

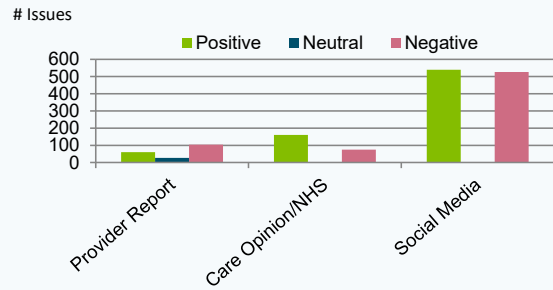
# Mental Health Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2026

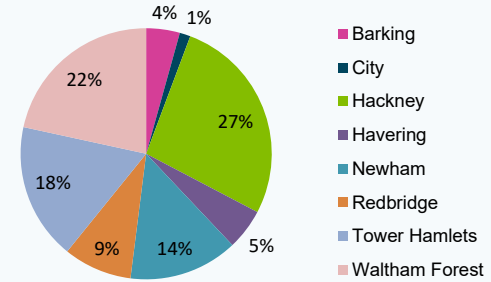
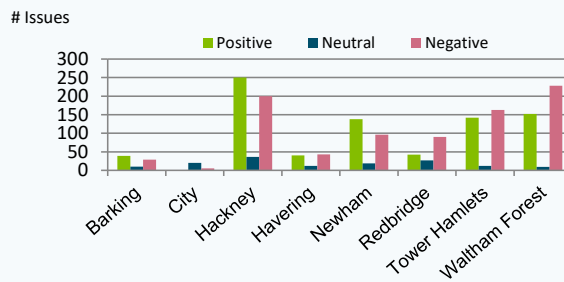
Community Insight Analysis



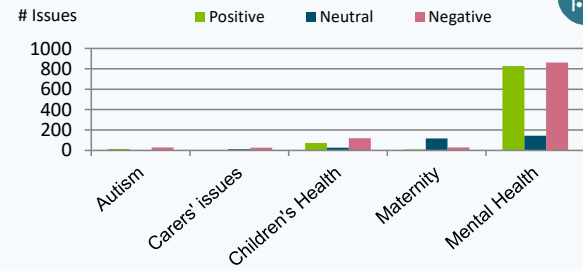
## 1. Top Source: 1802 issues from 414 people



