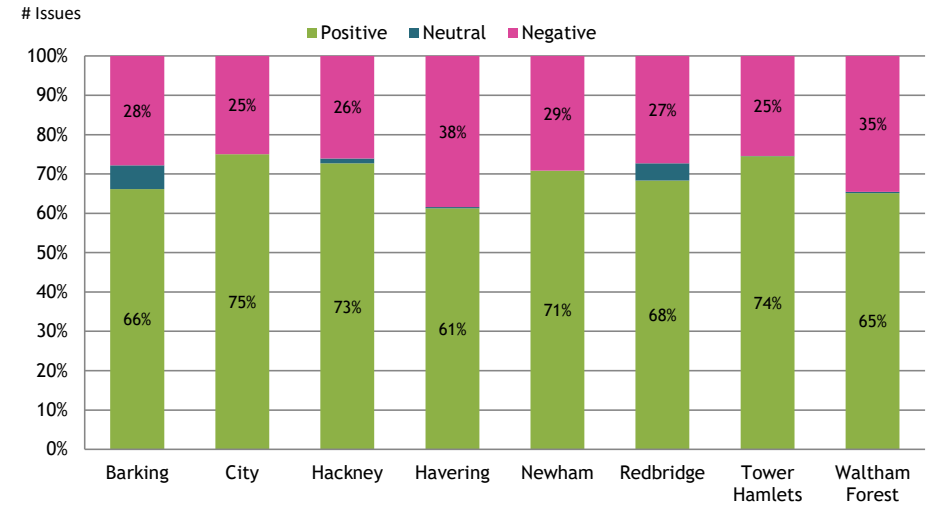
5. By Borough: On the whole, how do people feel about Health and Care services?



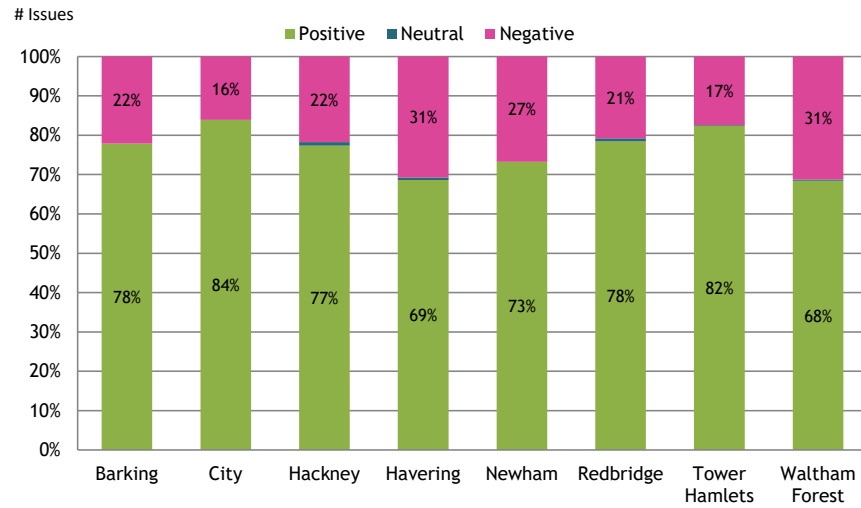
5.1 How do people feel about services overall?



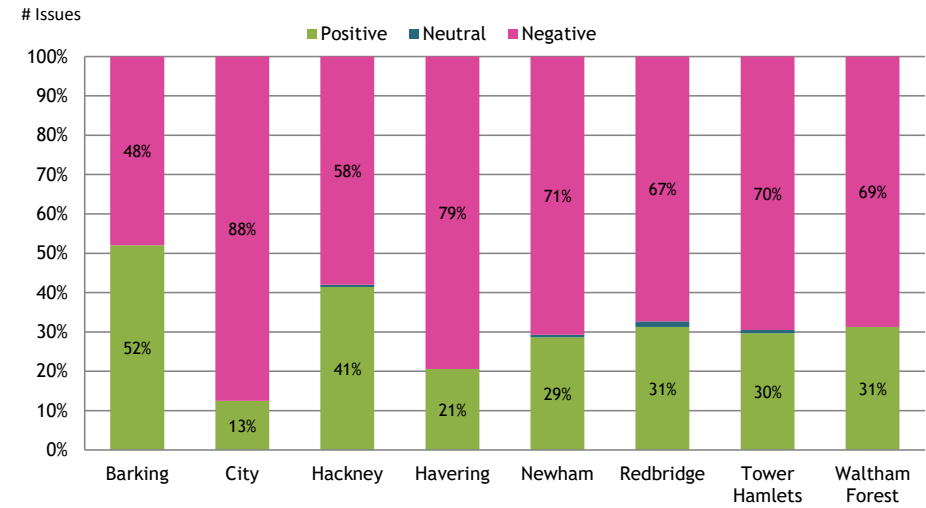
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



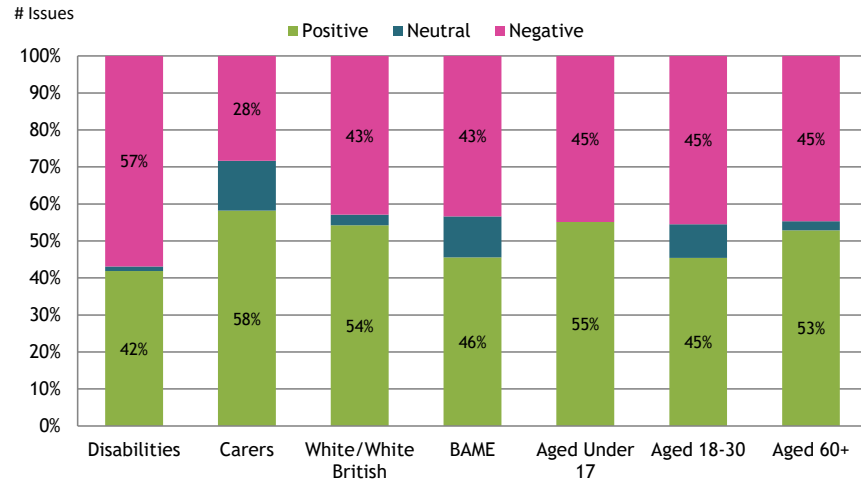
5.4 How do people feel about access to services?



