LTC Services in North East London (NEL)

Trends Analysis Report

Community*Insight*

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 July 2023 - 30 June 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)
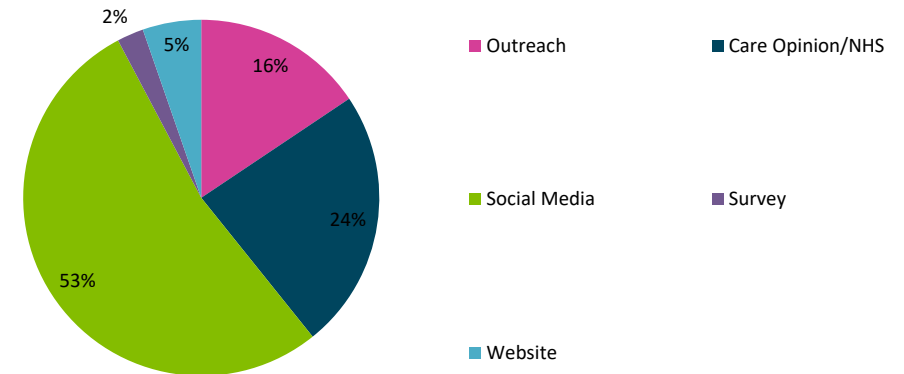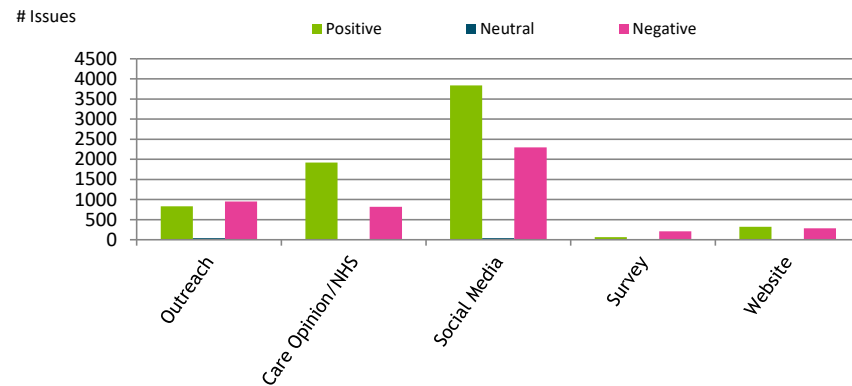
The numbers underpinning the trends.

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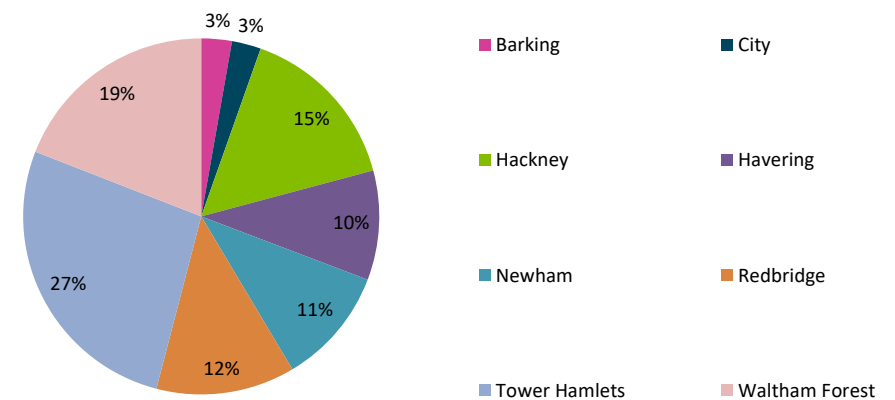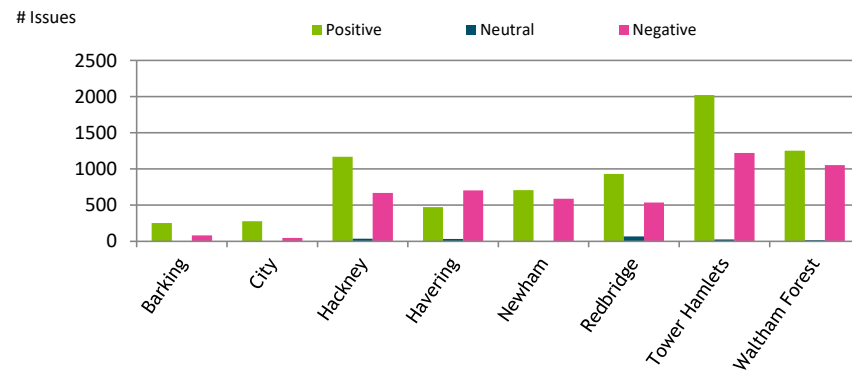
1. Data Source: Where did we collect the feedback?

1.1 Source: 12162 issues from 2733 people
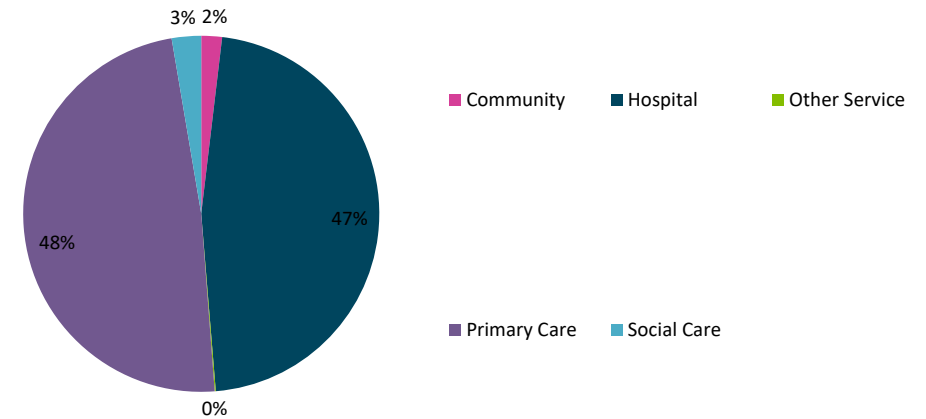

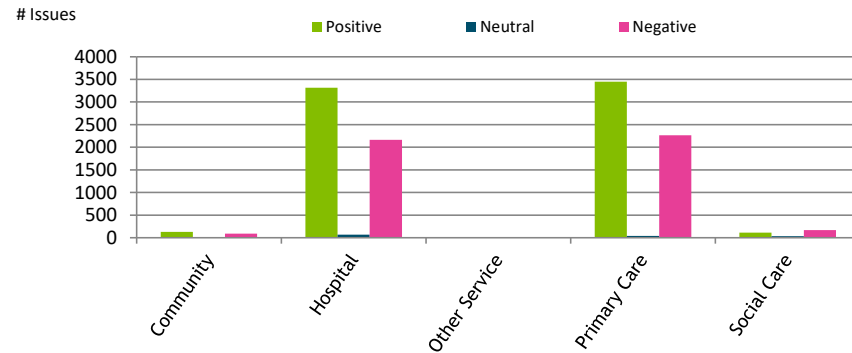*Sources providing the most comments overall*

1.2 Feedback by Borough
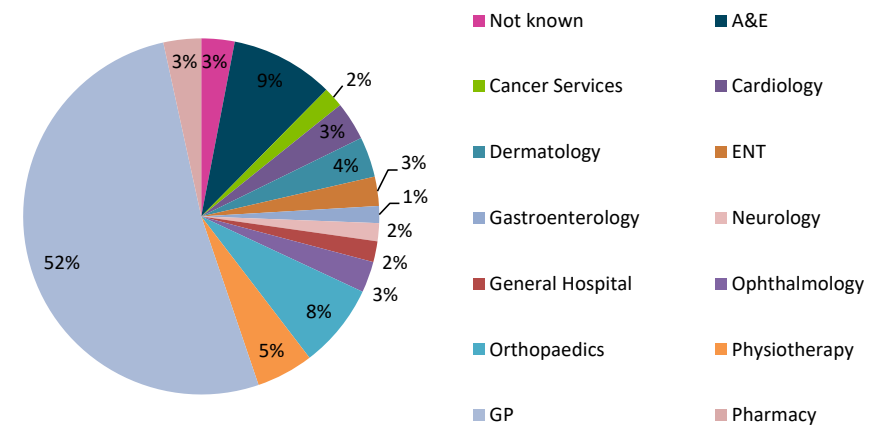
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive — Neutral — Negative

