

# 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 October 2023 - 30 September 2025*



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### Data Source (Page 3)

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### Top Trends (Page 4-5)

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



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### 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.

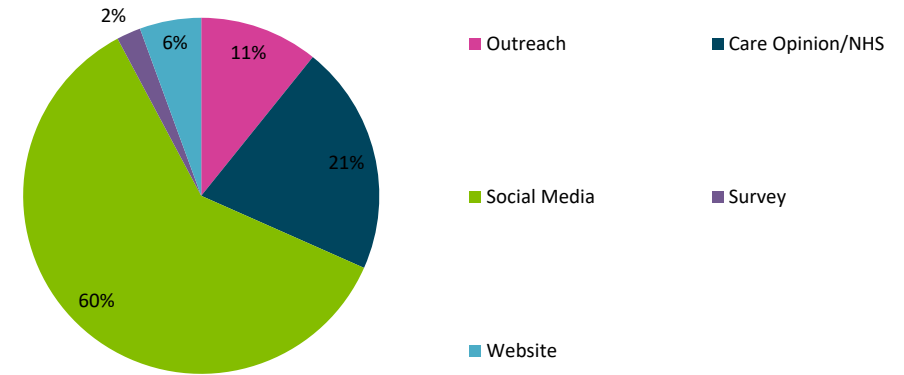
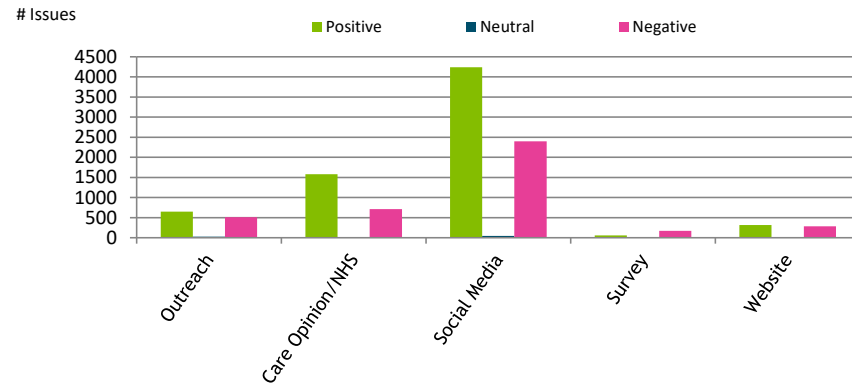


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

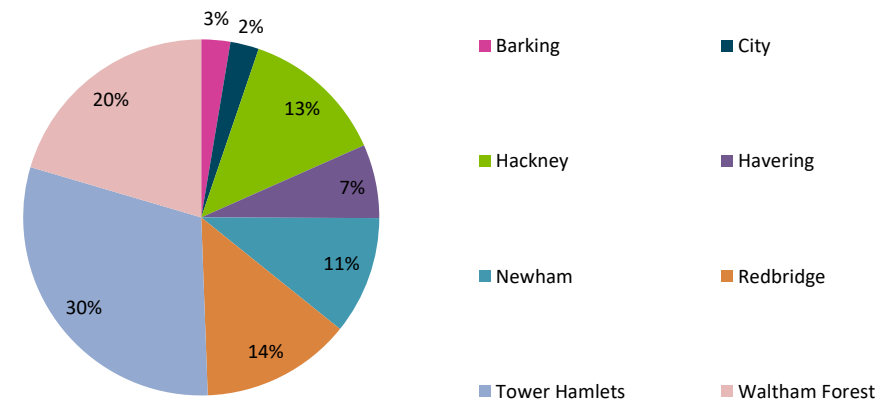
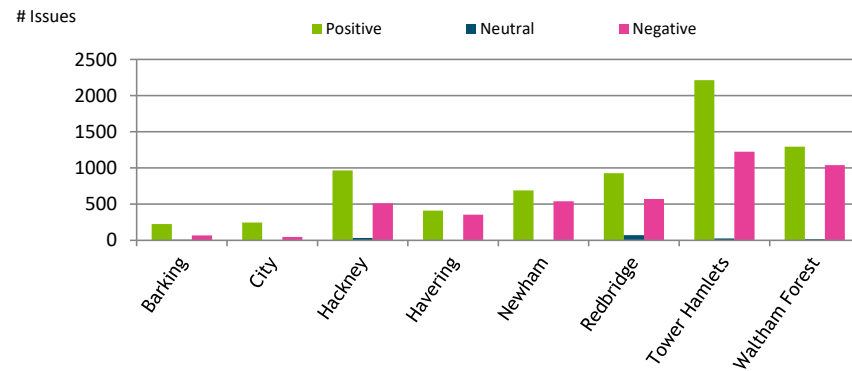


### 1.1 Source: 11495 issues from 2539 people



Sources providing the most comments overall

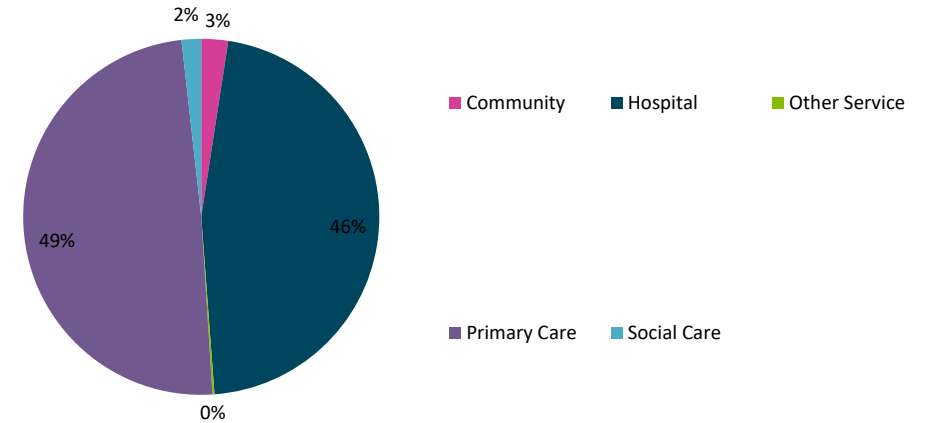
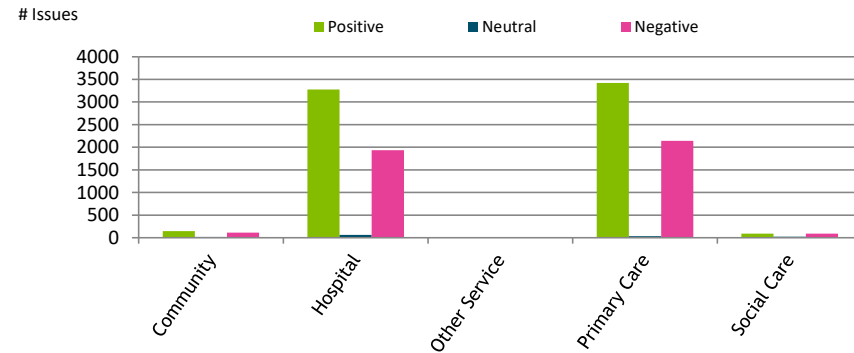
### 1.2 Feedback by Borough



## 2. Which services are people most commenting on?

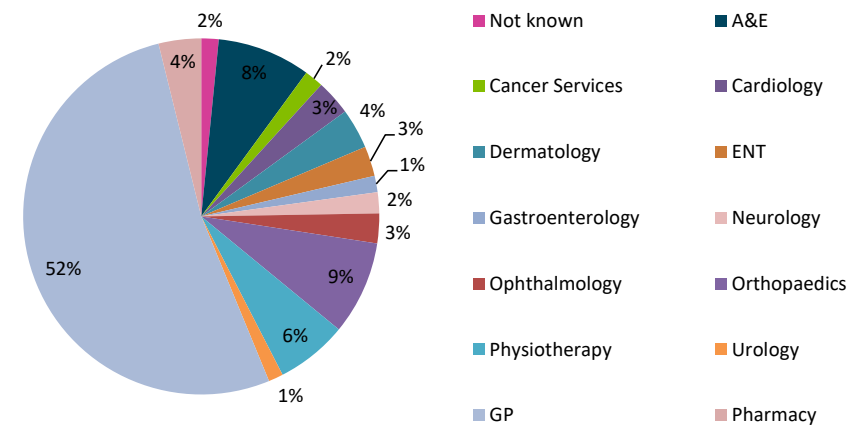
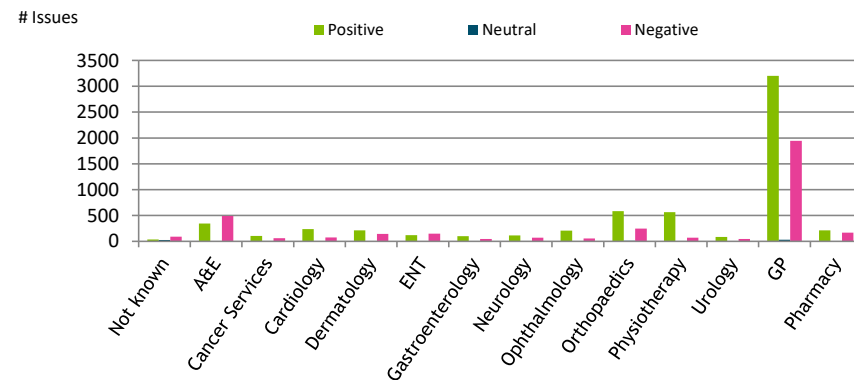


