Mental Health Services in North East London (NEL)
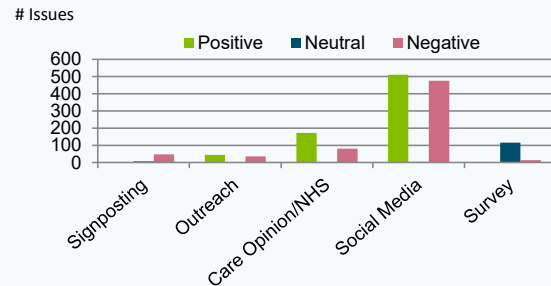
Qualitative Feedback, 1 January 2024 - 31 December 2025
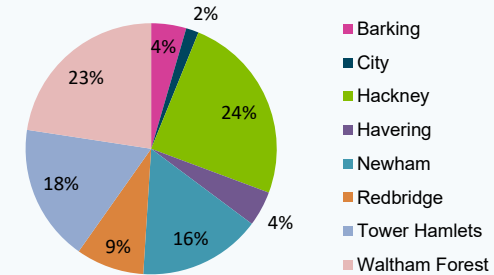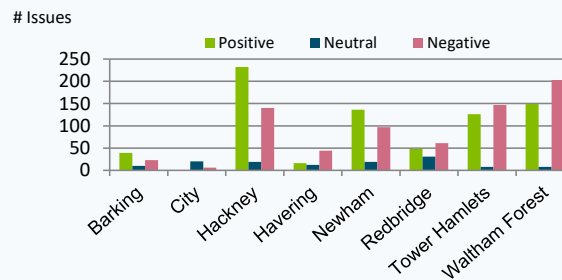
1. Top Source: 1594 issues from 329 people

Issues

Legend: Positive · Neutral · Negative

Y-axis: 0, 100, 200, 300, 400, 500, 600

Categories: Signposting, Outreach, Care Opinion/NHS, Social Media, Survey

2. Feedback by Borough

Issues

Legend: Positive · Neutral · Negative

Y-axis: 0, 50, 100, 150, 200, 250

Categories: Barking, City, Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest

Pie chart:
- Barking 2%
- City 4%
- Hackney 24%
- Havering 4%
- Newham 16%
- Redbridge 9%
- Tower Hamlets 18%
- Waltham Forest 23%

3. Top Conditions/Topics

Issues

Legend: Positive · Neutral · Negative

Y-axis: 0, 200, 400, 600, 800, 1000

Categories: Autism, Dentistry, General Social Care, Maternity, Mental Health

4. Service Sector

Issues

Legend: Positive · Neutral · Negative

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

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

5. Clinical Care Pathway

Issues

Legend: Positive · Neutral · Negative

Y-axis: 0, 100, 200, 300, 400, 500, 600

Categories: Reception, Diagnosis/Tests, Clinical Treatment, Nursing Care, Discharge, Follow On, Community

6.1 Timeline: Overall Sentiment

Issues

Y-axis: 0, 50, 100, 150, 200, 250

Quarter	Positive	Negative
Q3 2024	63%	36%
Q4 2024	55%	44%
Q1 2025	41%	59%
Q2 2025	48%	52%
Q3 2025	62%	38%

6.2 Timeline: User Involvement

Issues

Y-axis: 0, 20, 40, 60, 80, 100

Quarter	Positive	Negative
Q3 2024	67%	32%
Q4 2024	59%	38%
Q1 2025	44%	56%
Q2 2025	59%	41%
Q3 2025	67%	33%

6.3 Timeline: Quality

Issues

Y-axis: 0, 20, 40, 60, 80, 100

Quarter	Positive	Negative
Q3 2024	70%	30%
Q4 2024	63%	37%
Q1 2025	48%	52%
Q2 2025	54%	46%
Q3 2025	73%	27%

6.4 Timeline: Access

Issues

Y-axis: 0, 5, 10, 15, 20, 25, 30

Quarter	Positive	Negative
Q3 2024	48%	52%
Q4 2024	53%	47%
Q1 2025	13%	87%
Q2 2025	25%	75%
Q3 2025	46%	54%