Bar chart categories (x-axis): Community, Hospital, Other Service, Primary Care, Social Care
Y-axis: 0 to 4000

Pie chart:
- Community — 2%
- Hospital — 47%
- Other Service — 0%
- Primary Care — 48%
- Social Care — 3%

Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: Positive — Neutral — Negative

Bar chart categories (x-axis): Not known, A&E, Cancer Services, Cardiology, Dermatology, ENT, Gastroenterology, Neurology, General Hospital, Ophthalmology, Orthopaedics, Physiotherapy, GP, Pharmacy
Y-axis: 0 to 3500

Pie chart:
- Not known — 3%
- A&E — 9%
- Cancer Services — 2%
- Cardiology — 3%
- Dermatology — 4%
- ENT — 3%
- Gastroenterology — 1%
- Neurology — 2%
- General Hospital — 2%
- Ophthalmology — 3%
- Orthopaedics — 8%
- Physiotherapy — 5%
- GP — 52%
- Pharmacy — 3%

Service type receiving the most comments overall

4

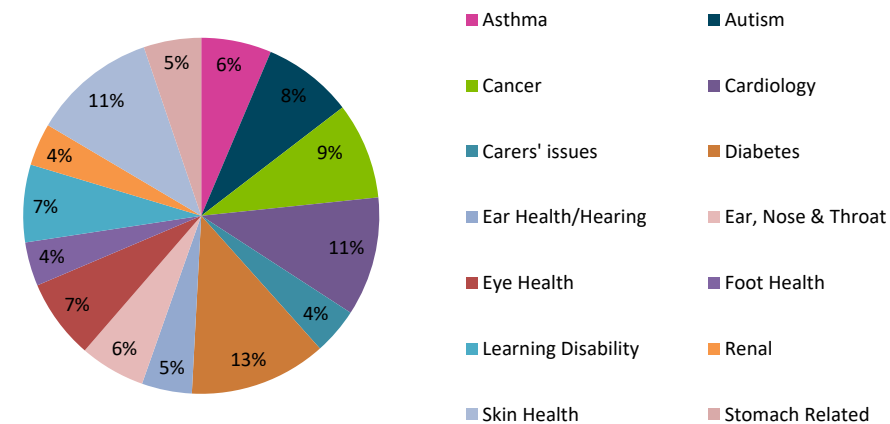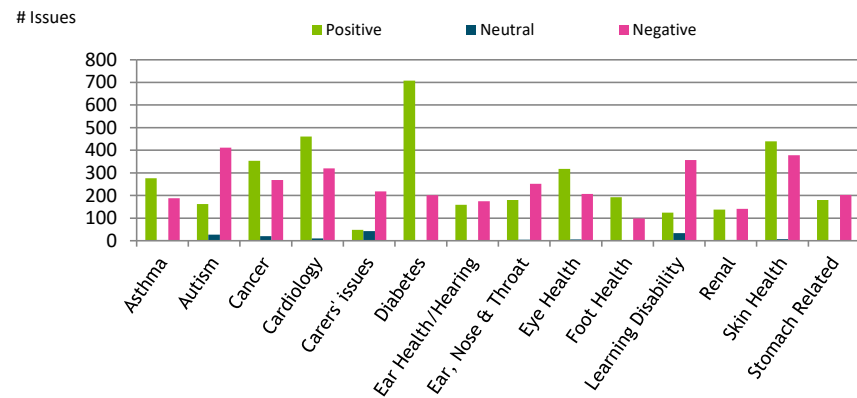## 3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Asthma, Autism, Cancer, Cardiology, Carers' issues, Diabetes, Ear Health/Hearing, Ear, Nose & Throat, Eye Health, Foot Health, Learning Disability, Renal, Skin Health, Stomach Related

Pie chart values: Asthma 6%, Autism 8%, Cancer 9%, Cardiology 11%, Carers' issues 4%, Diabetes 13%, Ear Health/Hearing 5%, Ear, Nose & Throat 6%, Eye Health 7%, Foot Health 4%, Learning Disability 7%, Renal 4%, Skin Health 11%, Stomach Related 5%

Pie legend:
- Asthma — Autism
- Cancer — Cardiology
- Carers' issues — Diabetes
- Ear Health/Hearing — Ear, Nose & Throat
- Eye Health — Foot Health
- Learning Disability — Renal
- Skin Health — Stomach Related
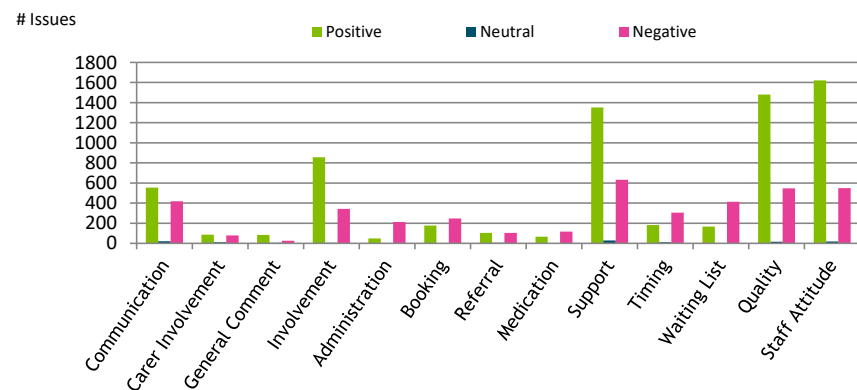
Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 12162 issues from 2733 people

Issues

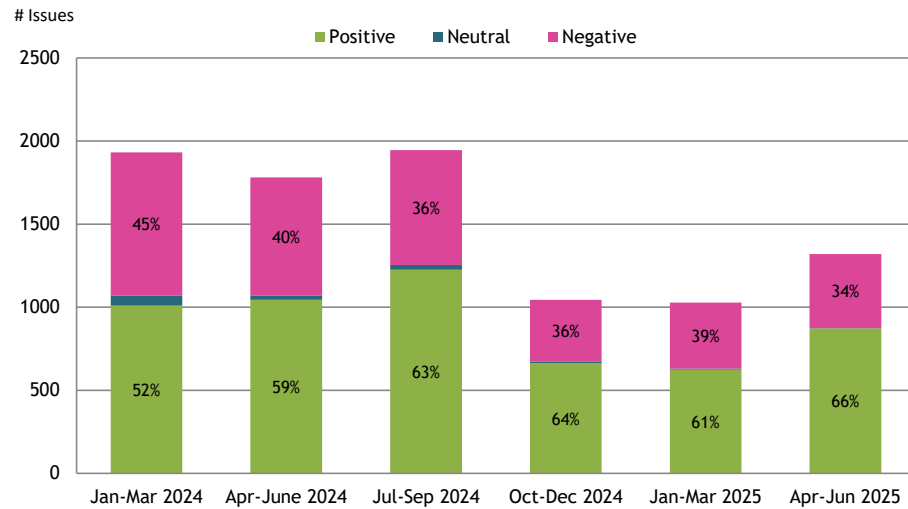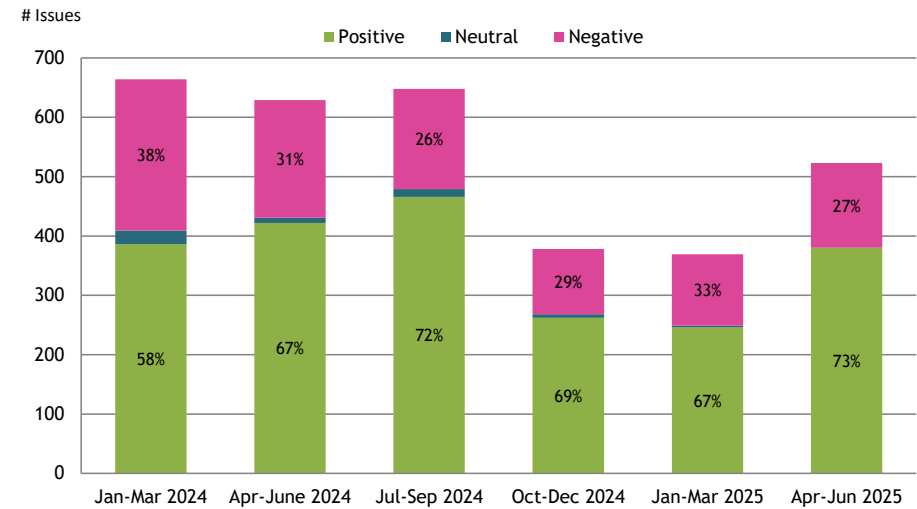Legend: Positive, Neutral, Negative