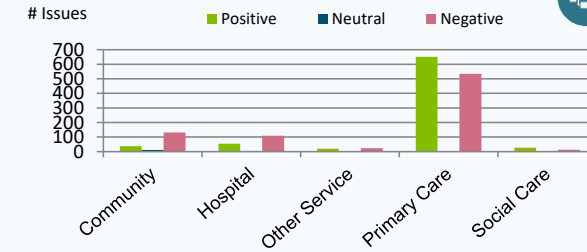
## 2. Feedback by Borough



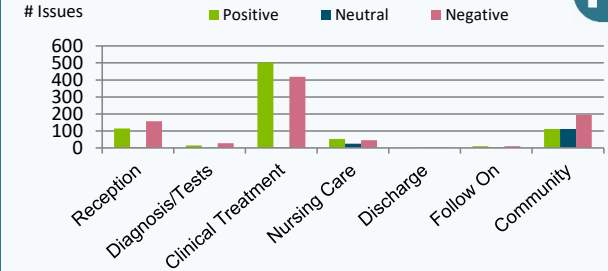
## 3. Top Conditions/Topics



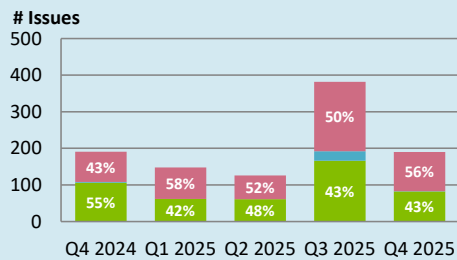
## 4. Service Sector



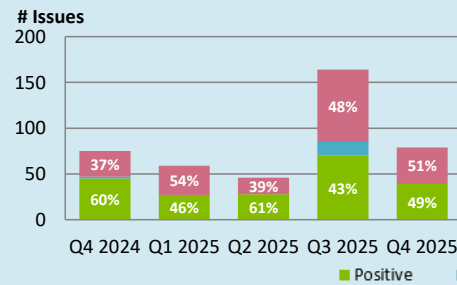
## 5. Clinical Care Pathway



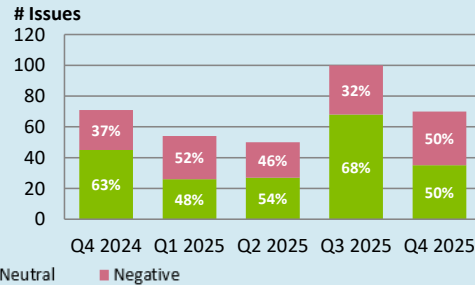