### 2.1 Service Sector



Service sectors receiving the most comments overall

### 2.2 Service Type

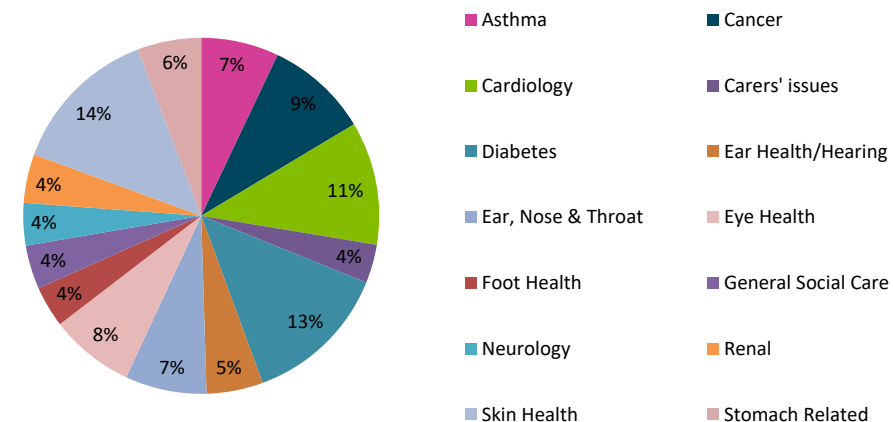
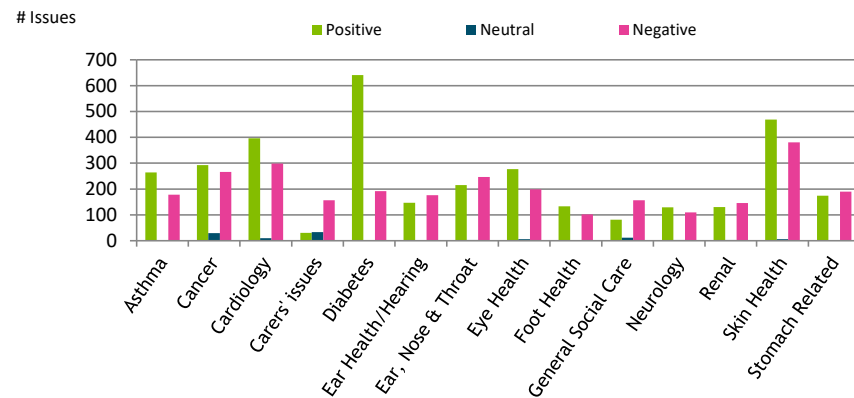


Service type receiving the most comments overall

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

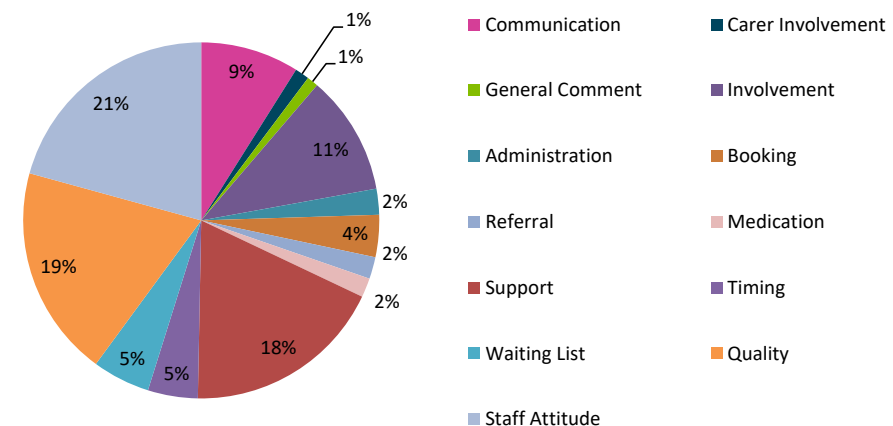
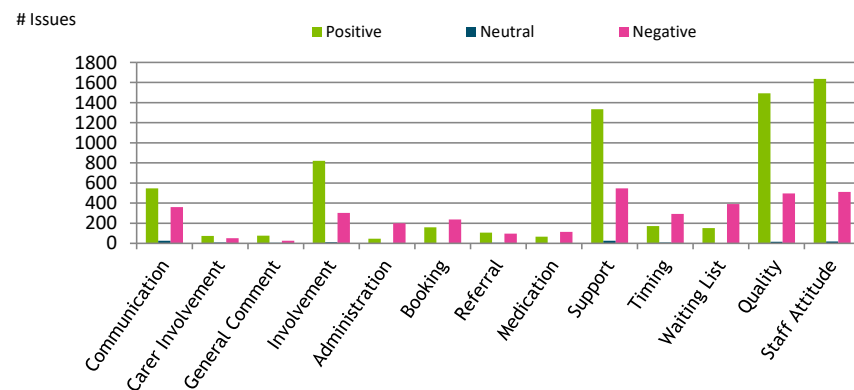


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 11495 issues from 2539 people

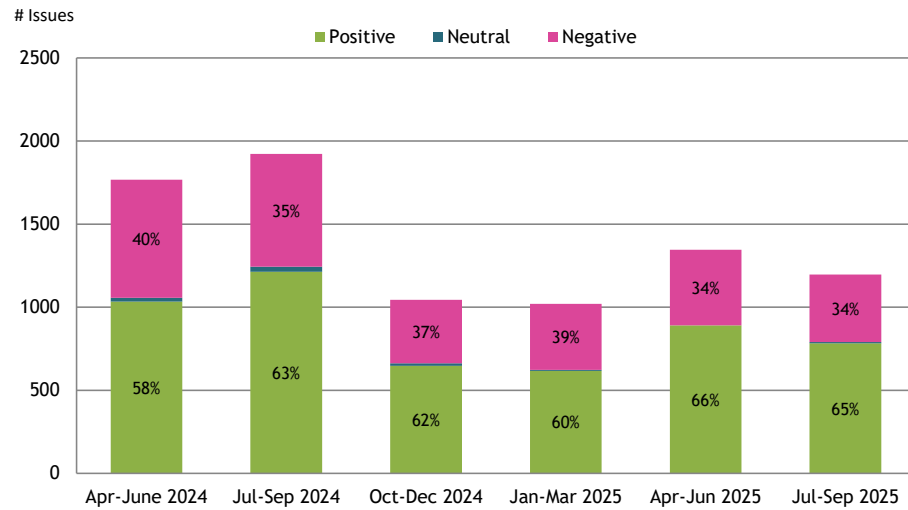


Issues receiving the most comments overall

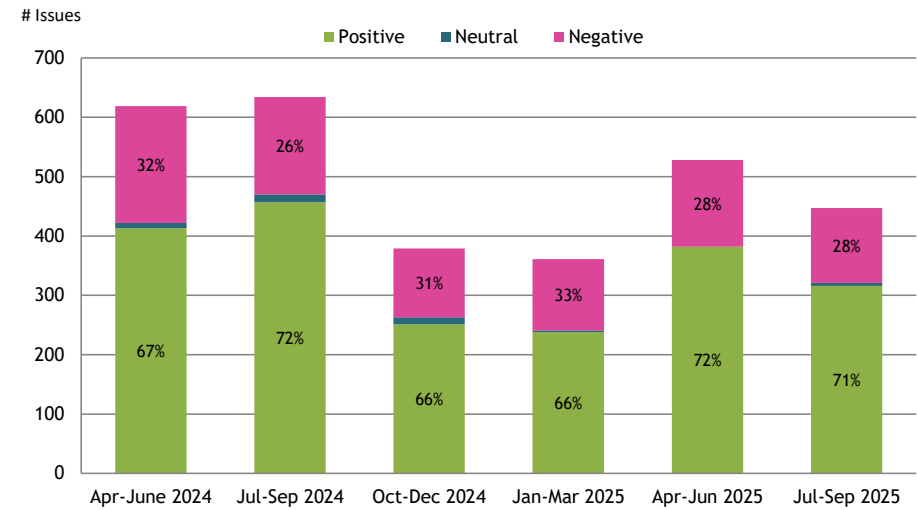
#### 4. Timeline: On the whole, how do people feel about Health and Care services?



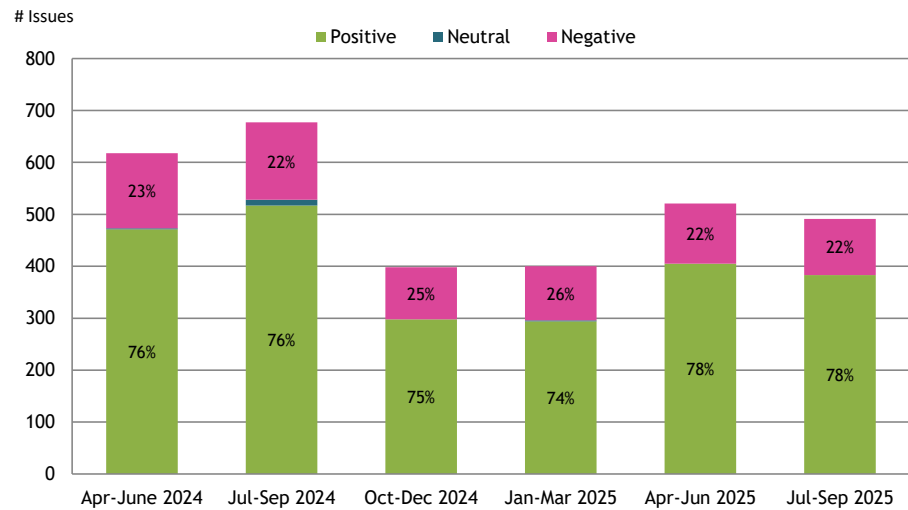
##### 4.1 How do people feel about services overall?