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

Pie chart values: Communication 9%, Carer Involvement 1%, General Comment 2%, Involvement 11%, Administration 2%, Booking 4%, Referral 2%, Medication 2%, Support 18%, Timing 5%, Waiting List 5%, Quality 19%, Staff Attitude 20%

Pie legend:
- Communication — Carer Involvement
- General Comment — Involvement
- Administration — Booking
- Referral — Medication
- Support — Timing
- Waiting List — Quality
- Staff Attitude

Issues receiving the most comments overall

4.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	52%	45%
Apr-June 2024	59%	40%
Jul-Sep 2024	63%	36%
Oct-Dec 2024	64%	36%
Jan-Mar 2025	61%	39%
Apr-Jun 2025	66%	34%

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

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	58%	38%
Apr-June 2024	67%	31%
Jul-Sep 2024	72%	26%
Oct-Dec 2024	69%	29%
Jan-Mar 2025	67%	33%
Apr-Jun 2025	73%	27%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	72%	26%
Apr-June 2024	76%	23%
Jul-Sep 2024	76%	22%
Oct-Dec 2024	76%	25%
Jan-Mar 2025	74%	26%
Apr-Jun 2025	78%	22%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	25%	72%
Apr-June 2024	22%	76%
Jul-Sep 2024	37%	62%
Oct-Dec 2024	36%	64%
Jan-Mar 2025	32%	68%
Apr-Jun 2025	27%	73%

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

5.1 How do people feel about services overall?

Issues

Legend: Positive ■ Neutral ■ Negative
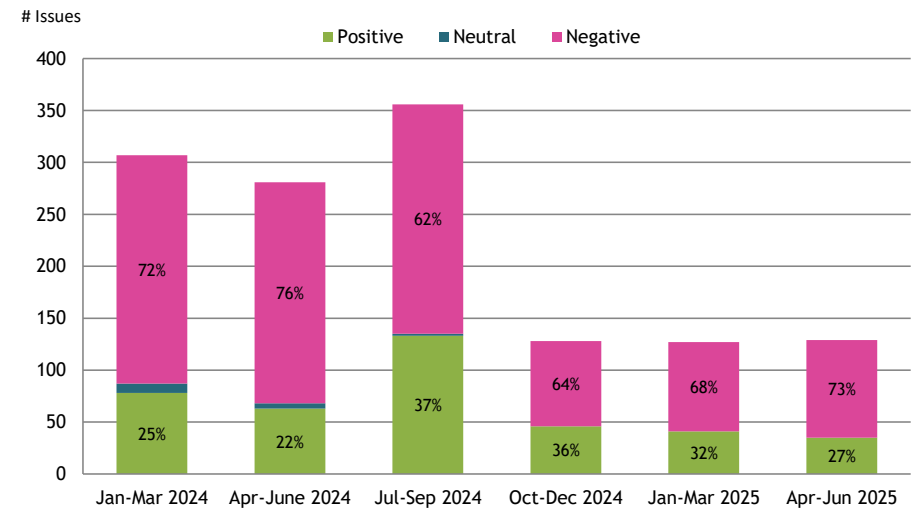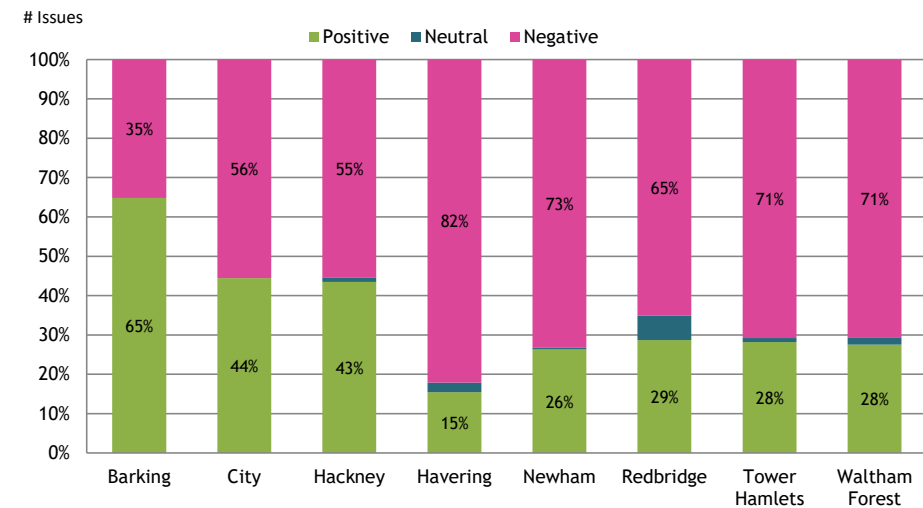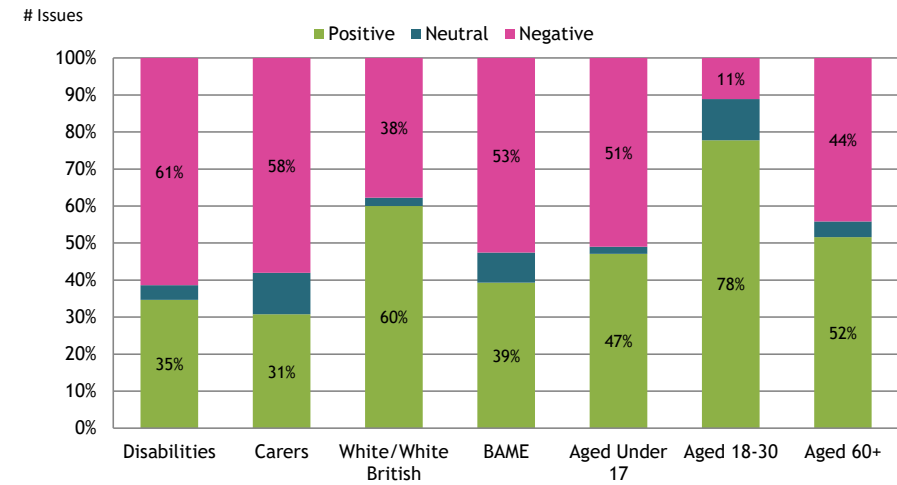
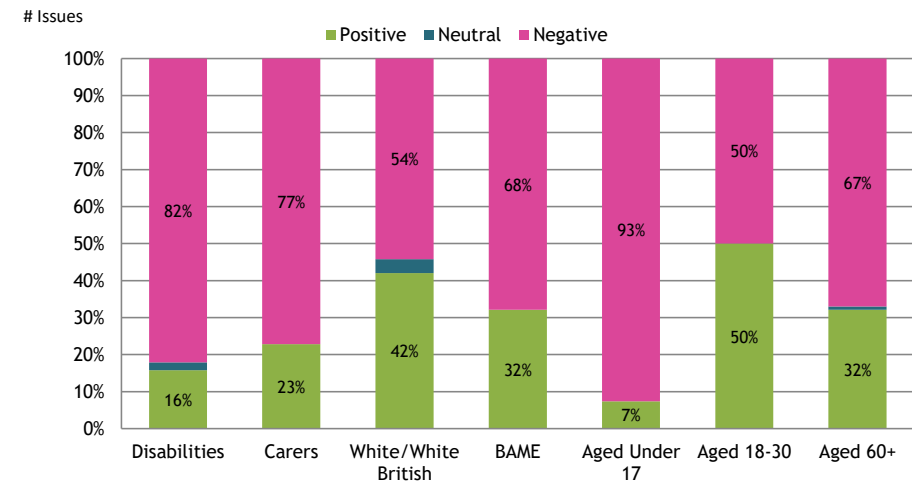| Borough	Positive	Neutral	Negative
Barking	75%		24%
City	86%		14%
Hackney	62%		36%
Havering	39%		58%
Newham	55%		45%
Redbridge	61%		35%
Tower Hamlets	62%		37%
Waltham Forest	54%		45%