## 6.1 Timeline: Overall Sentiment



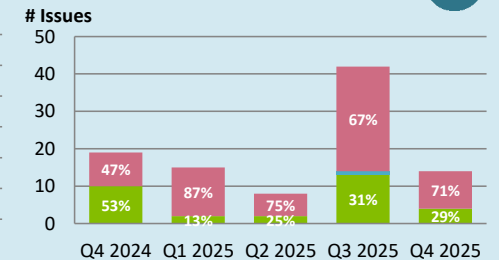
## 6.2 Timeline: User Involvement

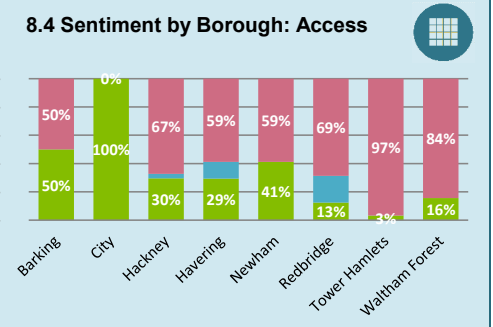
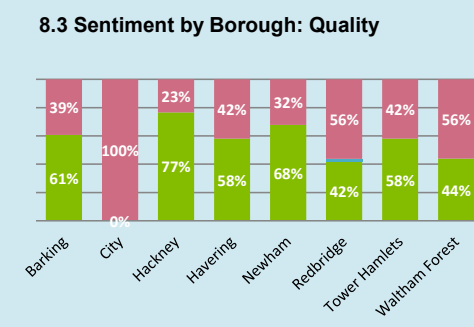
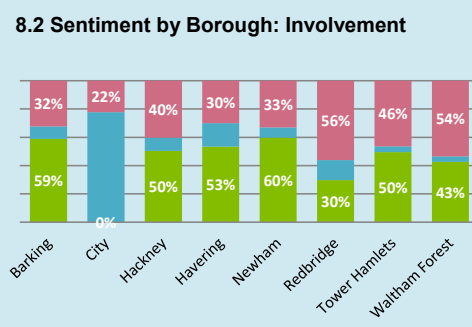
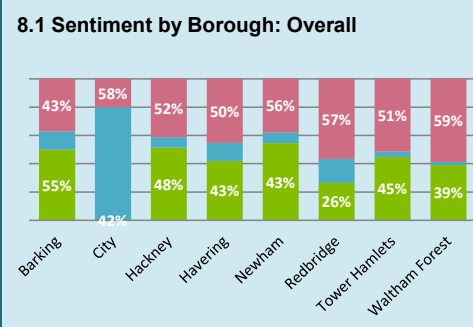
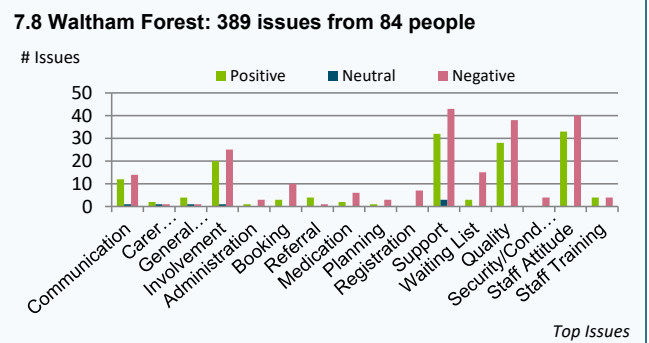