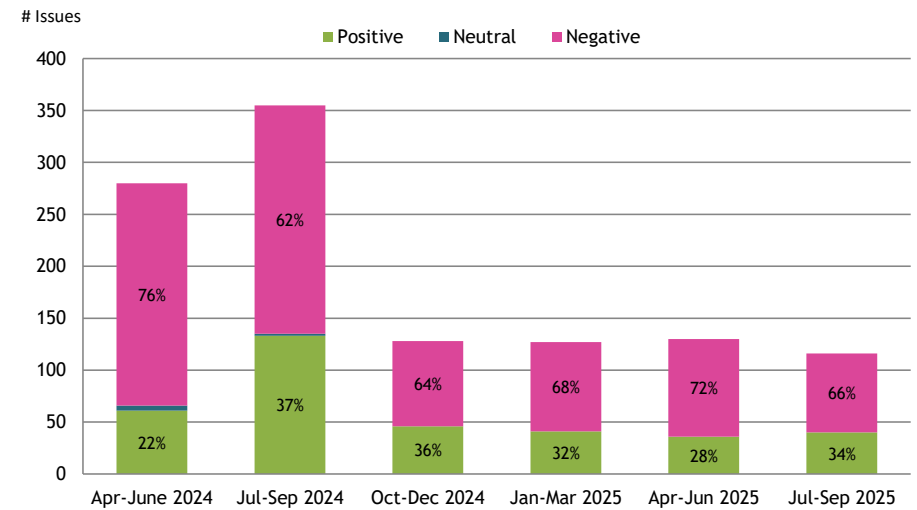
##### 4.2 How well informed, involved and supported do people feel?



##### 4.3 How do people feel about general quality and empathy?



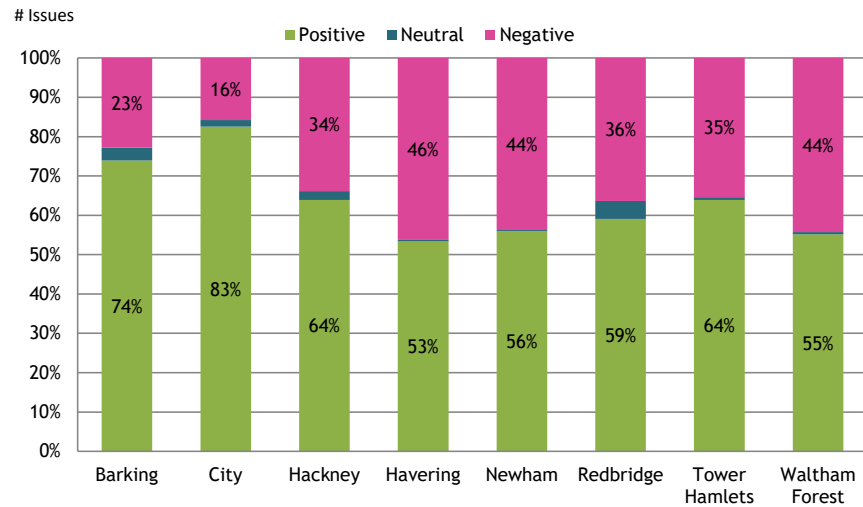
##### 4.4 How do people feel about access to services?



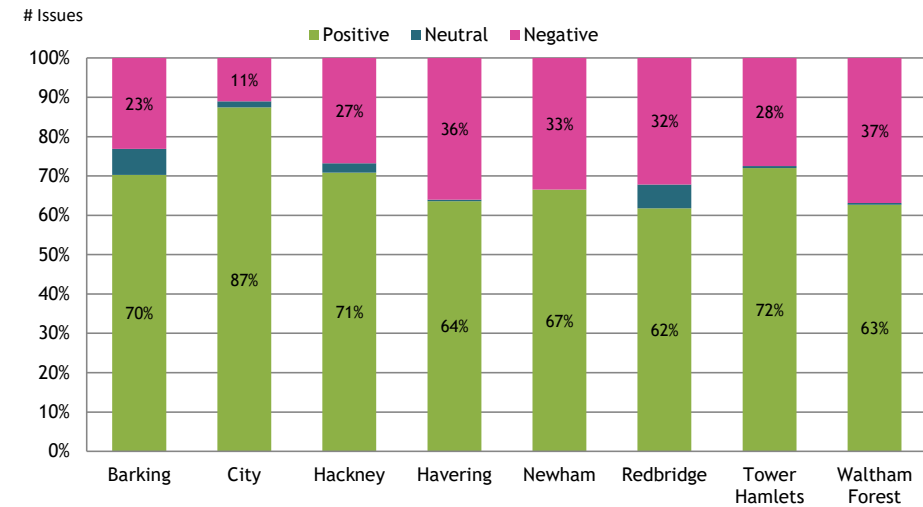
## 5. By Borough: On the whole, how do people feel about Health and Care services?



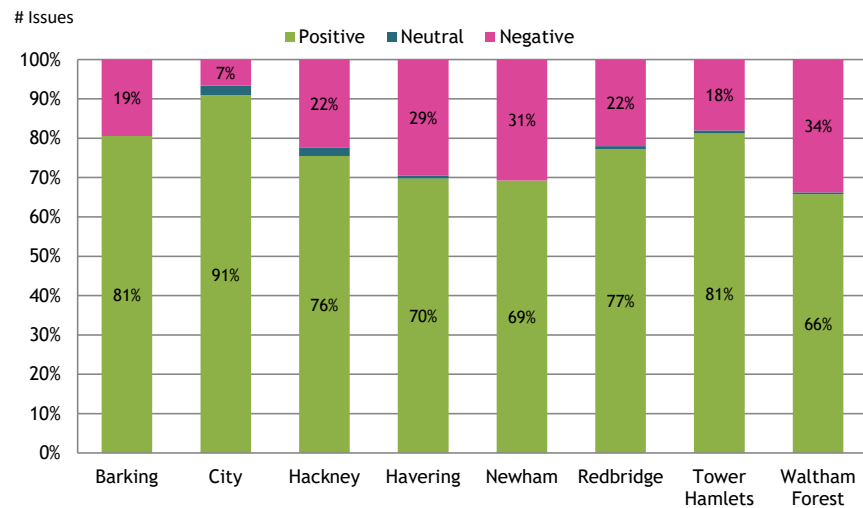
### 5.1 How do people feel about services overall?



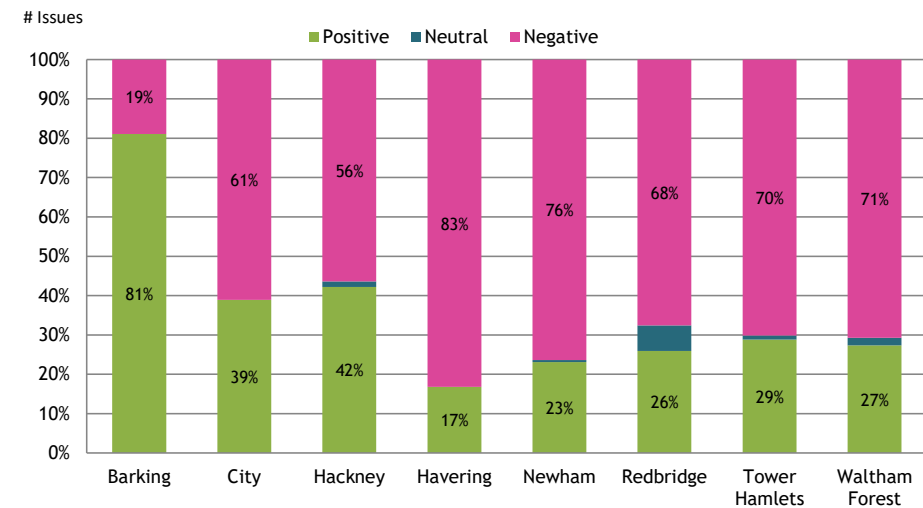
### 5.2 How well informed, involved and supported do people feel?



### 5.3 How do people feel about general quality and empathy?



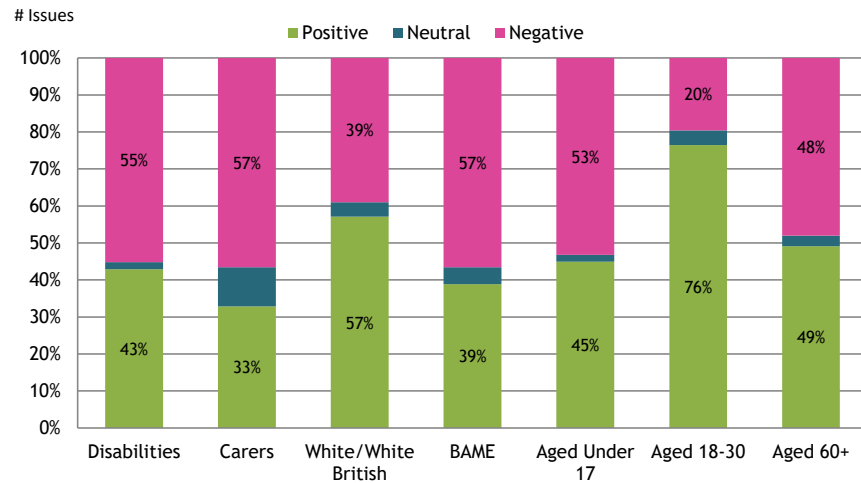
### 5.4 How do people feel about access to services?