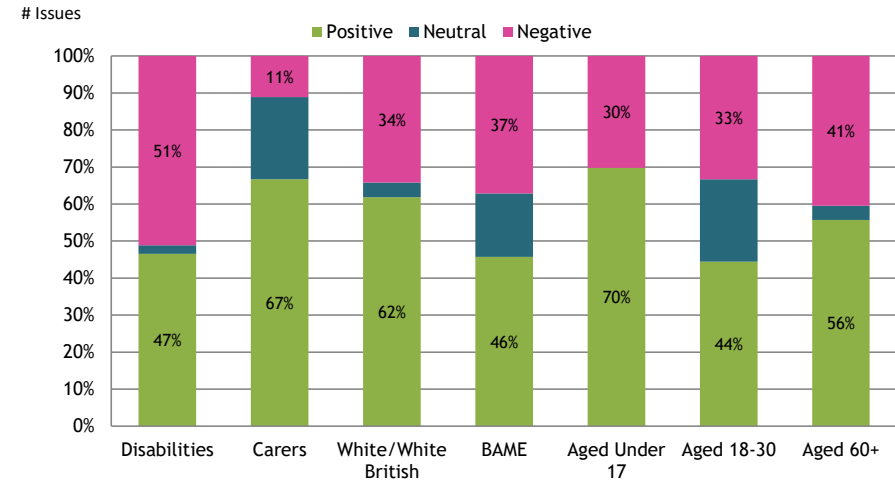
6. Equalities: On the whole, how do people feel about Health and Care services?



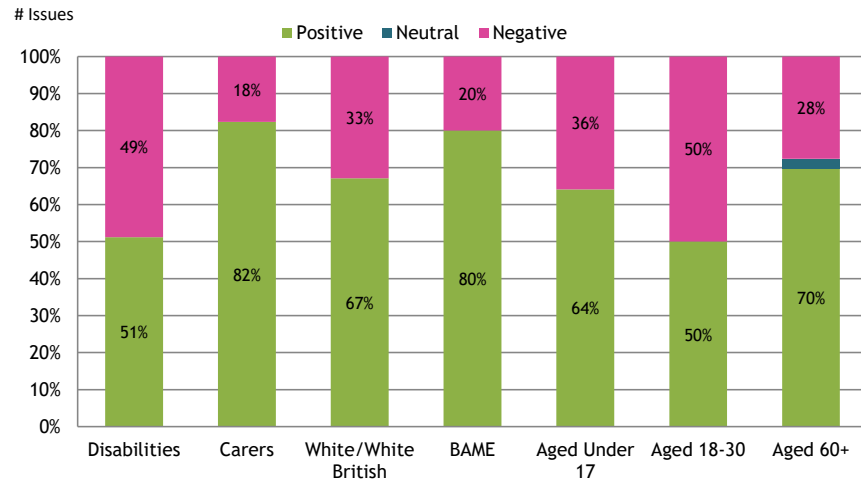
6.1 How do people feel about services overall?



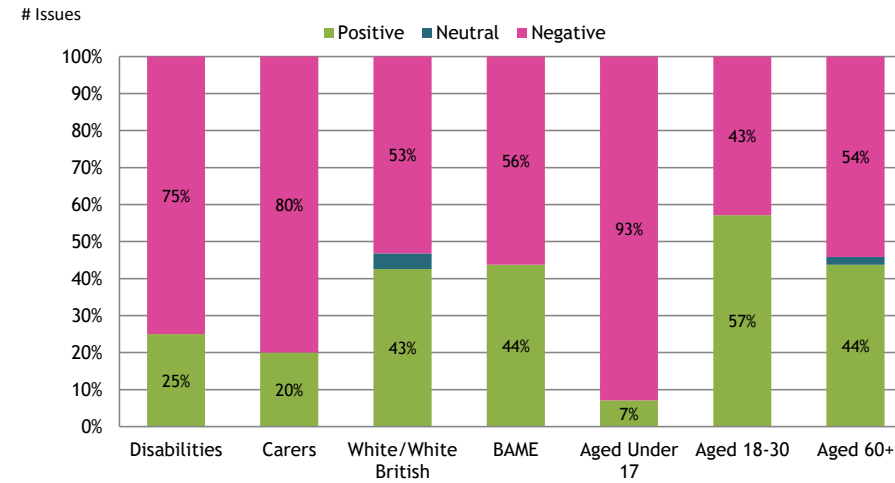
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



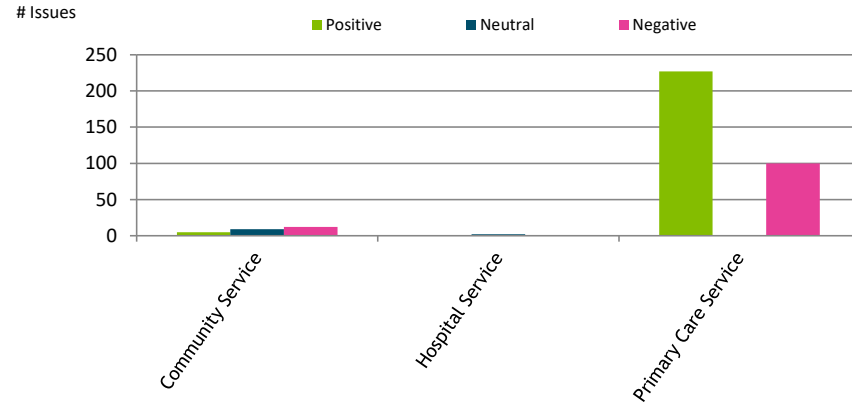
6.4 How do people feel about access to services?