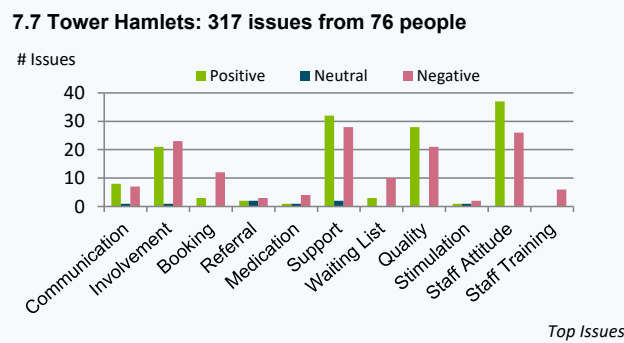
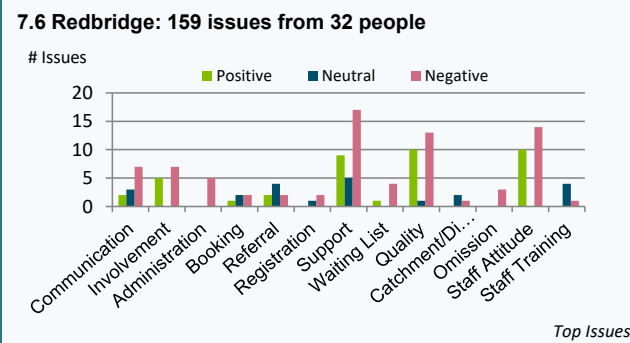
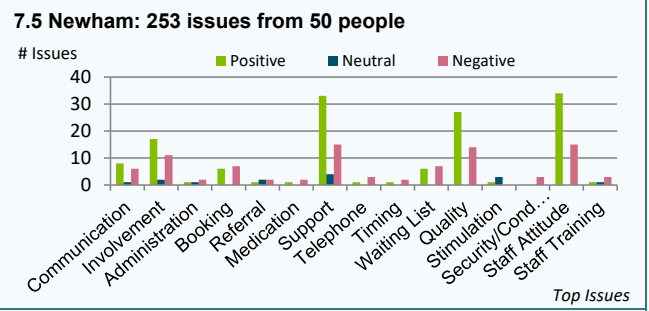
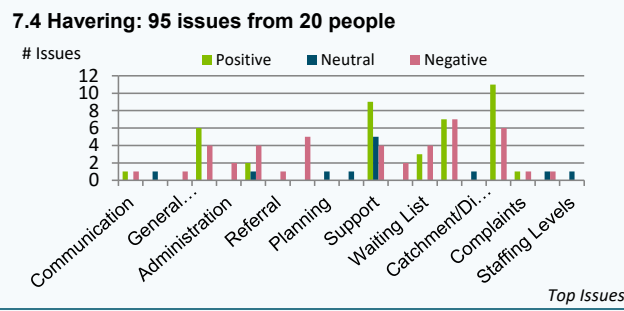
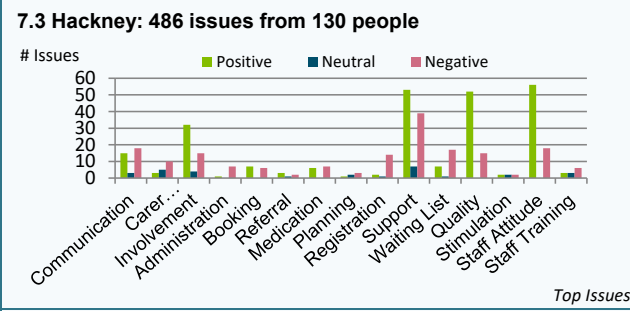
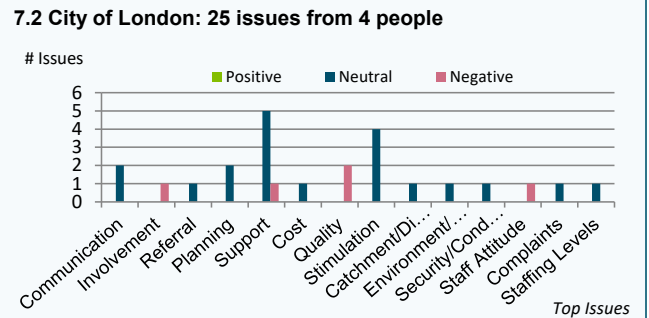
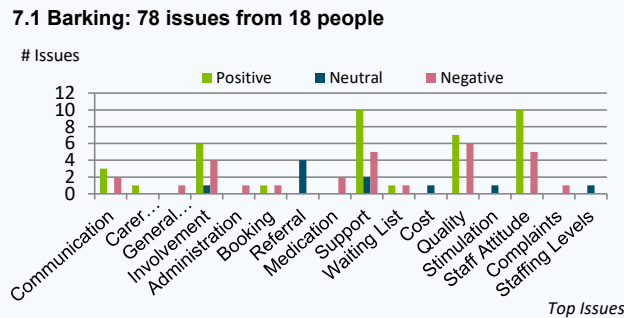
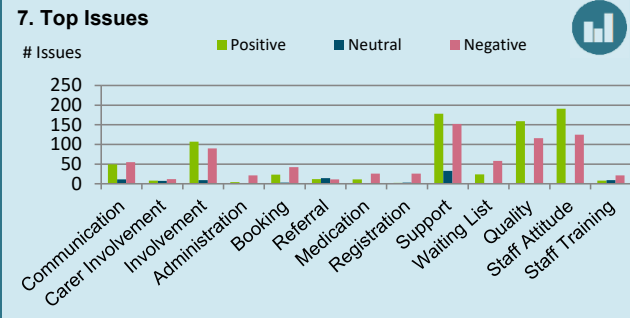