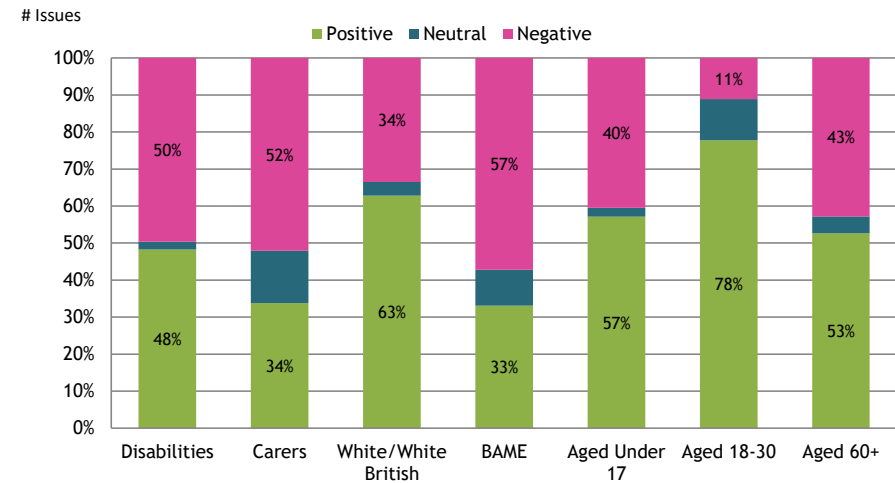
## 6. Equalities: On the whole, how do people feel about Health and Care services?



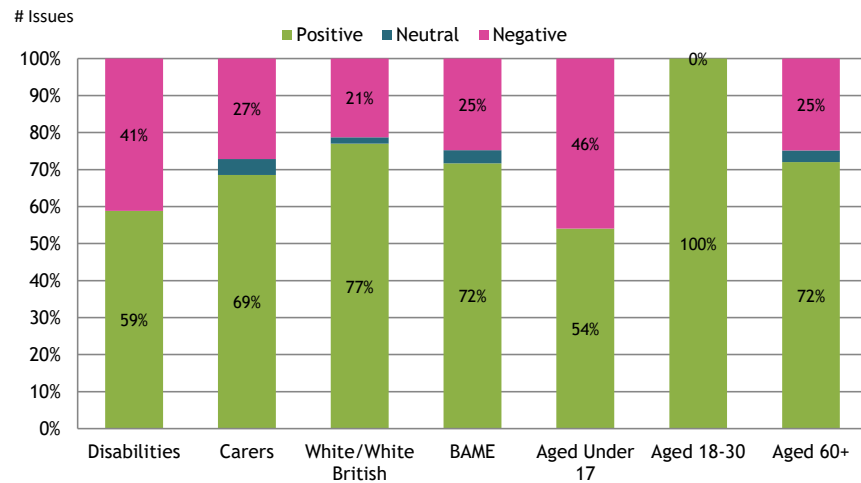
### 6.1 How do people feel about services overall?



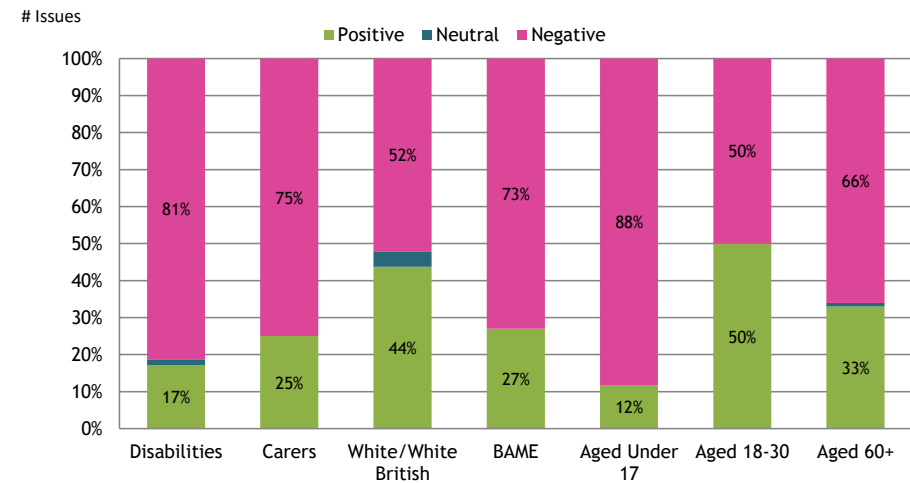
### 6.2 How well informed, involved and supported do people feel?



### 6.3 How do people feel about general quality and empathy?



### 6.4 How do people feel about access to services?

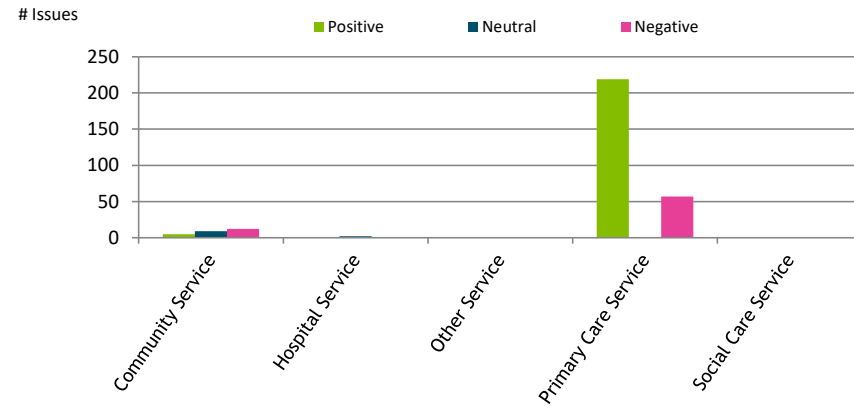




## 7. Trends by Borough: Barking

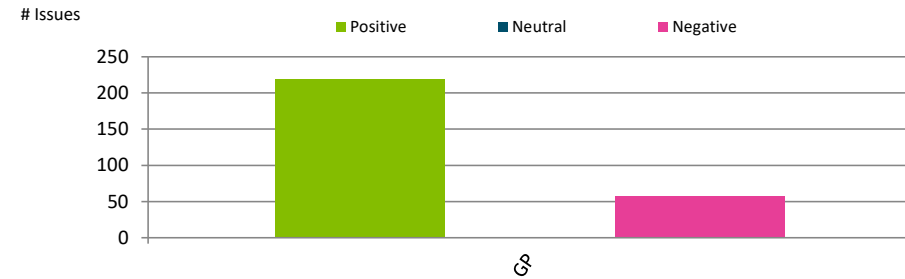


### 7.1 Service Sector



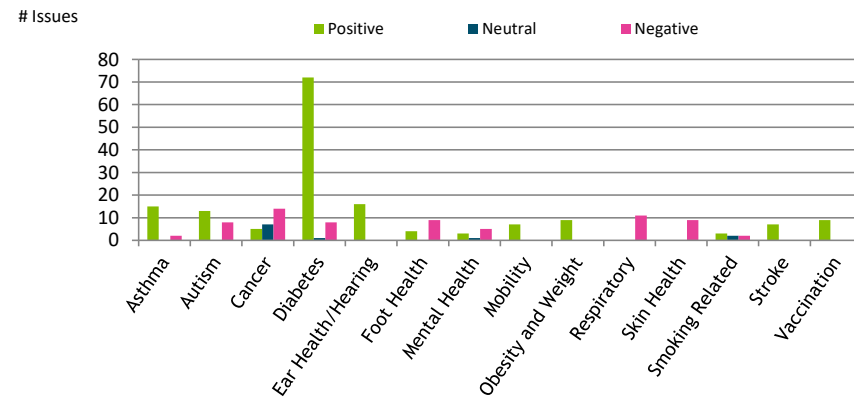
Service sectors receiving the most comments overall

### 7.2 Service Type



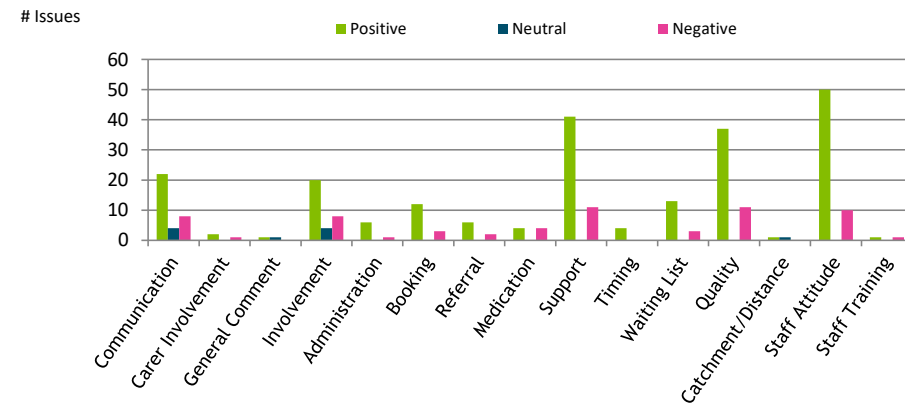
Service type receiving the most comments overall