7. Trends by Borough: Barking

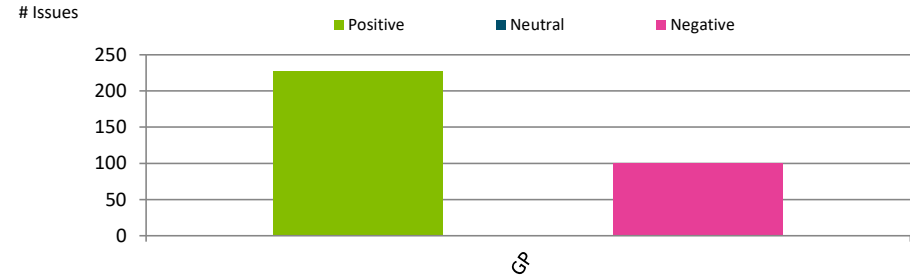


7.1 Service Sector



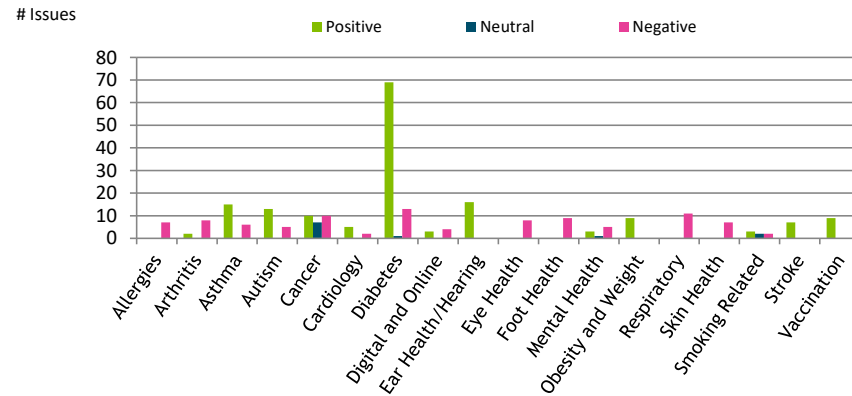
Service sectors receiving the most comments overall

7.2 Service Type



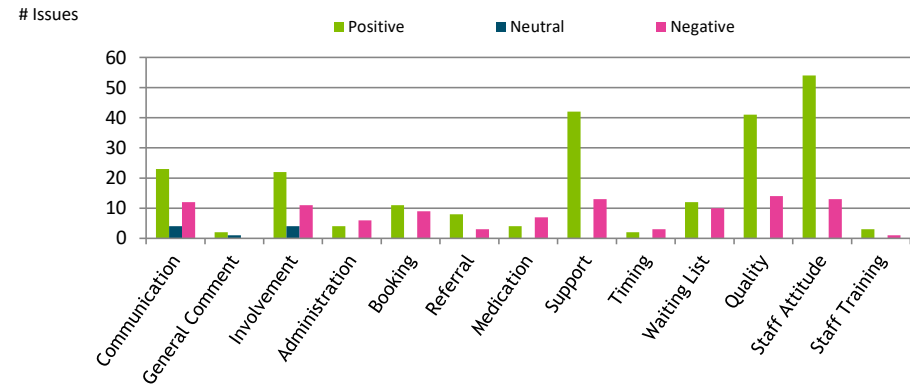
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 354 issues from 85 people

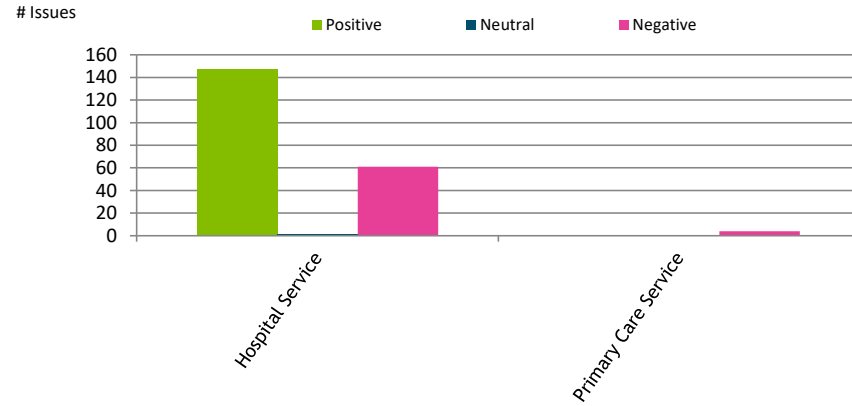


Issues receiving the most comments overall

7. Trends by Borough: City of London

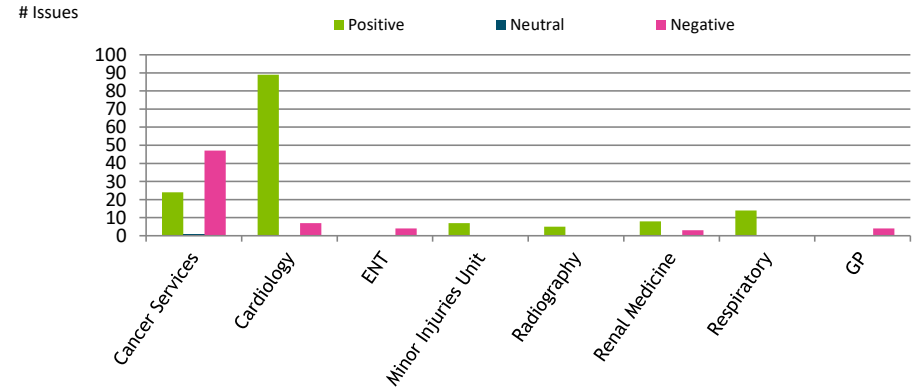


7.5 Service Sector



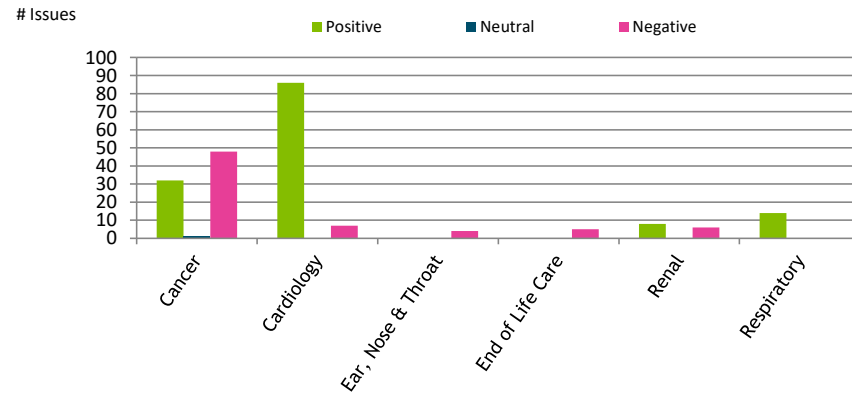
Service sectors receiving the most comments overall