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

Issues

Legend: Positive ■ Neutral ■ Negative

Borough	Positive	Neutral	Negative
Barking	81%		19%
City	90%		10%
Hackney	69%		29%
Havering	45%		53%
Newham	64%		36%
Redbridge	64%		30%
Tower Hamlets	70%		30%
Waltham Forest	61%		39%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive ■ Neutral ■ Negative

Borough	Positive	Neutral	Negative
Barking	82%		18%
City	94%		6%
Hackney	73%		26%
Havering	62%		37%
Newham	67%		33%
Redbridge	79%		21%
Tower Hamlets	80%		20%
Waltham Forest	65%		34%

5.4 How do people feel about access to services?

Issues

Legend: Positive ■ Neutral ■ Negative

Borough	Positive	Neutral	Negative
Barking	65%		35%
City	44%		56%
Hackney	43%		55%
Havering	15%		82%
Newham	26%		73%
Redbridge	29%		65%
Tower Hamlets	28%		71%
Waltham Forest	28%		71%

6.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	32%	64%
Carers	31%	60%
White/White British	54%	43%
BAME	43%	53%
Aged Under 17	36%	63%
Aged 18-30	76%	20%
Aged 60+	48%	50%

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

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	35%	61%
Carers	31%	58%
White/White British	60%	38%
BAME	39%	53%
Aged Under 17	47%	51%
Aged 18-30	78%	11%
Aged 60+	52%	44%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	55%	44%
Carers	65%	31%
White/White British	73%	26%
BAME	74%	24%
Aged Under 17	49%	51%
Aged 18-30	100%	0%
Aged 60+	71%	26%

6.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	16%	82%
Carers	23%	77%
White/White British	42%	54%
BAME	32%	68%
Aged Under 17	7%	93%
Aged 18-30	50%	50%
Aged 60+	32%	67%

7.1 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Community Service, Hospital Service, Other Service, Primary Care Service

Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Occupational Therapy, A&E, Diabetic Medicine, General Hospital, GP

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Asthma, Autism, Cancer, Cardiology, Diabetes, Ear Health/Hearing, Foot Health, Learning Disability, Mobility, Multiple Sclerosis, Neurology, Renal, Skin Health, Stroke, Urology, Vaccination

Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 337 issues from 68 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

Issues receiving the most comments overall

7.5 Service Sector

Issues

Legend: Positive | Neutral | Negative
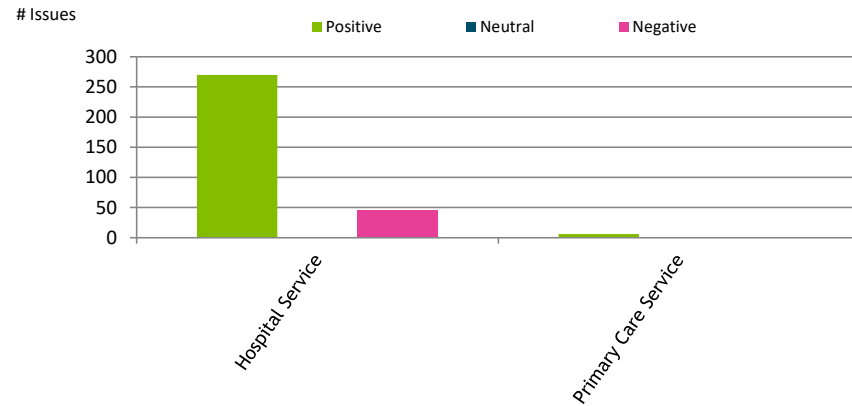
Service sectors receiving the most comments overall

7.6 Service Type

Issues

Legend: Positive | Neutral | Negative
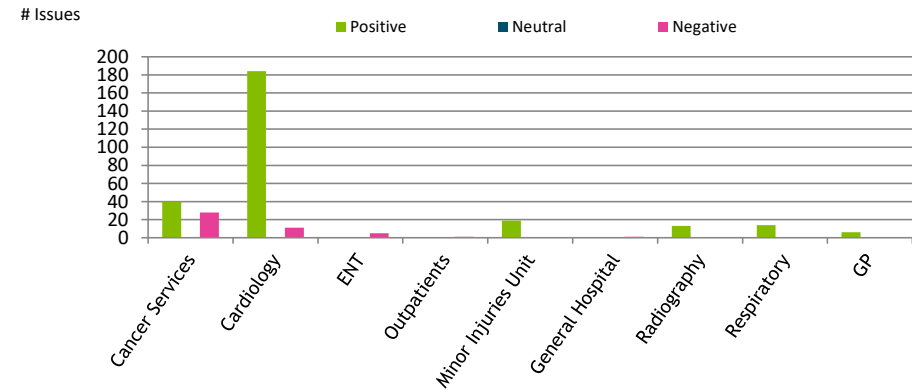
Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative
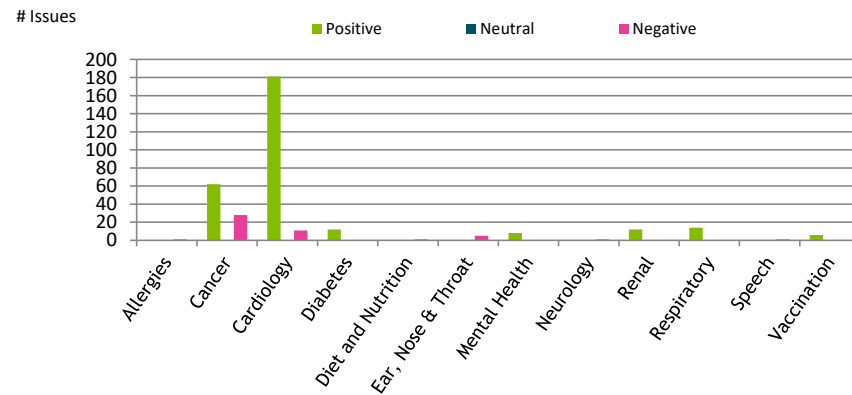
Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 322 issues from 52 people
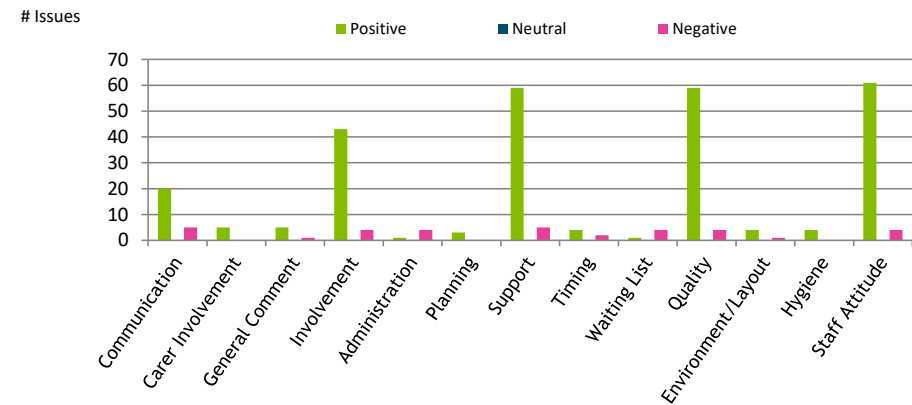
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