### 7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.4 Top Trends: 303 issues from 72 people

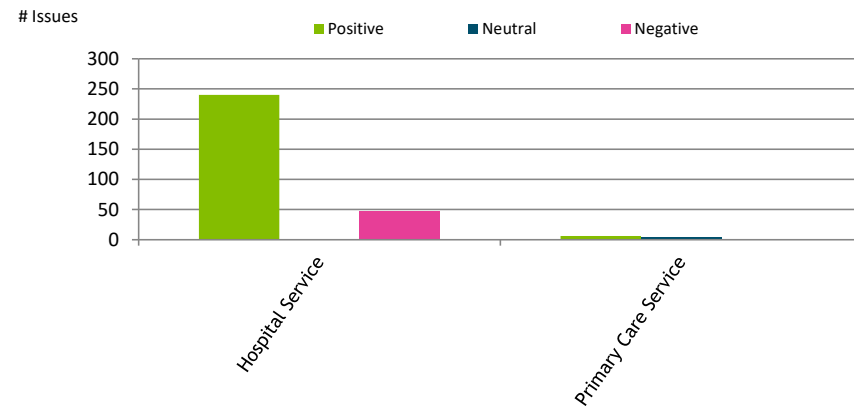


Issues receiving the most comments overall

## 7. Trends by Borough: City of London

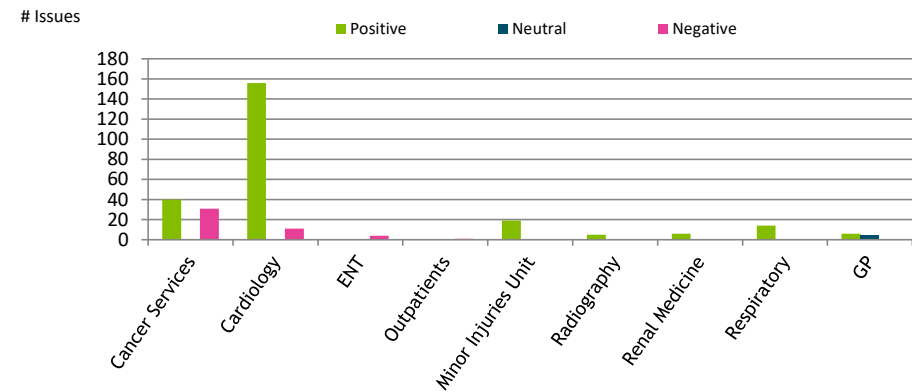


### 7.5 Service Sector



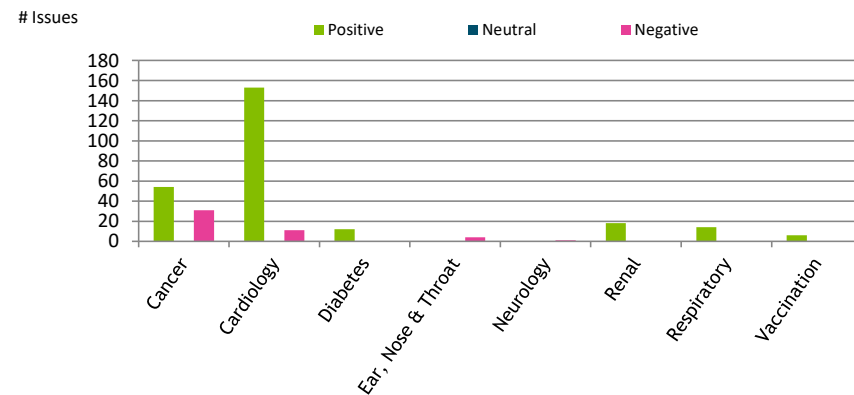
Service sectors receiving the most comments overall

### 7.6 Service Type



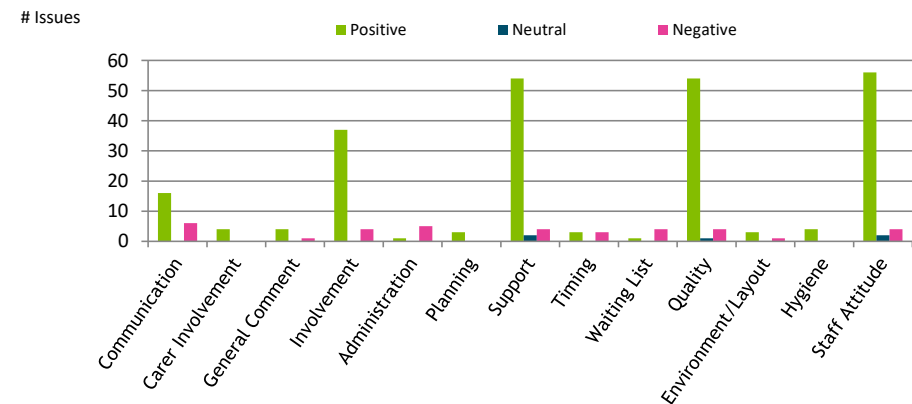
Service type receiving the most comments overall

### 7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.8 Top Trends: 298 issues from 49 people

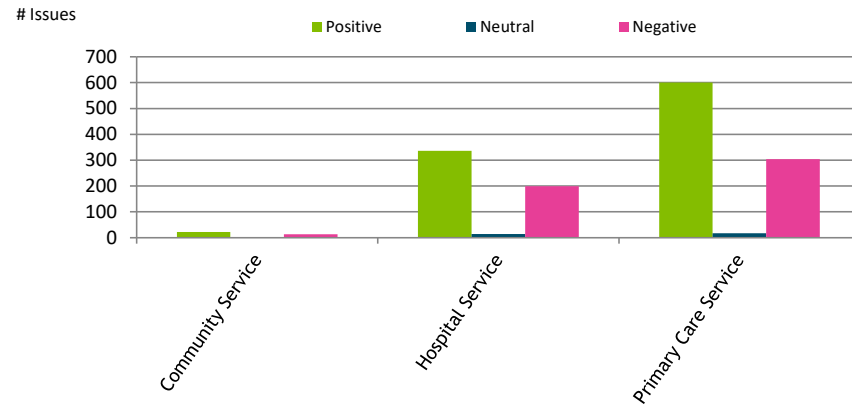


Issues receiving the most comments overall

## 7. Trends by Borough: Hackney

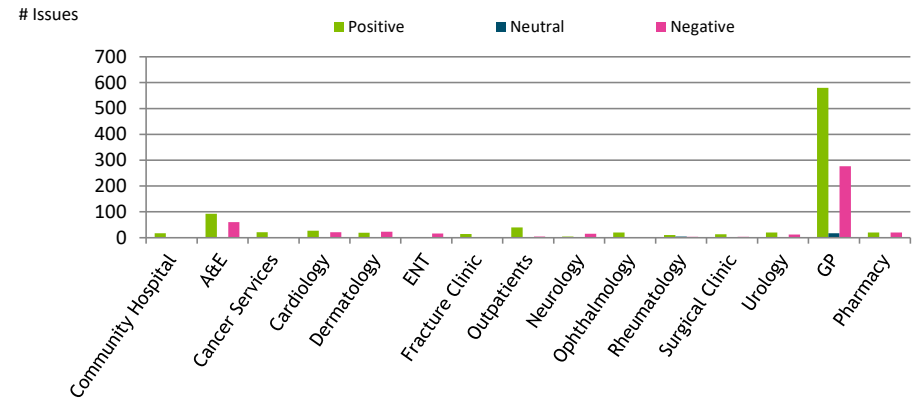


### 7.9 Service Sector



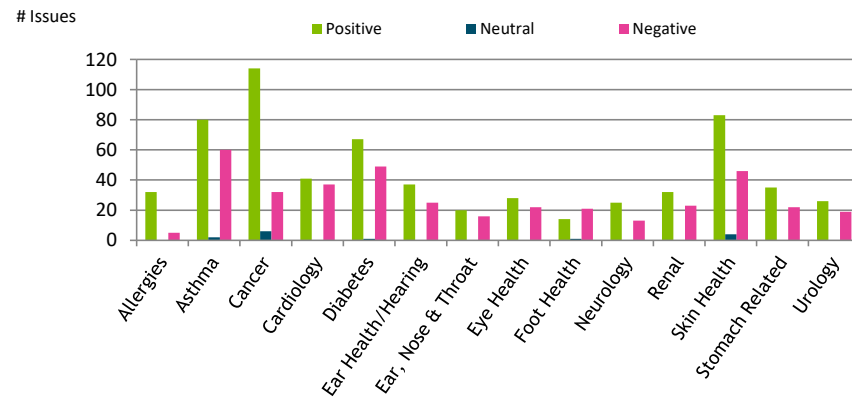
Service sectors receiving the most comments overall