7.6 Service Type



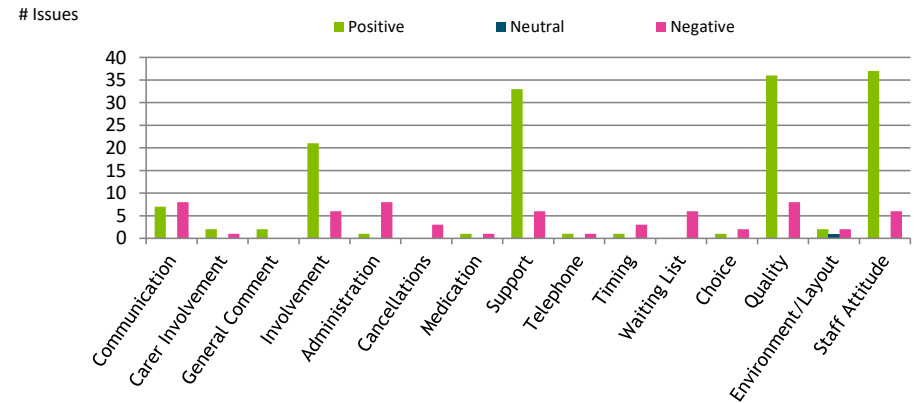
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 213 issues from 39 people

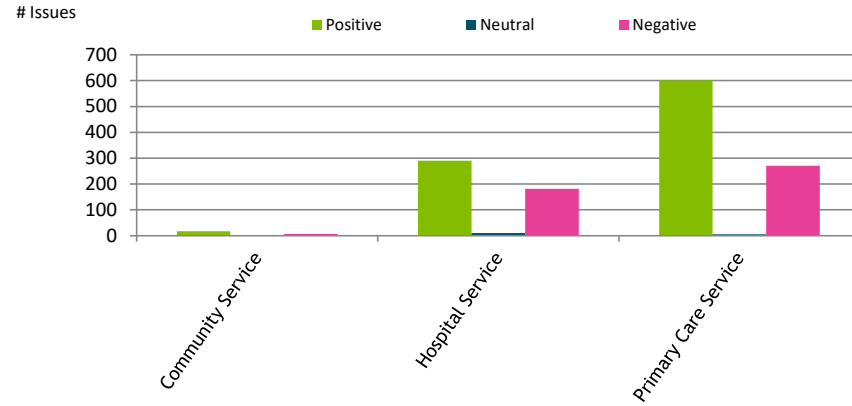


Issues receiving the most comments overall

7. Trends by Borough: Hackney

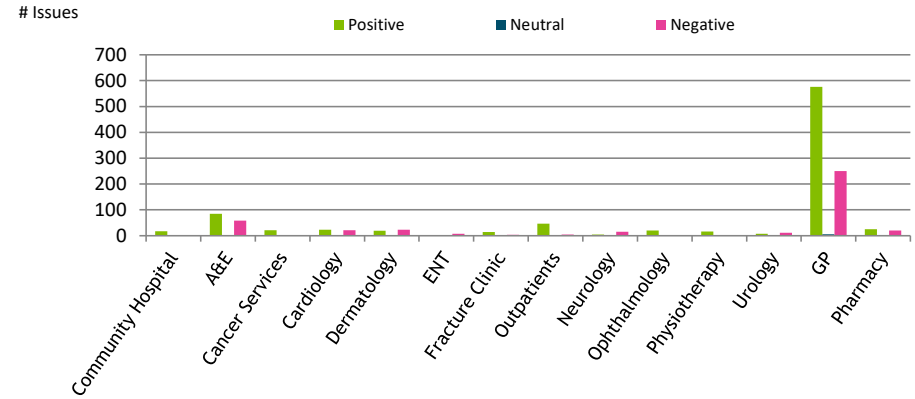


7.9 Service Sector



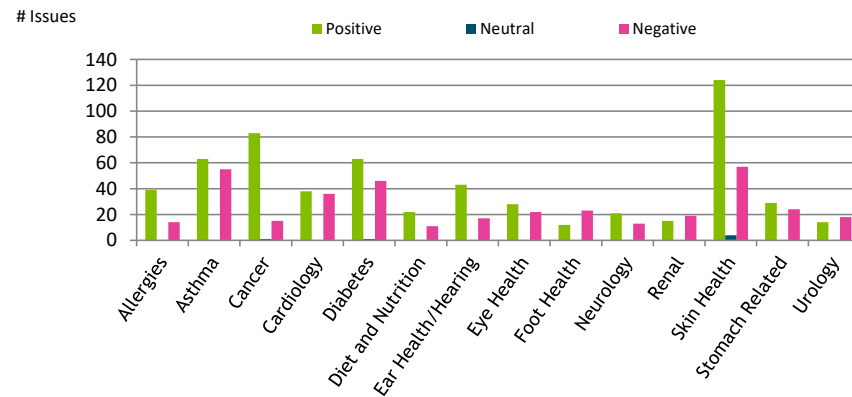
Service sectors receiving the most comments overall

7.10 Service Type



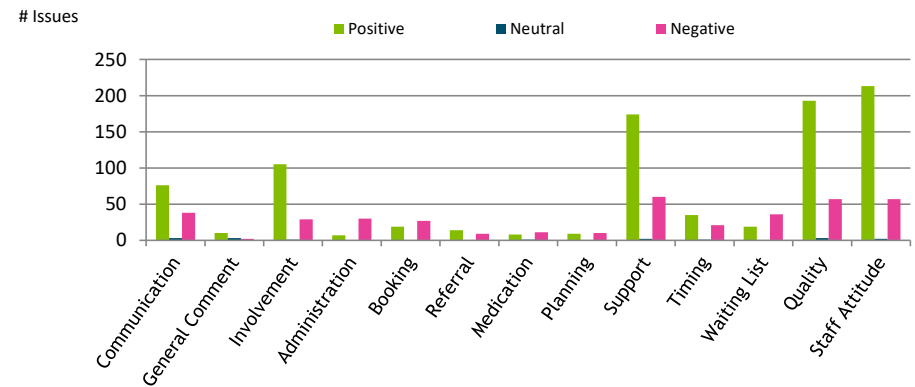
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 1386 issues from 289 people