Legend: Positive · Neutral · Negative

7. Top Issues

Issues

Legend: Positive | Neutral | Negative

Y-axis: 200, 150, 100, 50, 0

X-axis (Top Issues): Communication, Involvement, Administration, Booking, Referral, Medication, Registration, Support, Timing, Waiting List, Quality, Stimulation, Staff Attitude, Staff Training

7.1 Barking: 72 issues from 17 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 12, 10, 8, 6, 4, 2, 0

X-axis: Communication, Carer..., General..., Involvement, Administration, Booking, Referral, Medication, Support, Waiting List, Cost, Quality, Stimulation, Staff Attitude, Complaints, Staffing Levels

Top Issues
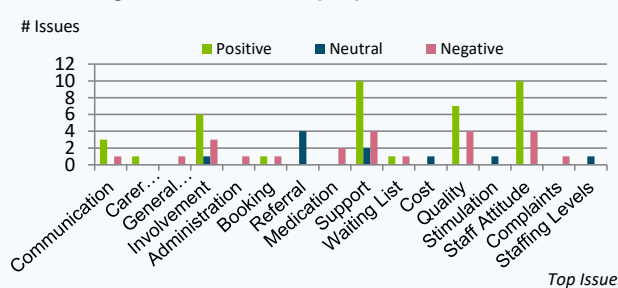
7.2 City of London: 26 issues from 4 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 6, 5, 4, 3, 2, 1, 0

X-axis: Communication, Administration, Referral, Planning, Registration, Support, Cost, Stimulation, Catchment/Di..., Environment/..., Security/Cond..., Staff Attitude, Complaints, Staff Training, Staffing Levels

Top Issues

7.3 Hackney: 391 issues from 72 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 60, 50, 40, 30, 20, 10, 0

X-axis: Communication, Involvement, Administration, Booking, Referral, Medication, Registration, Support, Timing, Waiting List, Quality, Staff Attitude, Staff Training

Top Issues

7.4 Havering: 72 issues from 16 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 8, 6, 4, 2, 0

X-axis: Communication, General..., Administration, Referral, Planning, Support, Waiting List, Catchment/Di..., Complaints, Staffing Levels

Top Issues

7.5 Newham: 252 issues from 50 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 40, 30, 20, 10, 0

X-axis: Communication, Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Stimulation, Security/Cond..., Staff Attitude, Staff Training

Top Issues

7.6 Redbridge: 140 issues from 34 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 15, 10, 5, 0

X-axis: Communication, Carer..., Involvement, Administration, Booking, Referral, Registration, Support, Waiting List, Quality, Stimulation, Catchment/Di..., Staff Attitude, Staff Training

Top Issues

7.7 Tower Hamlets: 281 issues from 57 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 40, 30, 20, 10, 0

X-axis: Communication, Involvement, Administration, Booking, Referral, Medication, Support, Timing, Waiting List, Choice, Nutrition, Quality, Staff Attitude, Staff Training

Top Issues
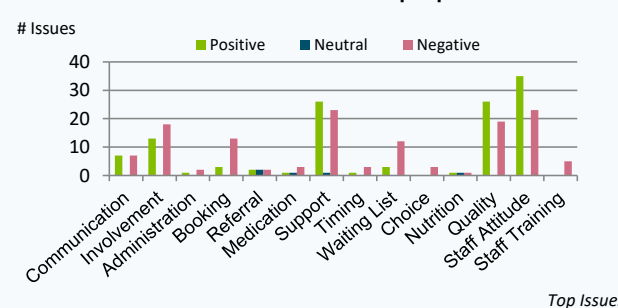
7.8 Waltham Forest: 360 issues from 79 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 40, 30, 20, 10, 0

X-axis: Communication, Carer..., General..., Involvement, Booking, Referral, Medication, Planning, Registration, Support, Timing, Waiting List, Quality, Staff Attitude, Staff Training