### 7.10 Service Type



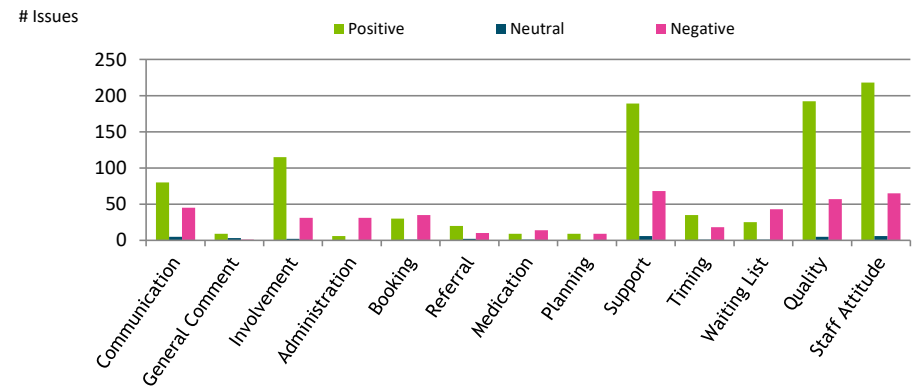
Service type receiving the most comments overall

### 7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.12 Top Trends: 1510 issues from 292 people

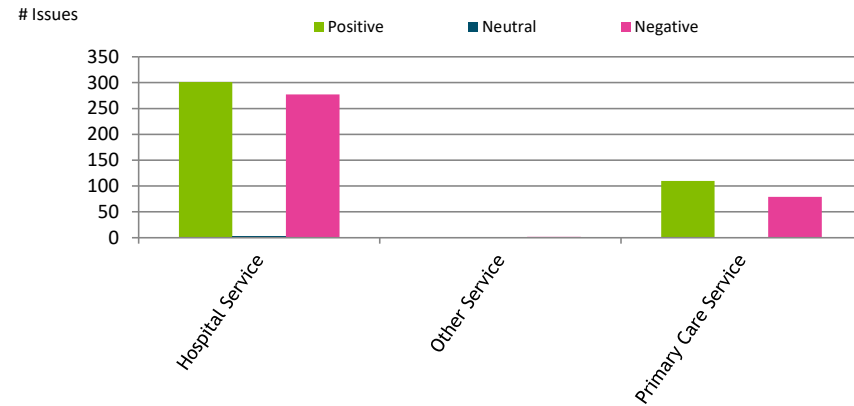


Issues receiving the most comments overall

## 7. Trends by Borough: Havering

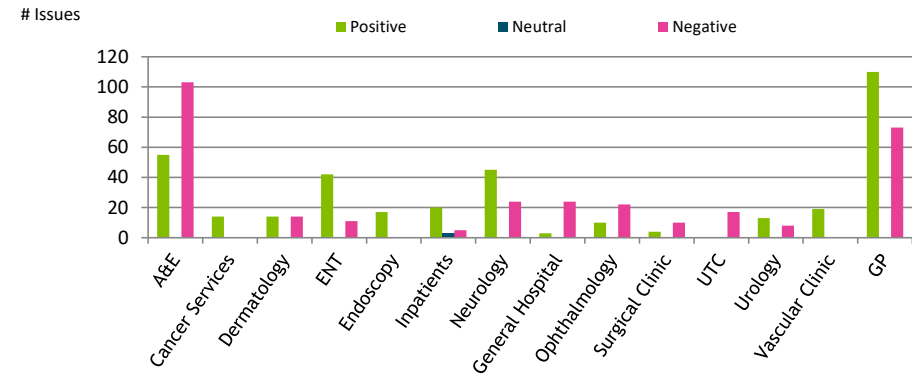


### 7.13 Service Sector



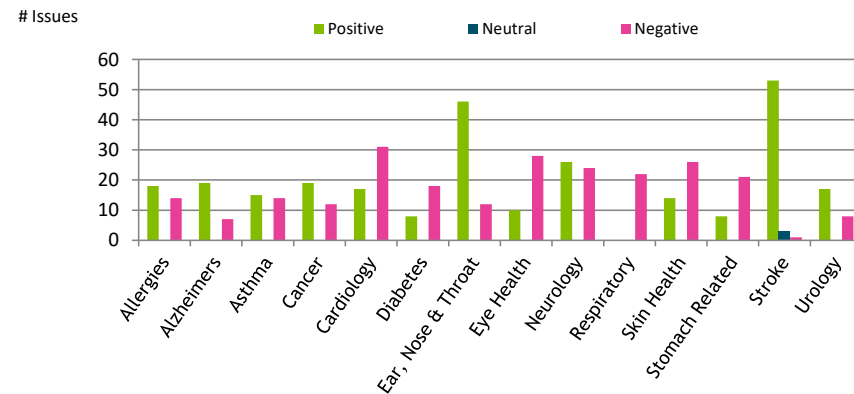
Service sectors receiving the most comments overall

### 7.14 Service Type



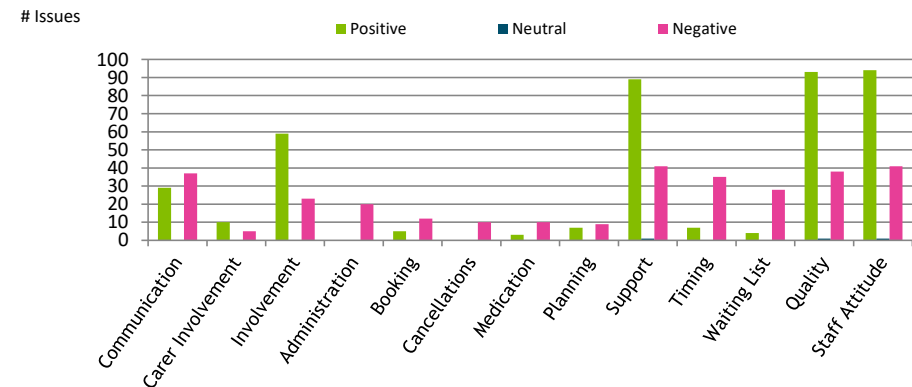
Service type receiving the most comments overall

### 7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.16 Top Trends: 770 issues from 155 people

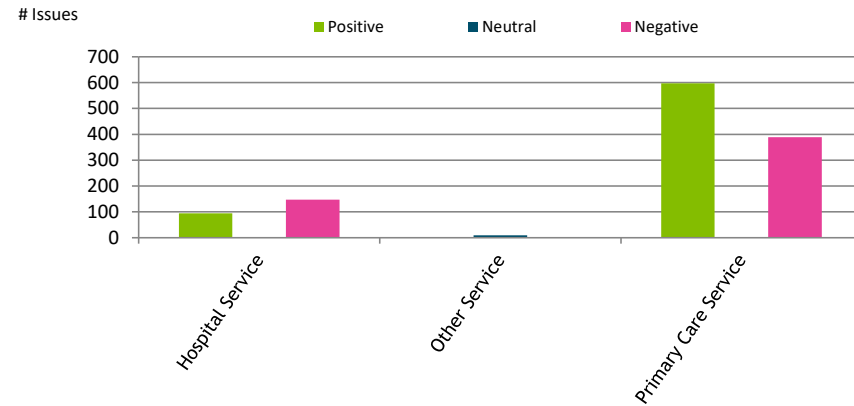


Issues receiving the most comments overall

## 7. Trends by Borough: Newham

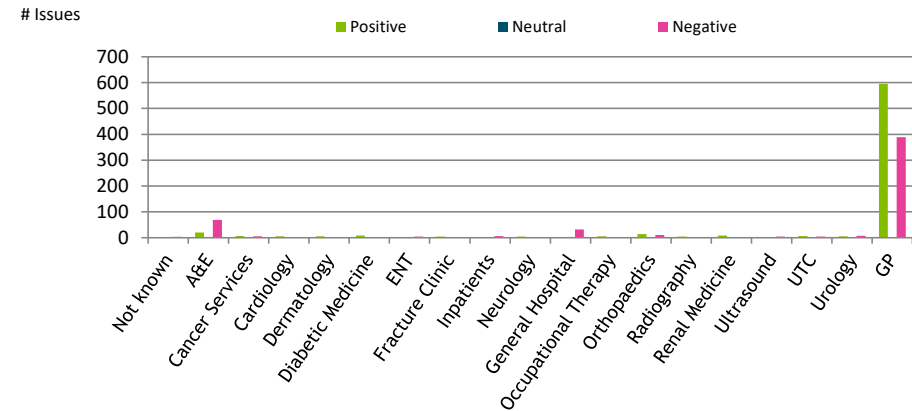


### 7.17 Service Sector



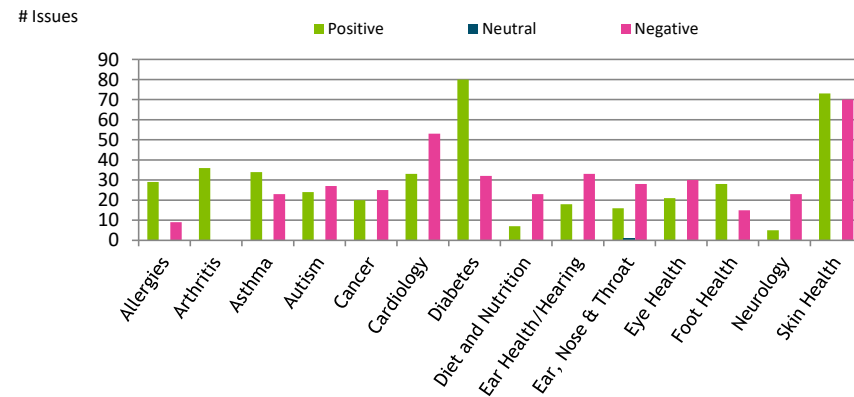
Service sectors receiving the most comments overall