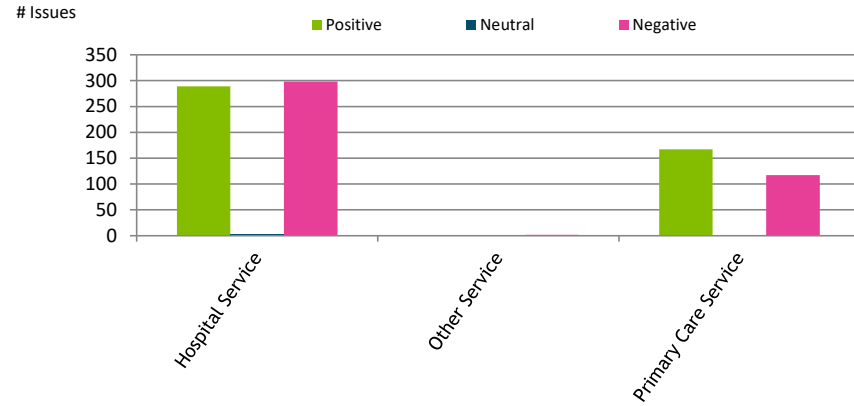


Issues receiving the most comments overall

7. Trends by Borough: Havering

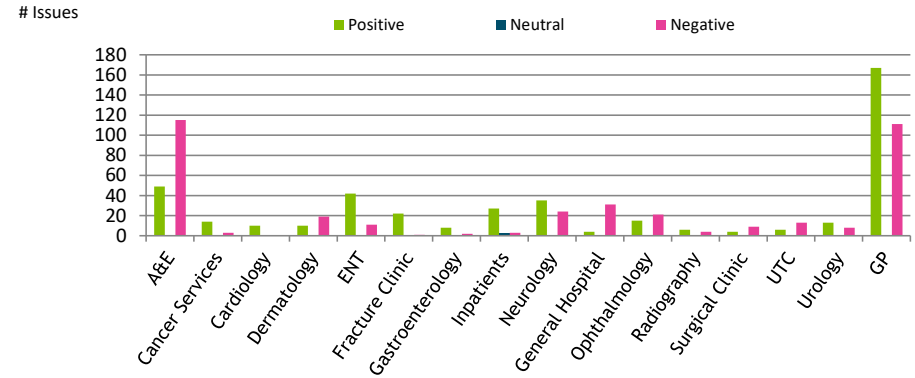


7.13 Service Sector



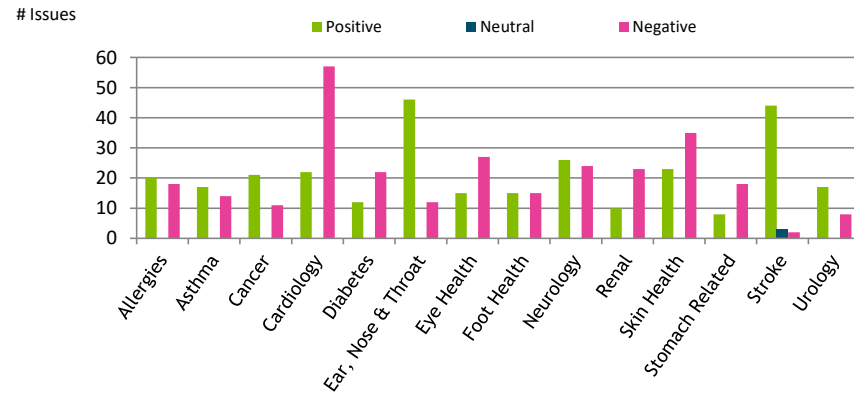
Service sectors receiving the most comments overall

7.14 Service Type



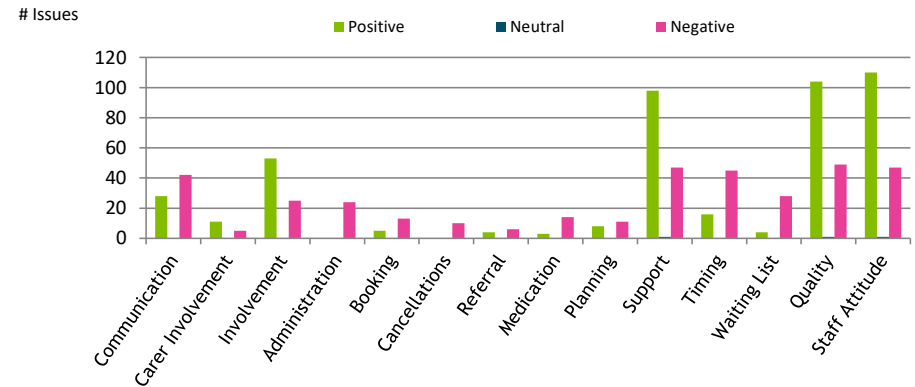
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 874 issues from 183 people