Top Issues

8.1 Sentiment by Borough: Overall

Borough	Negative	Neutral	Positive
Barking	36%		63%
City	44%		55%
Hackney	59%		41%
Havering	52%		48%
Newham	38%		62%
Redbridge	44%		34%
Tower Hamlets	52%		45%
Waltham Forest	56%		41%

8.2 Sentiment by Borough: Involvement

Borough	Negative	Neutral	Positive
Barking	26%		65%
City	22%		0%
Hackney	30%		63%
Havering	42%		32%
Newham	34%		59%
Redbridge	46%		39%
Tower Hamlets	49%		49%
Waltham Forest	52%		44%
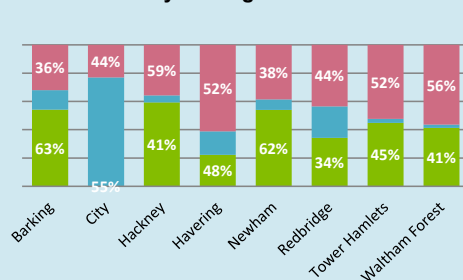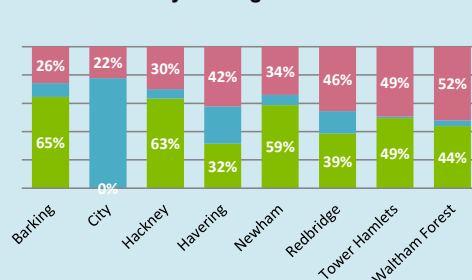
8.3 Sentiment by Borough: Quality

Borough	Negative	Neutral	Positive
Barking	32%		68%
City		100%	0%
Hackney	24%		74%
Havering	55%		45%
Newham	34%		66%
Redbridge	39%		58%
Tower Hamlets	41%		59%
Waltham Forest	54%		46%
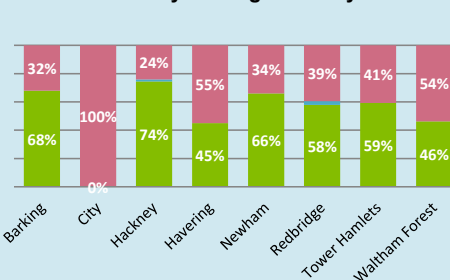
8.4 Sentiment by Borough: Access

Borough	Negative	Neutral	Positive
Barking	50%		50%
City	50%		50%
Hackney	59%		39%
Havering	81%		6%
Newham	58%		42%
Redbridge	57%		14%
Tower Hamlets	97%		3%
Waltham Forest	80%		20%

9. Top Services

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

Categories: Community…, Mental Health…, A&E, Maternity, Mental Health, Dentist, GP

9.1 Top Services: Barking

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 10, 20, 30, 40

Categories: Not known, GP
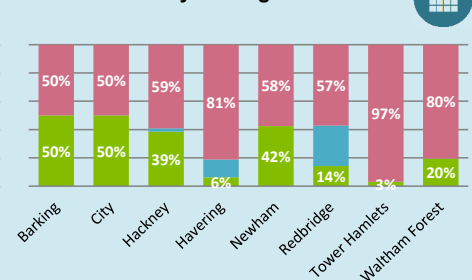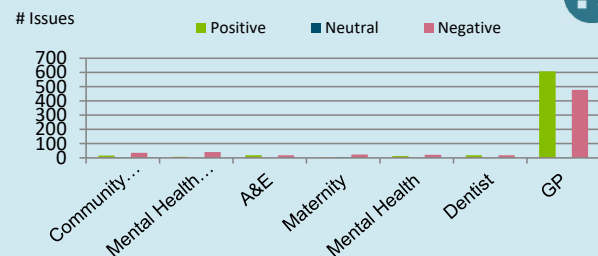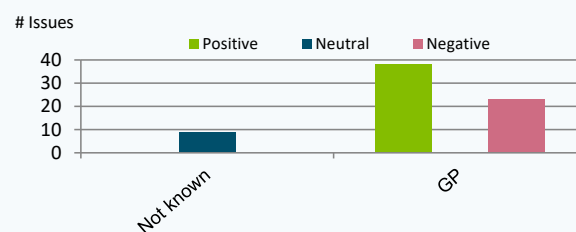
9.2 Top Services: City of London