7.9 Service Sector

Issues

Legend: Positive · Neutral · Negative
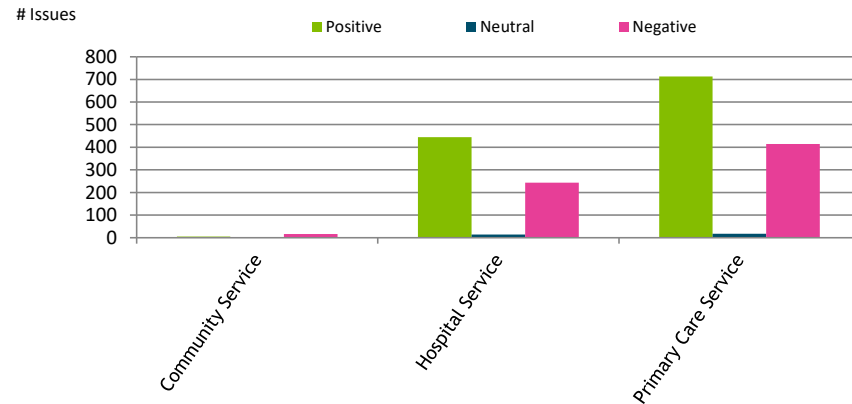
Service sectors receiving the most comments overall

7.10 Service Type

Issues

Legend: Positive · Neutral · Negative
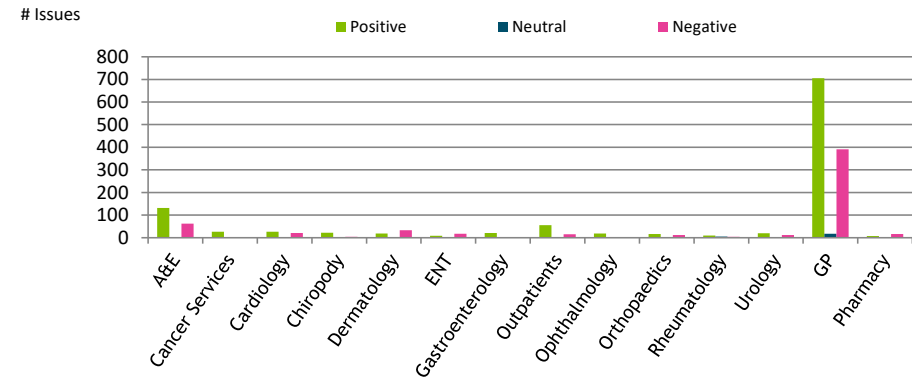
Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

Legend: Positive · Neutral · Negative
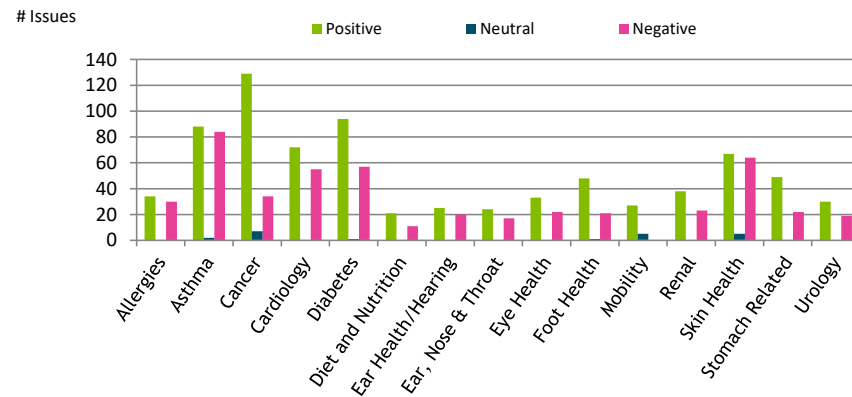
Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 1876 issues from 349 people
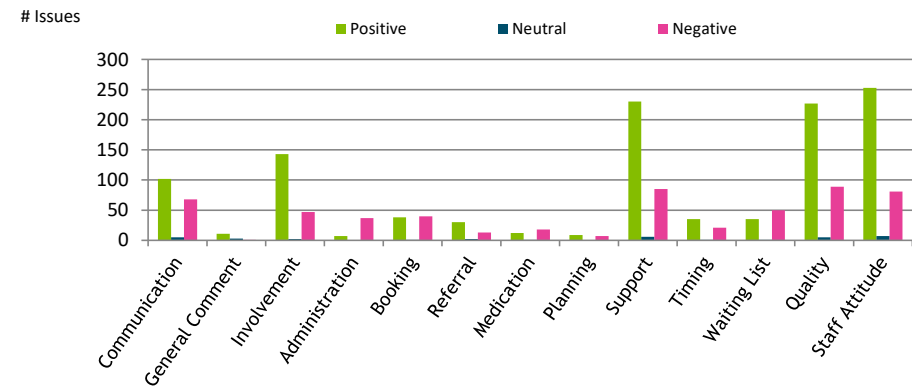
Issues

Legend: Positive · Neutral · Negative

Issues receiving the most comments overall

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7.13 Service Sector

Issues

Legend: Positive | Neutral | Negative
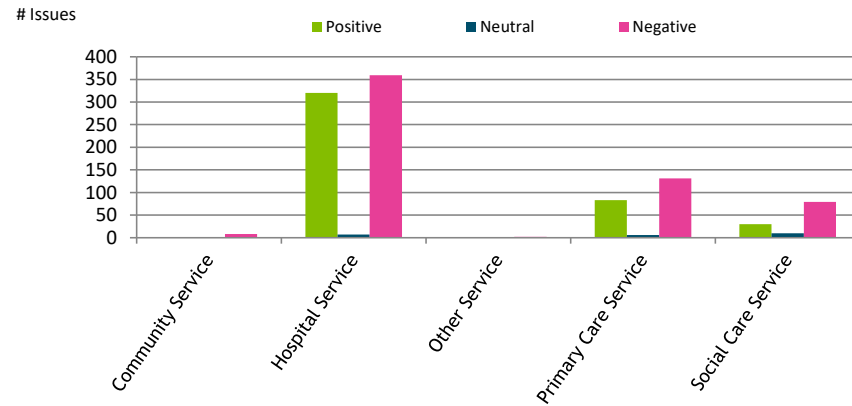
Service sectors receiving the most comments overall