## 6.3 Timeline: Quality

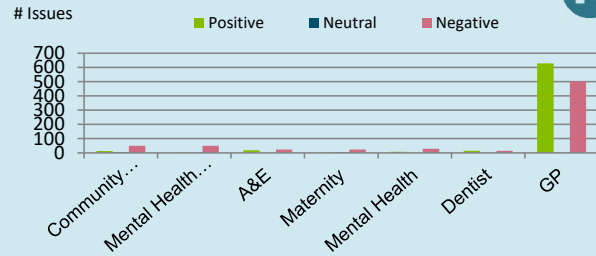


## 6.4 Timeline: Access

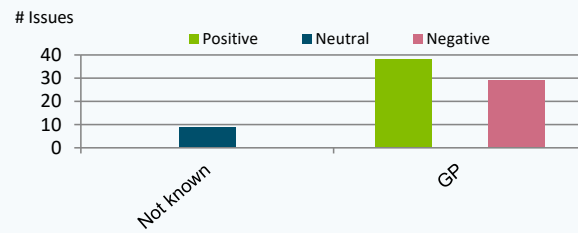




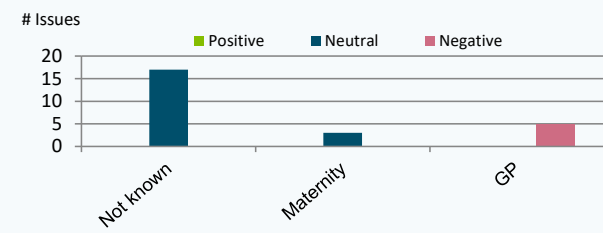
### 9. Top Services



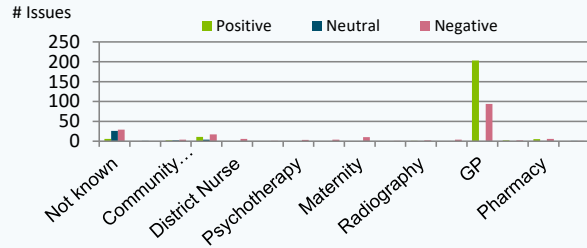
### 9.1 Top Services: Barking



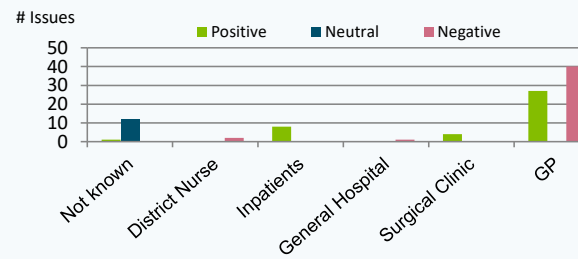
### 9.2 Top Services: City of London



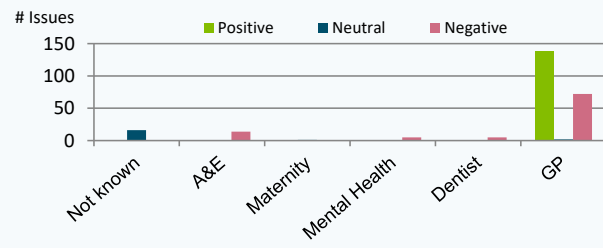
### 9.3 Top Services: Hackney



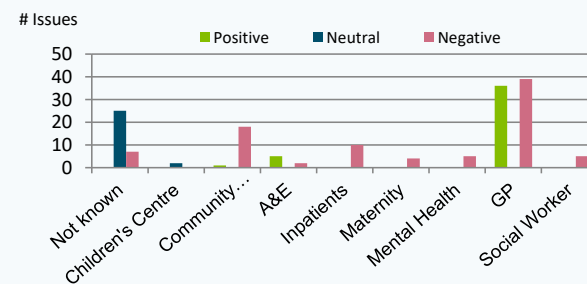
### 9.4 Top Services: Havering



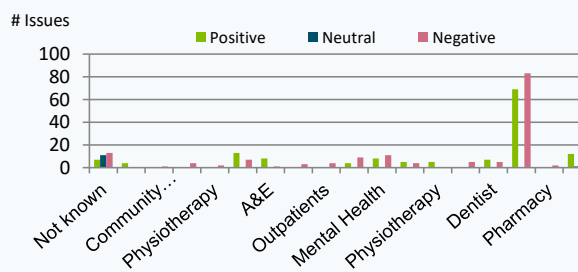
### 9.5 Top Services: Newham



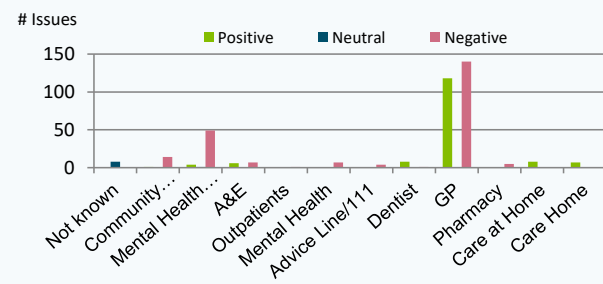
### 9.6 Top Services: Redbridge



### 9.7 Top Services: Tower Hamlets



### 9.8 Top Services: Waltham Forest



### 10.1 Sentiment by Equalities: Overall



## 11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	49	11	55
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	8	7	12
	Peer Involvement	<i>Involvement or Influence of friends.</i>	1	7	1
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	6	1	8
	User Involvement	<i>Involvement or influence of the service user.</i>	107	9	90
Systems	Administration	<i>Administrative processes and delivery.</i>	4	1	21
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	2
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	23	3	42
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	4
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0
	Referral	<i>Referral to a service.</i>	12	14	11
	Medical Records	<i>Management of medical records.</i>	0	0	4
	Medication	<i>Prescription and management of medicines.</i>	11	1	26
	Opening Times	<i>Opening times of a service.</i>	0	0	0
	Planning	<i>Leadership and general organisation.</i>	2	6	8
	Registration	<i>Ability to register for a service.</i>	2	3	26
	Support	<i>Levels of support provided.</i>	178	33	152
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	9
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	4	0	11
Waiting List	<i>Length of wait while on a list.</i>	24	1	58	
Values	Choice	<i>General choice.</i>	1	0	8
	Cost	<i>General cost.</i>	0	3	2
	Language	<i>Language, including terminology.</i>	0	2	2
	Nutrition	<i>Provision of sustenance.</i>	1	1	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	2
	Quality	<i>General quality of a service, or staff.</i>	159	1	116
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	1	0
	Stimulation	<i>General stimulation, including access to activities.</i>	4	13	4

## 11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	1	4	2
	Environment/Layout	<i>Physical environment of a service.</i>	3	2	5
	Equipment	<i>General equipment issues.</i>	0	0	0
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	2	0	1
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	8
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	6	10
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	191	0	125
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	2	5
	Staff Training	<i>Training of staff.</i>	8	9	21
	Staffing Levels	<i>General availability of staff.</i>	0	3	1
	<b>Total:</b>			<b>803</b>	<b>145</b>
<b>Total Issues:</b>			<b>1802</b>		

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 qualitative feedback, obtained from sources outlined in section 1.