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 5, 10, 15, 20

Categories: Not known, Maternity, GP

9.3 Top Services: Hackney

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 50, 100, 150, 200, 250

Categories: Not known, Community…, Community…, Psychotherapy, Dermatology, Maternity, General Hospital, Radiography, Dentist, GP, Out of Hours/…, Pharmacy, Carers Services
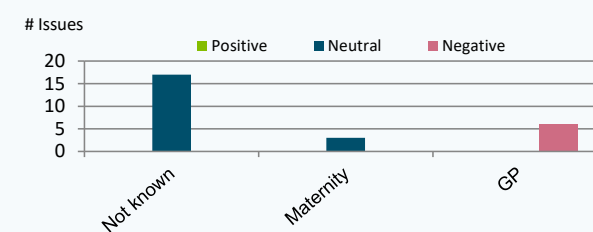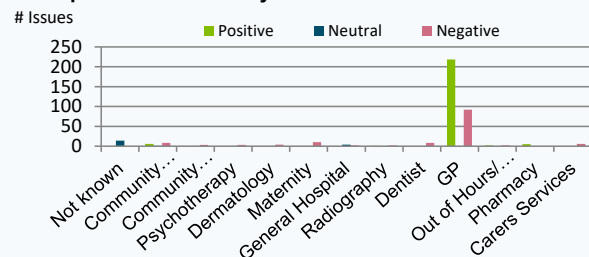
9.4 Top Services: Havering

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 10, 20, 30, 40, 50

Categories: Not known, District Nurse, Inpatients, General Hospital, Surgical Clinic, GP

9.5 Top Services: Newham

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 50, 100, 150

Categories: Not known, A&E, Maternity, Mental Health, Dentist, GP
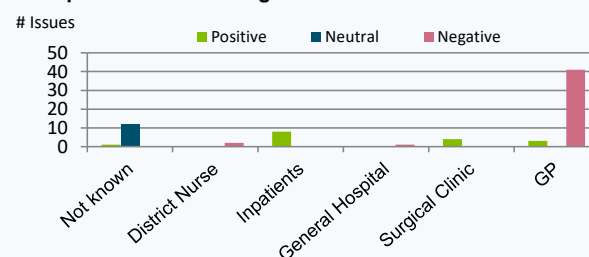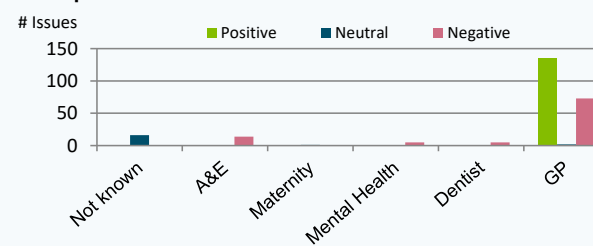
9.6 Top Services: Redbridge

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 5, 10, 15, 20, 25, 30, 35

Categories: Not known, Children's Centre, Community…, A&E, Inpatients, Maternity, Dentist, GP, Carers Services
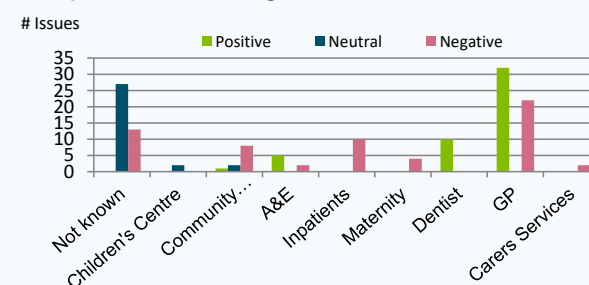
9.7 Top Services: Tower Hamlets