7.14 Service Type

Issues

Legend: Positive | Neutral | Negative
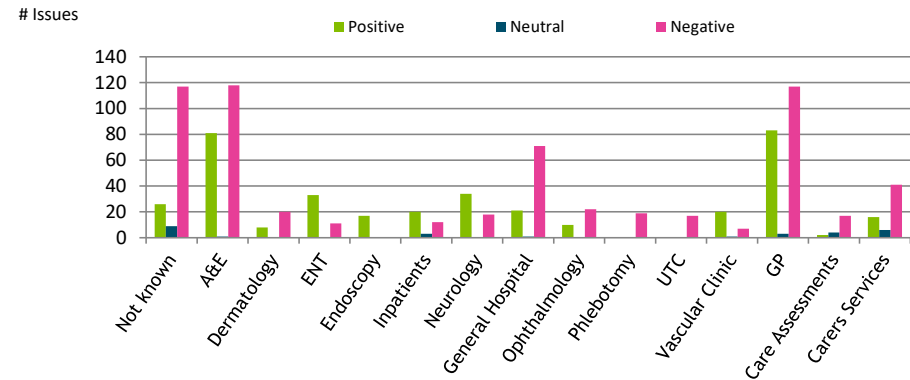
Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative
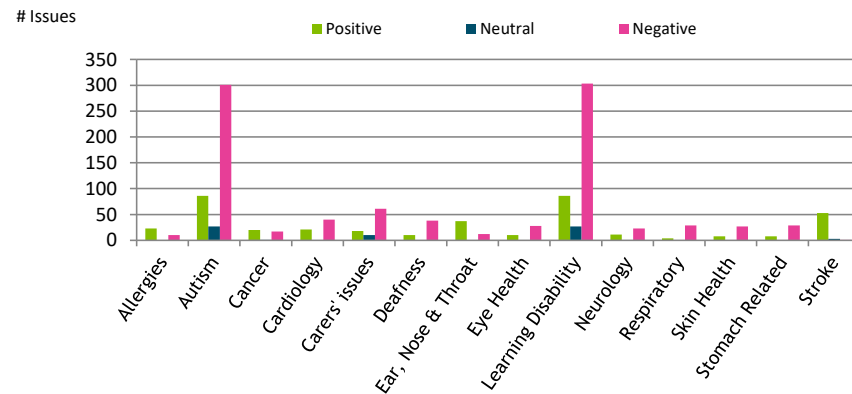
Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 1209 issues from 355 people
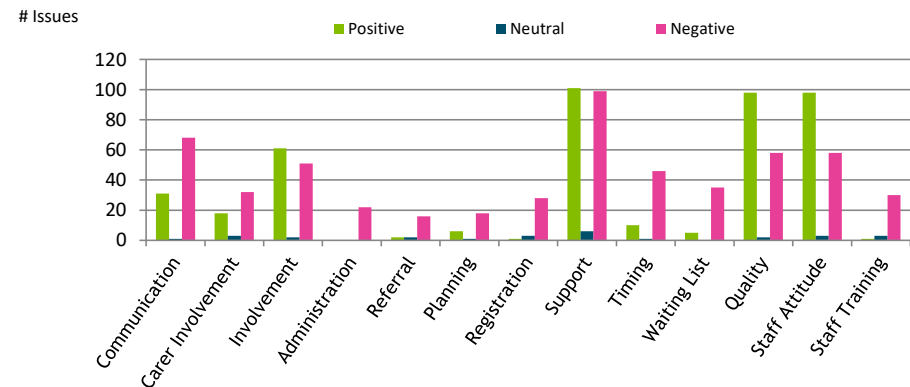
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

7.17 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative
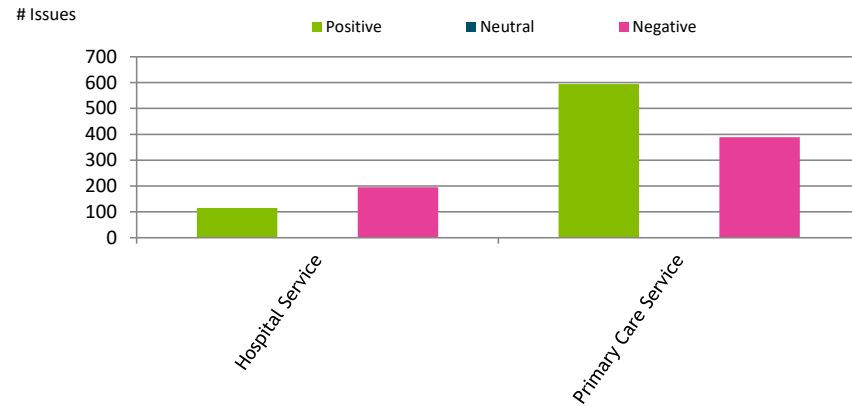
Service sectors receiving the most comments overall

7.18 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative
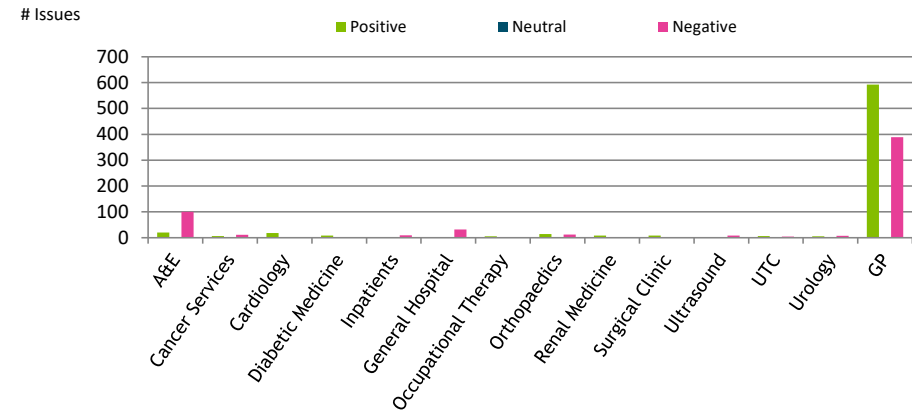
Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Legend: ■ Positive ■ Neutral ■ Negative
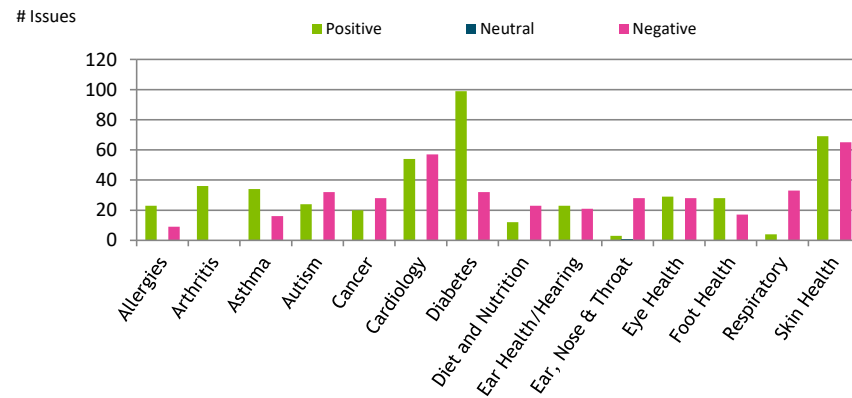
Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 1297 issues from 263 people
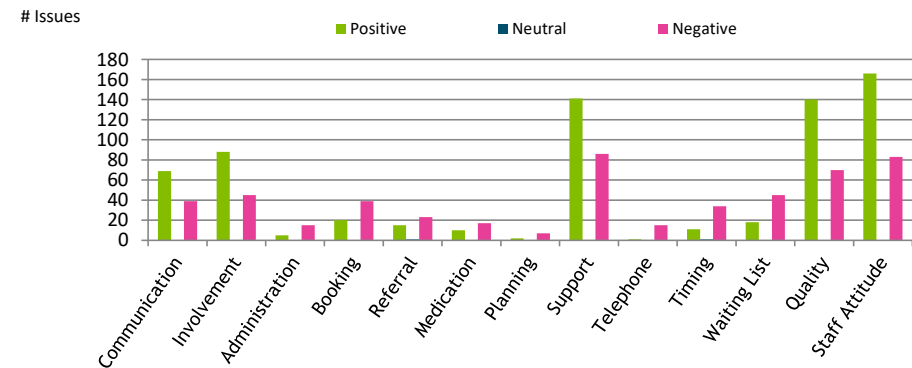
Issues