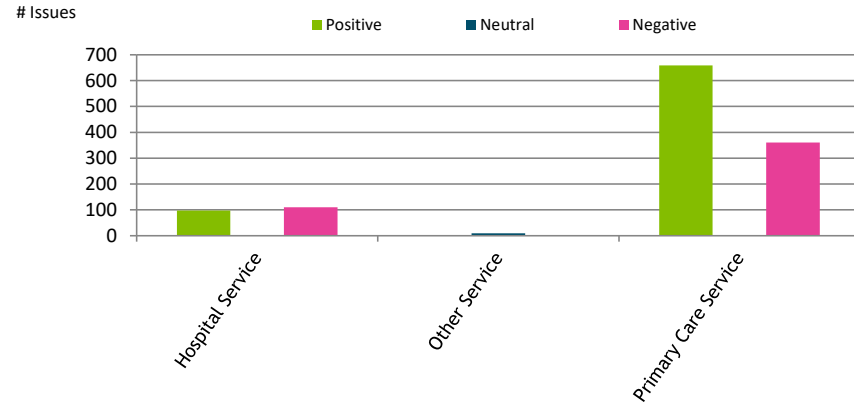


Issues receiving the most comments overall

7. Trends by Borough: Newham

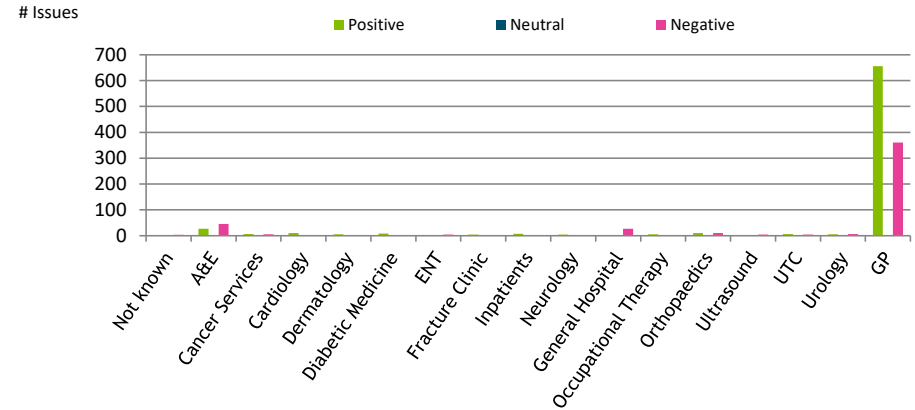


7.17 Service Sector



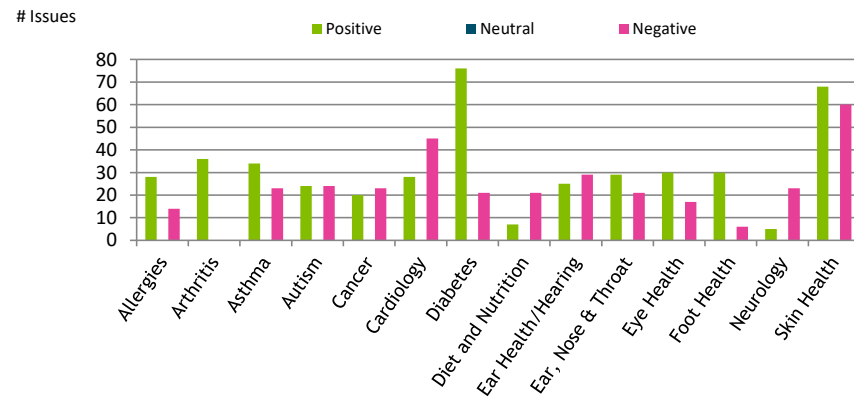
Service sectors receiving the most comments overall

7.18 Service Type



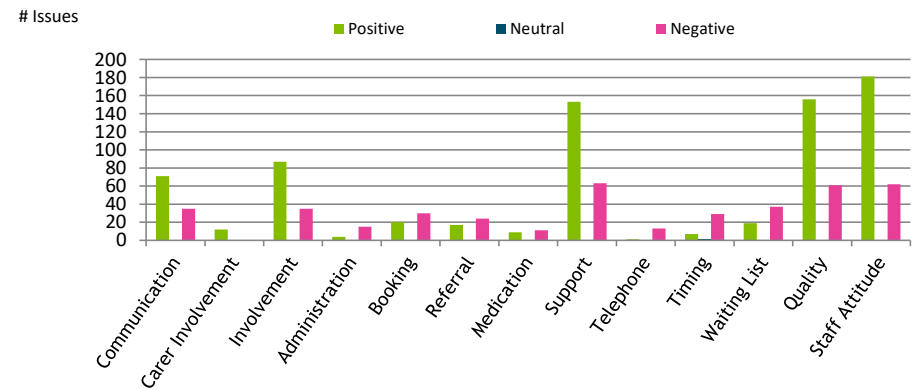
Service type receiving the most comments overall

7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 1230 issues from 246 people

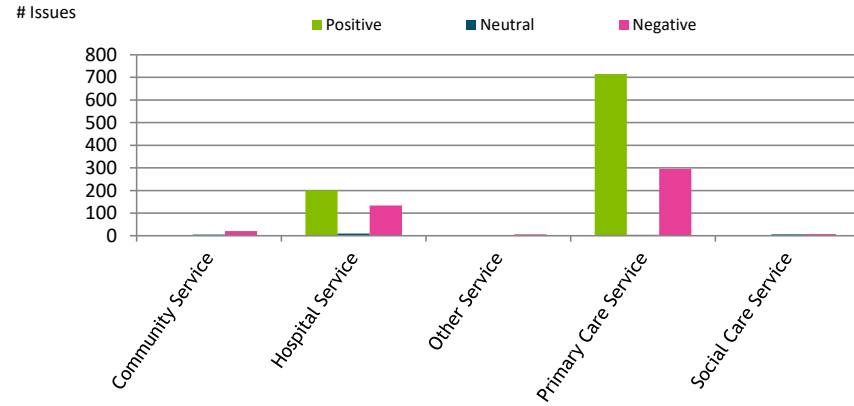


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

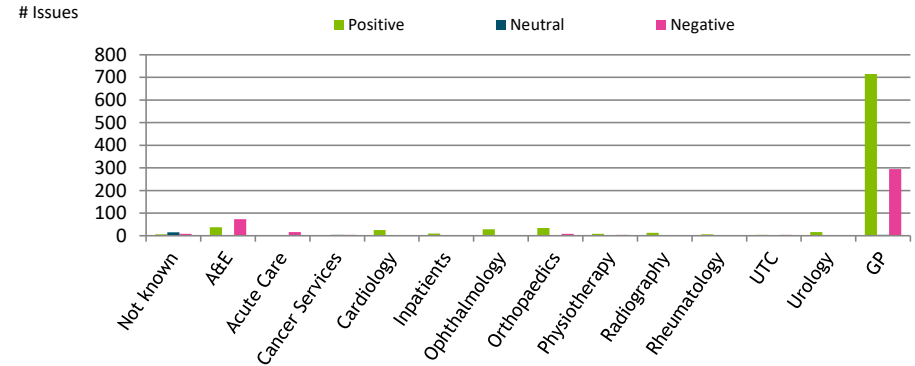


7.21 Service Sector



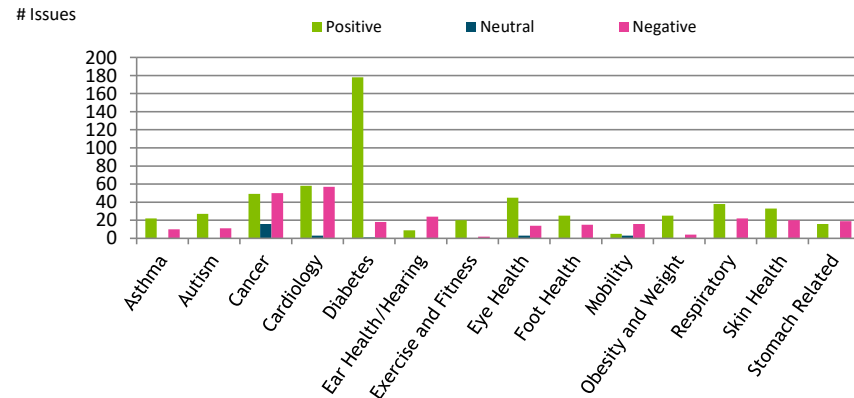
Service sectors receiving the most comments overall