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 20, 40, 60, 80, 100, 120

Categories: Not known, Physiotherapy, A&E, Outpatients, Mental Health, Physiotherapy, UTC, GP
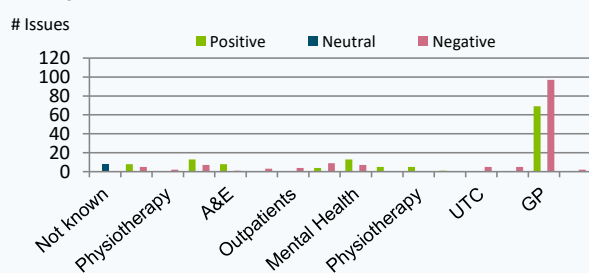
9.8 Top Services: Waltham Forest

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 20, 40, 60, 80, 100, 120, 140

Categories: Not known, Community…, Mental Health…, A&E, Endoscopy, Outpatients, Mental Health, Advice Line/111, Dentist, GP, Care at Home, Care Home

10.1 Sentiment by Equalities: Overall

Category	Positive	Neutral	Negative
Disabilities	28%		71%
Carers	20%		80%
White		11%	15%
BAME	33%		62%
Aged Under 17	11%		89%
Aged 18-30	87%		13%
Aged 60+	55%		45%

11. Data Table: Number of issues

	Issue Name	Descriptor	# Issues Positive	Neutral	Negative
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	52	9	45
	Carer Involvement	*Involvement or influence of carers and family members.*	5	1	6
	Peer Involvement	*Involvement or Influence of friends.*	0	6	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	4	1	8
	User Involvement	*Involvement or influence of the service user.*	95	7	75
Systems	Administration	*Administrative processes and delivery.*	4	1	19
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	1
	Booking	*Ability to book, reschedule or cancel appointments.*	22	3	43
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	4
	Data Protection	*General data protection (including GDPR).*	0	0	0
	Referral	*Referral to a service.*	12	14	7
	Medical Records	*Management of medical records.*	0	0	3
	Medication	*Prescription and management of medicines.*	11	1	23
	Opening Times	*Opening times of a service.*	0	0	0
	Planning	*Leadership and general organisation.*	2	4	7
	Registration	*Ability to register for a service.*	0	4	17
	Support	*Levels of support provided.*	160	31	120
	Telephone	*Ability to contact a service by telephone.*	1	0	9
	Timing	*Physical timing (ie; length of wait at appointments).*	6	0	11
	Waiting List	*Length of wait while on a list.*	22	0	49
Values	Choice	*General choice.*	1	0	8
	Cost	*General cost.*	0	3	2
	Language	*Language, including terminology.*	0	2	1
	Nutrition	*Provision of sustanance.*	1	1	1
	Privacy	*Privacy, personal space and property.*	0	0	2
	Quality	*General quality of a service, or staff.*	150	2	99
	Sensory	*Deaf/blind or other sensory issues.*	0	1	0
	Stimulation	*General stimulation, including access to activities.*	3	14	0

11. Data Table: Number of issues

	Issue Name	Descriptor	# Issues		
			Positive	**Neutral**	**Negative**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	1	4	2
	Environment/Layout	*Physical environment of a service.*	3	1	4
	Equipment	*General equipment issues.*	0	0	0
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	4	0	1
	Mobility	*Physical mobility to, from and within services.*	0	0	0
	Travel/Parking	*Ability to travel or park.*	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	1	5
	Security/Conduct	*General security of a service, including conduct of staff.*	0	3	8
	Staff Attitude	*Attitude, compassion and empathy of staff.*	179	1	112
	Complaints	*Ability to log and resolve a complaint.*	0	2	6
	Staff Training	*Training of staff.*	8	7	22
	Staffing Levels	*General availability of staff.*	0	3	1

Total: 746 127 721

Total Issues: 1594

Community Insight is a partnership between Healthwatch and the NHS in North East London, with support from Local Voice.

All statistics within this analysis are based on qualitattive feedback, obtained from sources outlined in section 1.