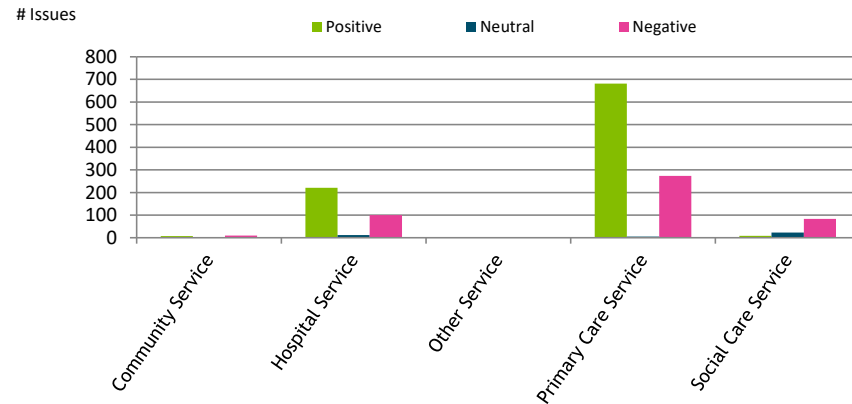**Legend:** ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

7.21 Service Sector

Issues

Service sectors receiving the most comments overall

7.22 Service Type
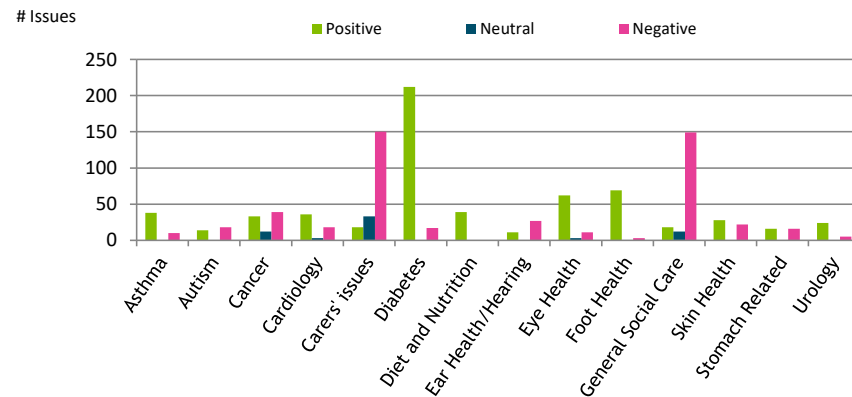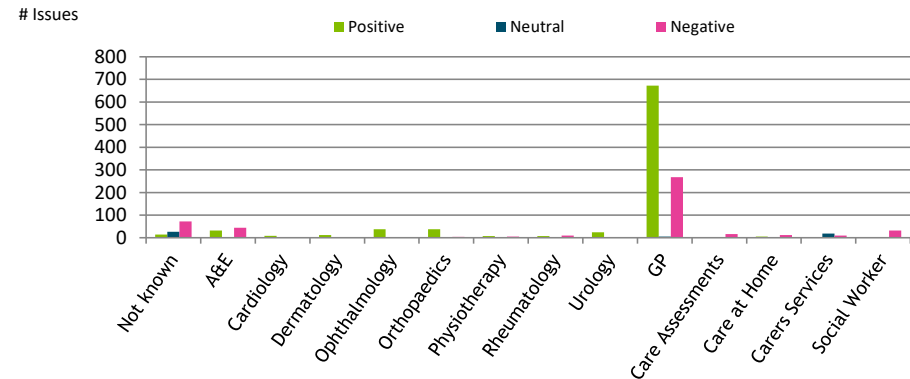
Issues

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 1534 issues from 350 people
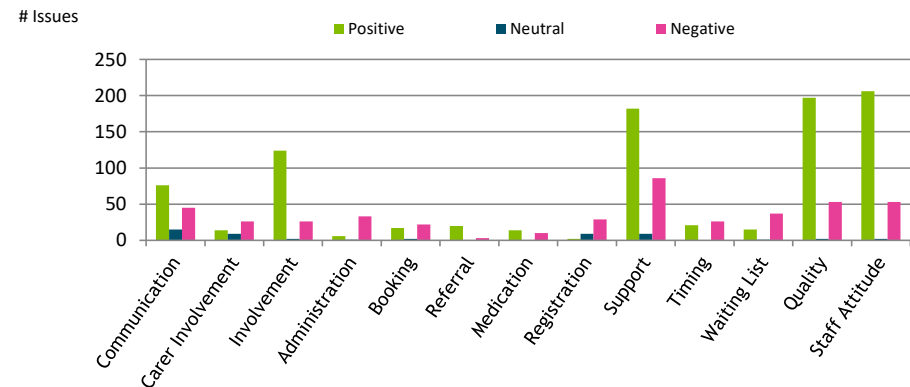
Issues

Issues receiving the most comments overall

7.25 Service Sector

Issues

Legend: Positive, Neutral, Negative

Categories: Community Service, Hospital Service, Other Service, Primary Care Service

Service sectors receiving the most comments overall

7.26 Service Type

Issues

Legend: Positive, Neutral, Negative

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

Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories: Arthritis, Asthma, Cancer, Cardiology, Diabetes, Ear Health/Hearing, Ear, Nose & Throat, Eye Health, Neurology, Renal, Respiratory, Skin Health, Stomach Related, Urology

Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 3267 issues from 776 people
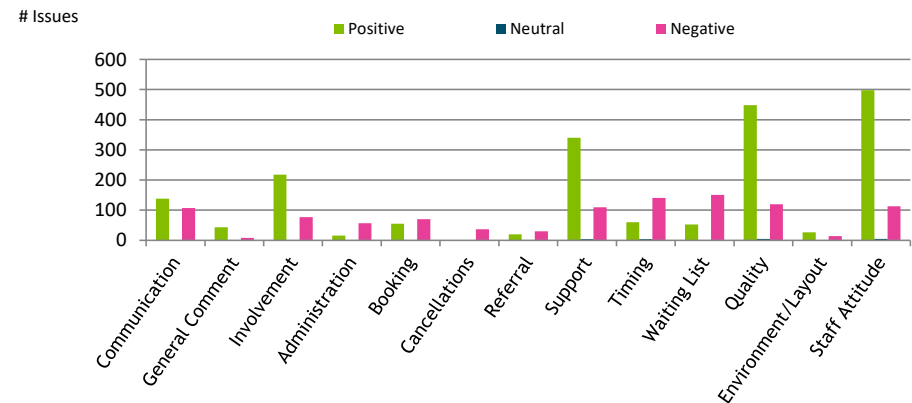
Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