7.22 Service Type



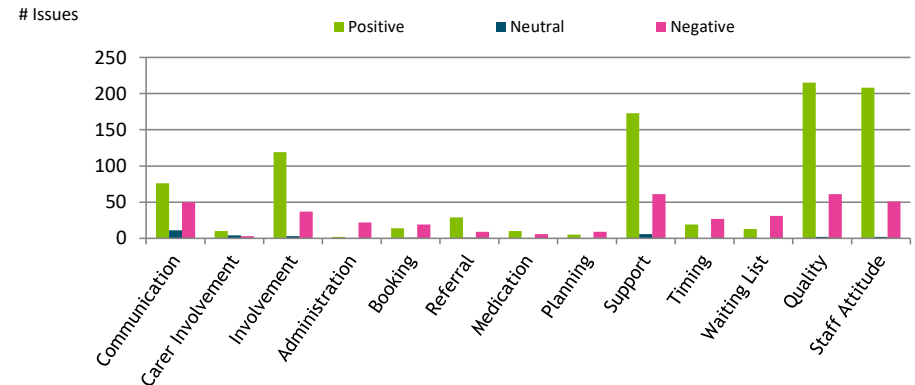
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 1429 issues from 331 people

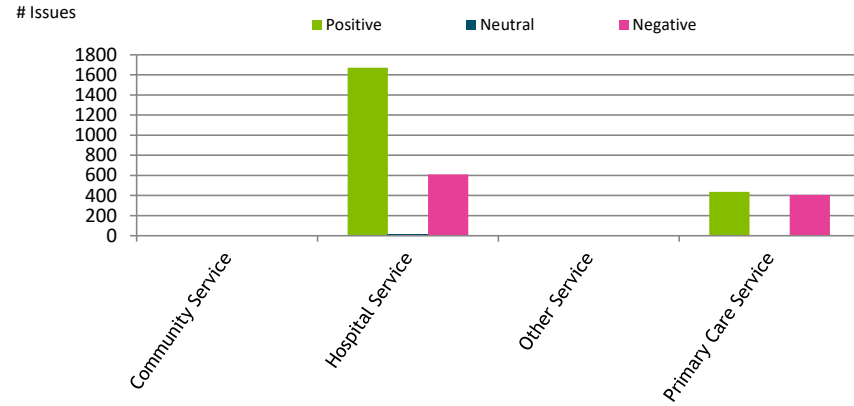


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

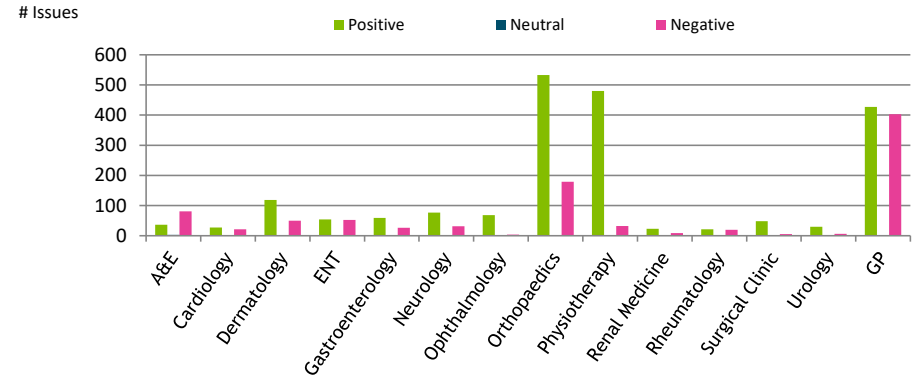


7.25 Service Sector



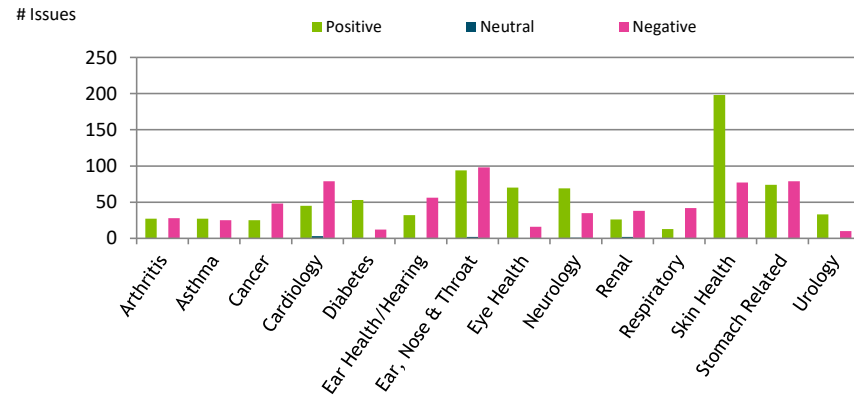
Service sectors receiving the most comments overall

7.26 Service Type



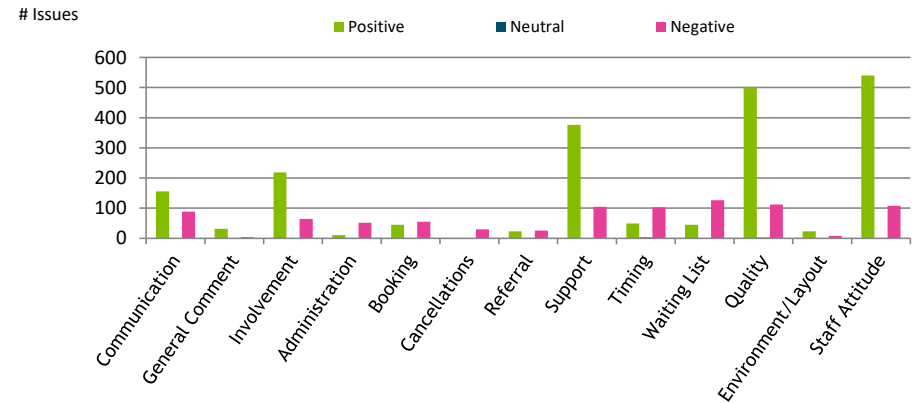
Service type receiving the most comments overall

7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 3144 issues from 736 people