### 7.18 Service Type



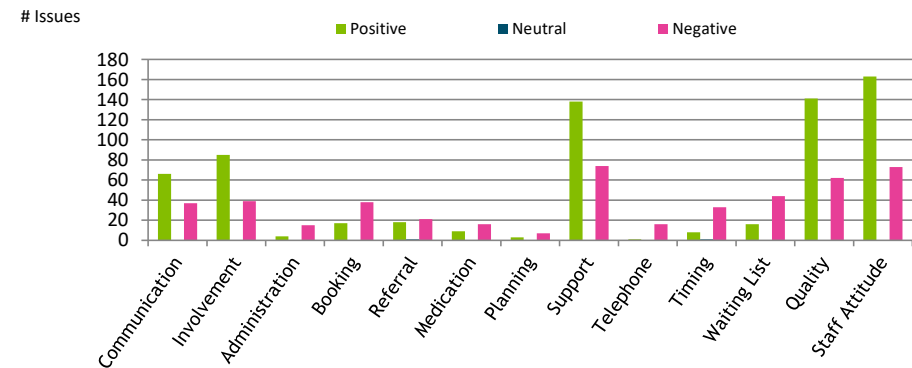
Service type receiving the most comments overall

### 7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.20 Top Trends: 1232 issues from 253 people

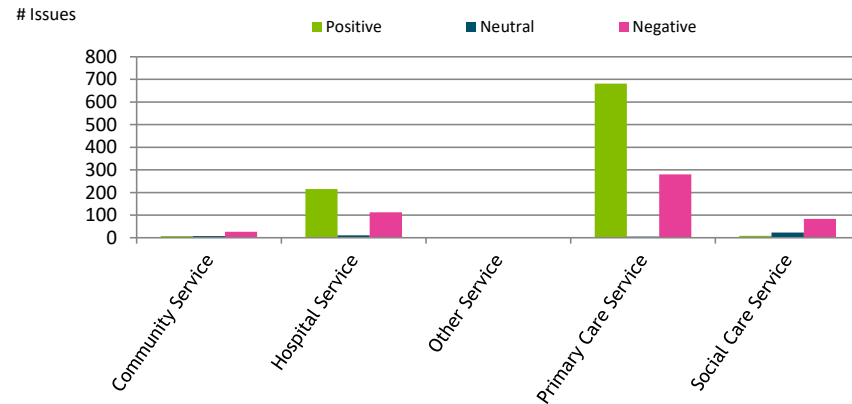


Issues receiving the most comments overall

## 7. Trends by Borough: Redbridge

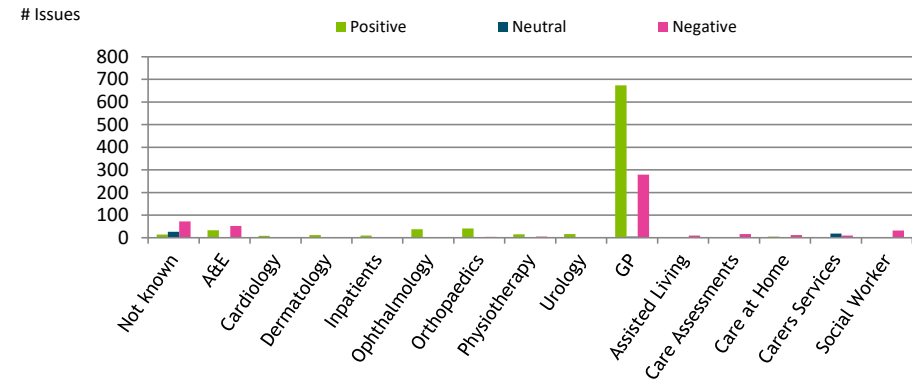


### 7.21 Service Sector



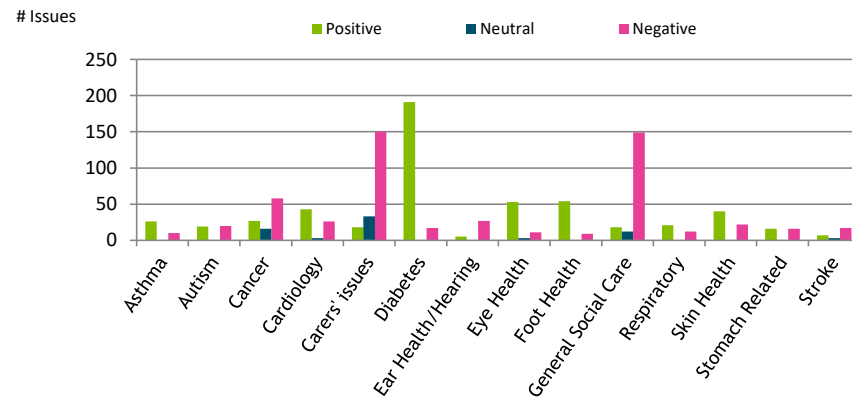
Service sectors receiving the most comments overall

### 7.22 Service Type



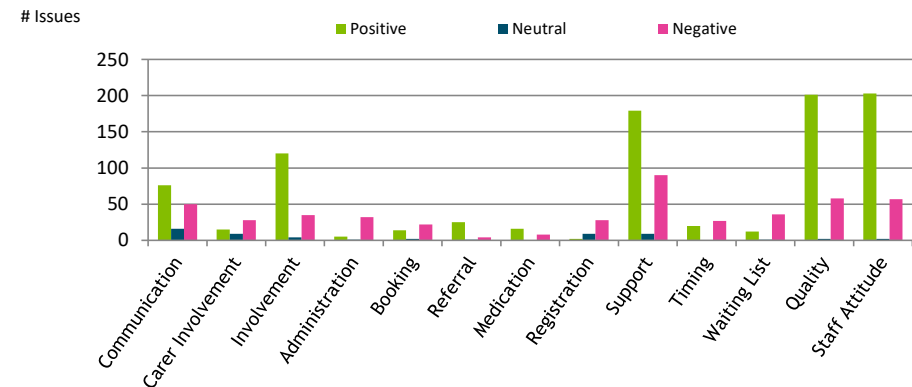
Service type receiving the most comments overall

### 7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.24 Top Trends: 1568 issues from 368 people

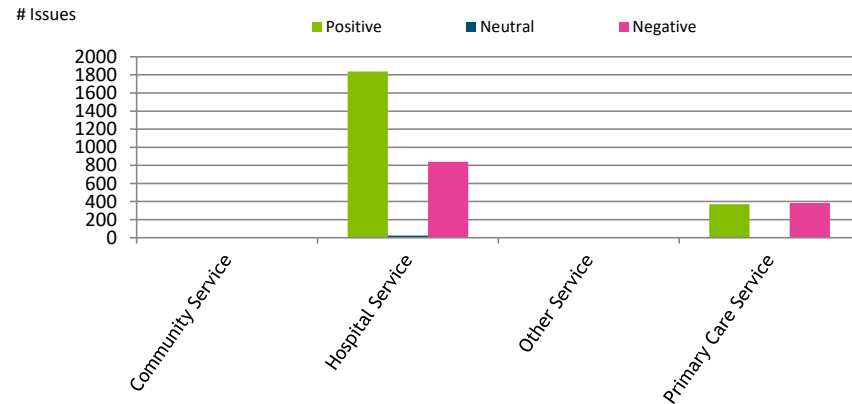


Issues receiving the most comments overall

## 7. Trends by Borough: Tower Hamlets

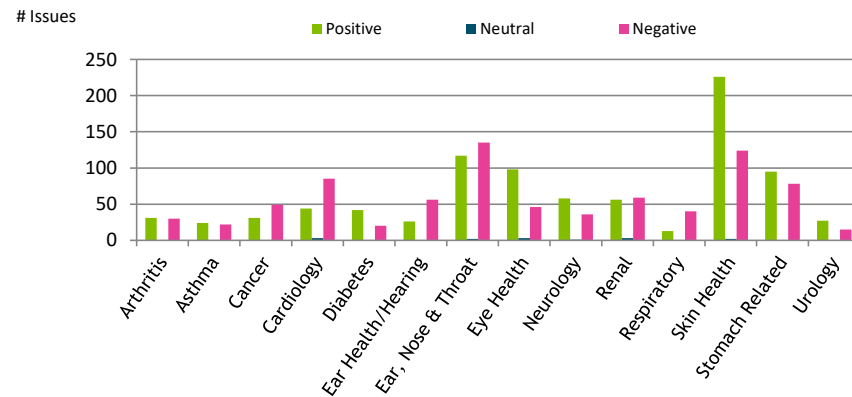


### 7.25 Service Sector



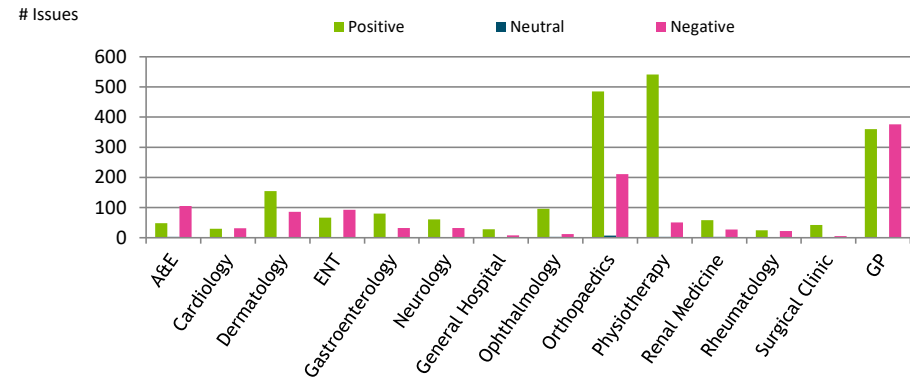
Service sectors receiving the most comments overall