7.29 Service Sector

Issues
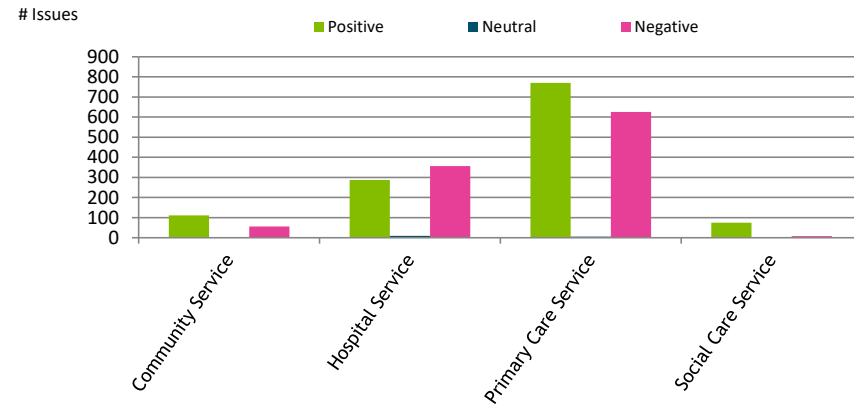
Service sectors receiving the most comments overall
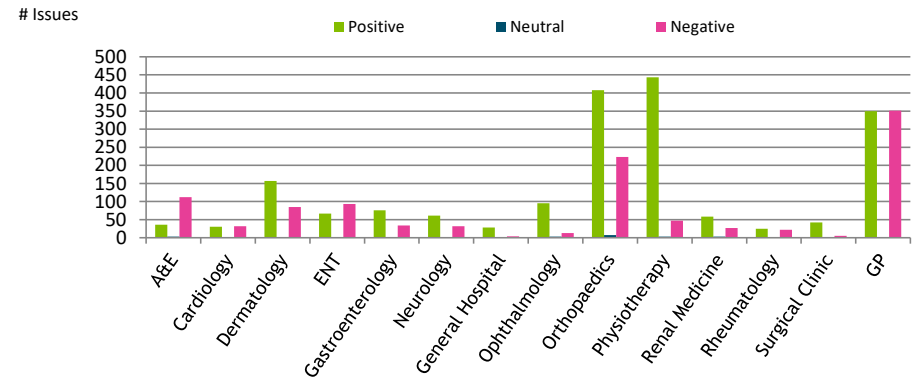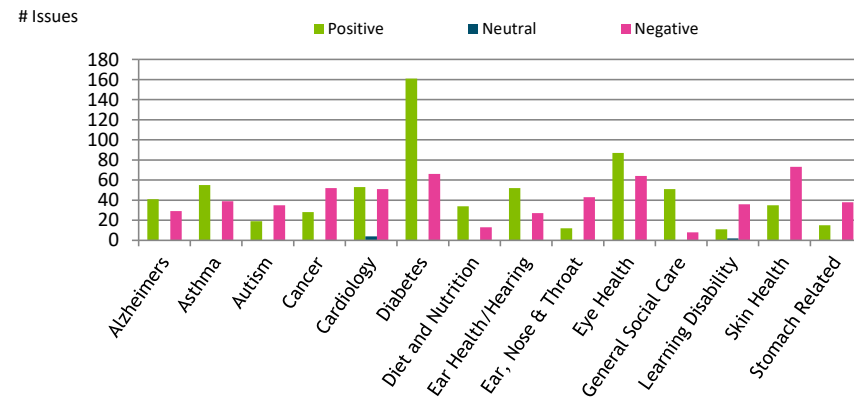
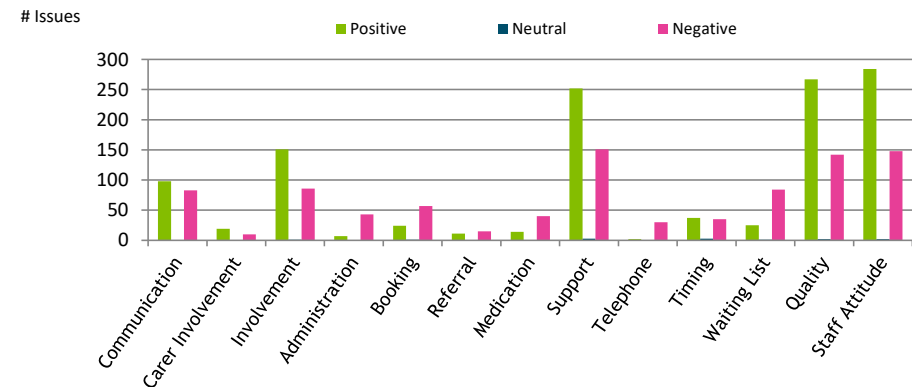**7.30 Service Type**
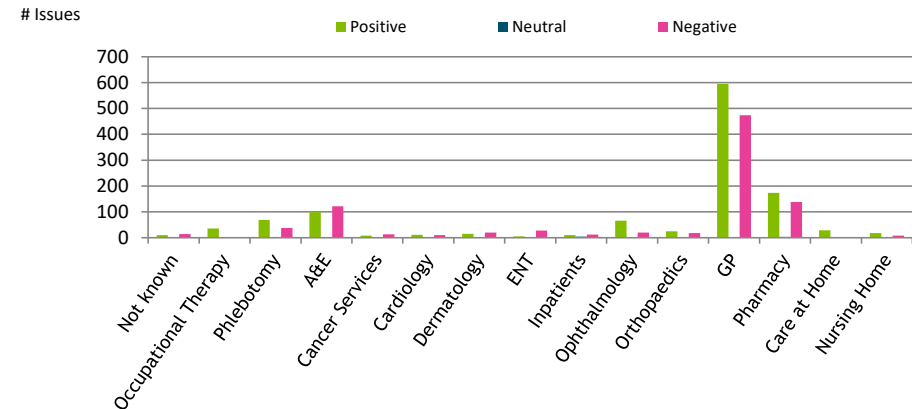
Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 2321 issues from 520 people

Issues

Issues receiving the most comments overall

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8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	555	22	418	995
	Carer Involvement	*Involvement or influence of carers and family members.*	86	12	78	176
	Peer Involvement	*Involvement or Influence of friends.*	6	1	2	9
	General Comment	*A generalised statement (ie; "The doctor was good.")*	83	7	26	116
	User Involvement	*Involvement or influence of the service user.*	855	7	344	1206
Systems	Administration	*Administrative processes and delivery.*	49	2	212	263
	Admission	*Physical admission to a hospital ward, or other service.*	6	0	10	16
	Booking	*Ability to book, reschedule or cancel appointments.*	176	4	248	428
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	82	82
	Data Protection	*General data protection (including GDPR).*	0	2	4	6
	Referral	*Referral to a service.*	105	6	104	215
	Medical Records	*Management of medical records.*	0	0	26	26
	Medication	*Prescription and management of medicines.*	67	2	117	186
	Opening Times	*Opening times of a service.*	2	0	13	15
	Planning	*Leadership and general organisation.*	41	1	60	102
	Registration	*Ability to register for a service.*	6	13	83	102
	Support	*Levels of support provided.*	1353	28	633	2014
	Telephone	*Ability to contact a service by telephone.*	12	2	93	107
	Timing	*Physical timing (ie; length of wait at appointments).*	182	10	305	497
	Waiting List	*Length of wait while on a list.*	167	3	414	584
Values	Choice	*General choice.*	17	1	53	71
	Cost	*General cost.*	7	5	42	54
	Language	*Language, including terminology.*	8	1	19	28
	Nutrition	*Provision of sustanance.*	28	1	16	45
	Privacy	*Privacy, personal space and property.*	3	0	8	11
	Quality	*General quality of a service, or staff.*	1479	16	547	2042
	Sensory	*Deaf/blind or other sensory issues.*	8	2	27	37
	Stimulation	*General stimulation, including access to activities.*	18	0	16	34

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	19	0	19	38
	Environment/Layout	*Physical environment of a service.*	42	1	57	100
	Equipment	*General equipment issues.*	12	1	15	28
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	11	12
	Hygiene	*Levels of hygiene and general cleanliness.*	36	0	18	54
	Mobility	*Physical mobility to, from and within services.*	9	5	27	41
	Travel/Parking	*Ability to travel or park.*	3	0	8	11
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	47	47
	Security/Conduct	*General security of a service, including conduct of staff.*	1	1	29	31
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1620	19	550	2189
	Complaints	*Ability to log and resolve a complaint.*	5	0	14	19
	Staff Training	*Training of staff.*	16	5	63	84
	Staffing Levels	*General availability of staff.*	2	0	39	41
	Total:		**7085**	**180**	**4897**	**12162**

Community*Insight* CRM