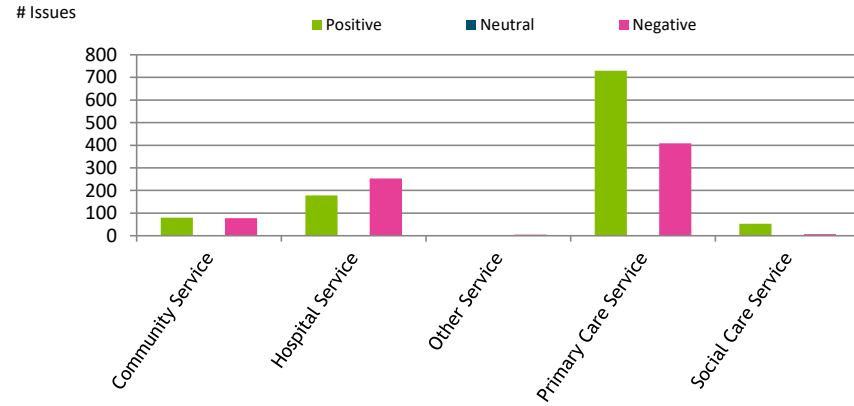


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

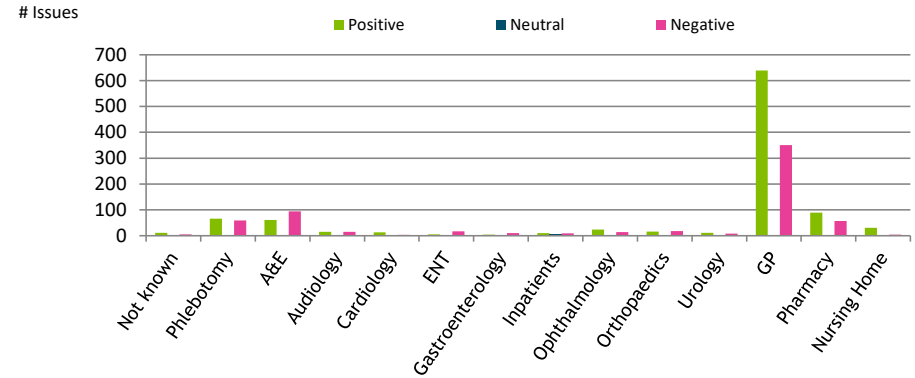


7.29 Service Sector



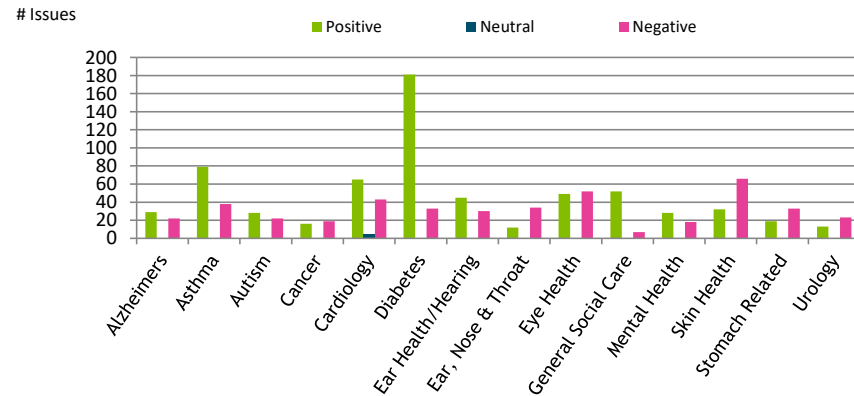
Service sectors receiving the most comments overall

7.30 Service Type



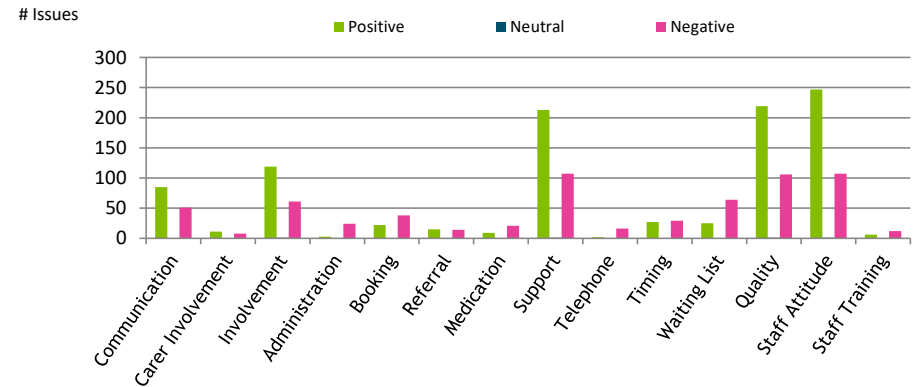
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 1806 issues from 411 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	<i>Communication, including access to advice and information.</i>	522	18	325	865
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	66	4	23	93
	Peer Involvement	<i>Involvement or Influence of friends.</i>	3	1	1	5
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	67	6	15	88
	User Involvement	<i>Involvement or influence of the service user.</i>	745	9	268	1022
Systems	Administration	<i>Administrative processes and delivery.</i>	32	0	181	213
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	3	0	11	14
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	136	1	192	329
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	68	68
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	5	6
	Referral	<i>Referral to a service.</i>	110	1	91	202
	Medical Records	<i>Management of medical records.</i>	1	1	24	26
	Medication	<i>Prescription and management of medicines.</i>	50	1	92	143
	Opening Times	<i>Opening times of a service.</i>	1	0	4	5
	Planning	<i>Leadership and general organisation.</i>	42	0	56	98
	Registration	<i>Ability to register for a service.</i>	1	1	35	37
	Support	<i>Levels of support provided.</i>	1262	11	462	1735
	Telephone	<i>Ability to contact a service by telephone.</i>	8	1	58	67
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	156	5	260	421
	Waiting List	<i>Length of wait while on a list.</i>	137	0	338	475
Values	Choice	<i>General choice.</i>	10	0	29	39
	Cost	<i>General cost.</i>	1	0	16	17
	Language	<i>Language, including terminology.</i>	7	1	10	18
	Nutrition	<i>Provision of sustenance.</i>	28	0	13	41
	Privacy	<i>Privacy, personal space and property.</i>	3	0	7	10
	Quality	<i>General quality of a service, or staff.</i>	1464	9	468	1941
	Sensory	<i>Deaf/blind or other sensory issues.</i>	9	1	4	14
	Stimulation	<i>General stimulation, including access to activities.</i>	10	0	1	11

8. 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>	9	2	7	18
	Environment/Layout	<i>Physical environment of a service.</i>	38	1	33	72
	Equipment	<i>General equipment issues.</i>	7	1	17	25
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	10	11
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	31	0	17	48
	Mobility	<i>Physical mobility to, from and within services.</i>	5	3	19	27
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	5	8
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	36	36
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	23	24
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1590	7	451	2048
	Complaints	<i>Ability to log and resolve a complaint.</i>	3	0	10	13
	Staff Training	<i>Training of staff.</i>	21	0	55	76
	Staffing Levels	<i>General availability of staff.</i>	1	0	25	26
	Total:			6584	86	3765