### 7.27 Stated medical conditions/topics



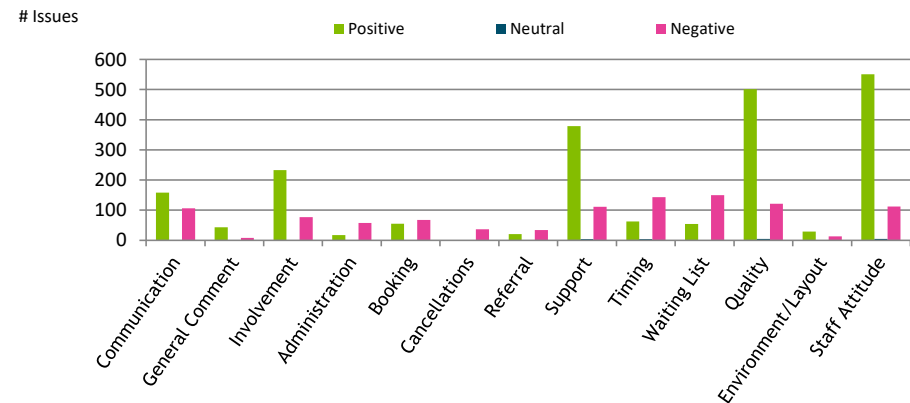
Medical conditions/topics receiving the most comments overall

### 7.26 Service Type



Service type receiving the most comments overall

### 7.28 Top Trends: 3465 issues from 819 people

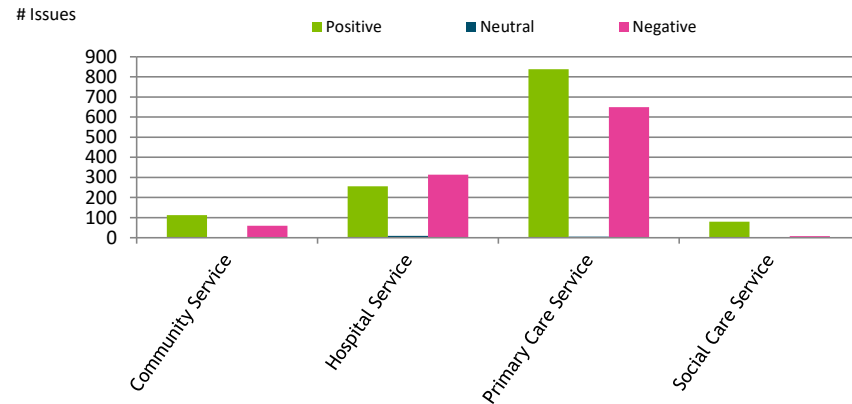


Issues receiving the most comments overall

## 7. Trends by Borough: Waltham Forest

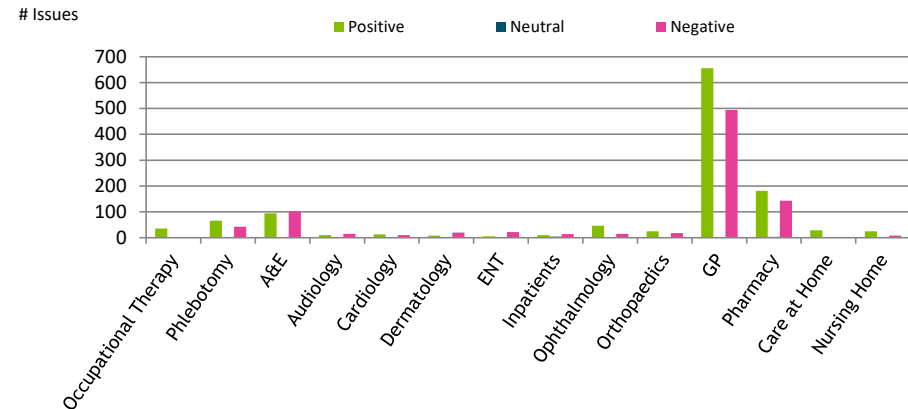


### 7.29 Service Sector



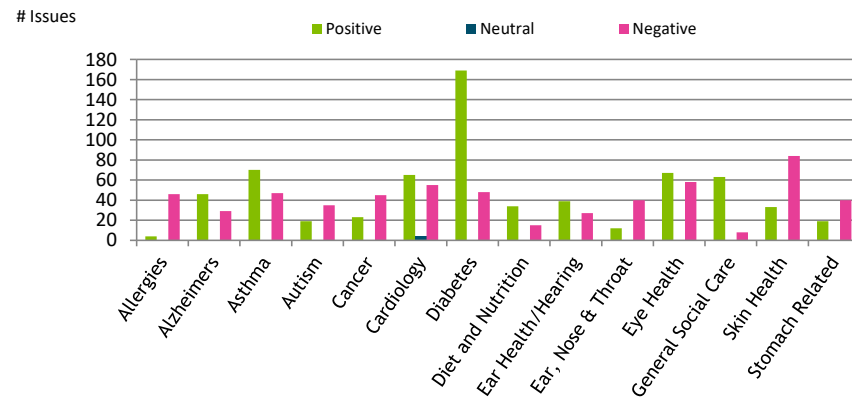
Service sectors receiving the most comments overall

### 7.30 Service Type



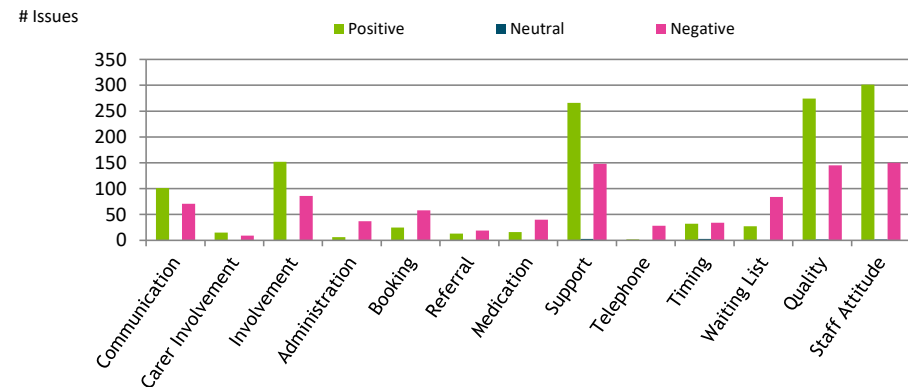
Service type receiving the most comments overall

### 7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.32 Top Trends: 2350 issues from 531 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.	548	26	360	934
	Carer Involvement	Involvement or influence of carers and family members.	75	9	52	136
	Peer Involvement	Involvement or Influence of friends.	3	1	2	6
	General Comment	A generalised statement (ie; "The doctor was good.")	77	5	26	108
	User Involvement	Involvement or influence of the service user.	821	11	303	1135
Systems	Administration	Administrative processes and delivery.	45	2	199	246
	Admission	Physical admission to a hospital ward, or other service.	4	0	9	13
	Booking	Ability to book, reschedule or cancel appointments.	159	4	237	400
	Cancellations	Cancellation of appointment by the service provider.	0	0	77	77
	Data Protection	General data protection (including GDPR).	0	2	4	6
	Referral	Referral to a service.	106	5	96	207
	Medical Records	Management of medical records.	0	1	27	28
	Medication	Prescription and management of medicines.	67	1	114	182
	Opening Times	Opening times of a service.	2	0	9	11
	Planning	Leadership and general organisation.	41	0	54	95
	Registration	Ability to register for a service.	4	10	54	68
	Support	Levels of support provided.	1335	25	547	1907
	Telephone	Ability to contact a service by telephone.	9	2	85	96
	Timing	Physical timing (ie; length of wait at appointments).	172	9	293	474
	Waiting List	Length of wait while on a list.	152	3	392	547
Values	Choice	General choice.	15	1	37	53
	Cost	General cost.	2	4	27	33
	Language	Language, including terminology.	7	1	15	23
	Nutrition	Provision of sustenance.	31	1	18	50
	Privacy	Privacy, personal space and property.	3	0	7	10
	Quality	General quality of a service, or staff.	1493	16	496	2005
	Sensory	Deaf/blind or other sensory issues.	7	1	9	17
	Stimulation	General stimulation, including access to activities.	12	0	8	20

## 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>	16	2	14	32
	Environment/Layout	<i>Physical environment of a service.</i>	45	0	39	84
	Equipment	<i>General equipment issues.</i>	11	1	17	29
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	12	13
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	38	0	18	56
	Mobility	<i>Physical mobility to, from and within services.</i>	7	3	23	33
	Travel/Parking	<i>Ability to travel or park.</i>	4	0	8	12
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	41	41
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	1	24	26
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1636	18	512	2166
	Complaints	<i>Ability to log and resolve a complaint.</i>	5	0	16	21
	Staff Training	<i>Training of staff.</i>	15	1	45	61
	Staffing Levels	<i>General availability of staff.</i>	2	0	32	34
Total:			6971	166	4358	11495