

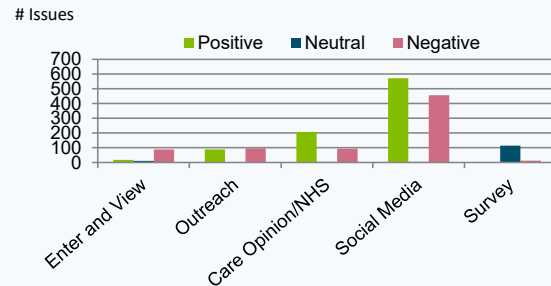
# Mental Health Services in North East London (NEL)

Qualitative Feedback, 1 October 2023 - 30 September 2025

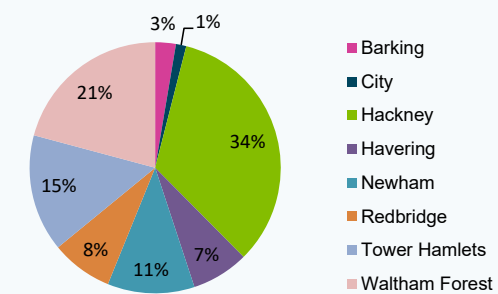
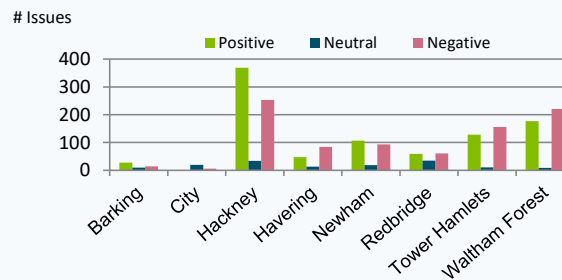
Community Insight  
Analysis



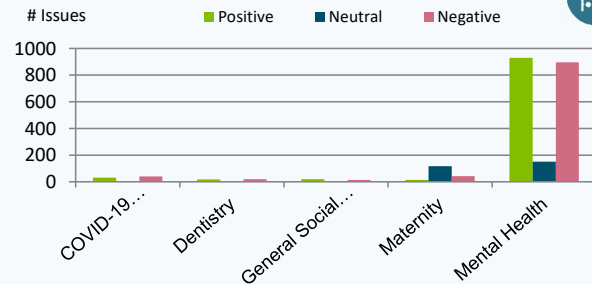
## 1. Top Source: 1954 issues from 430 people



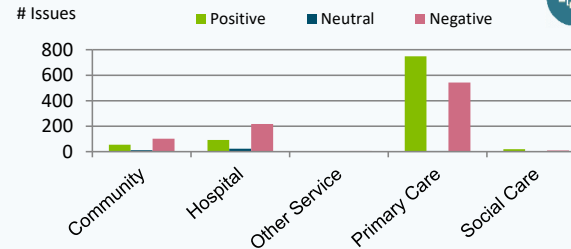
## 2. Feedback by Borough



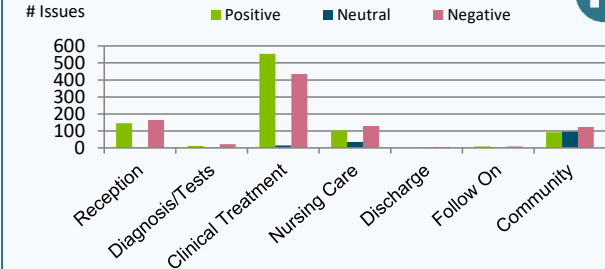
## 3. Top Conditions/Topics



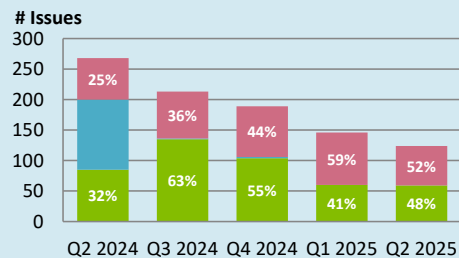
## 4. Service Sector



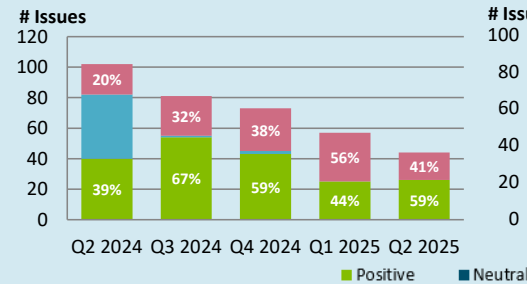
## 5. Clinical Care Pathway



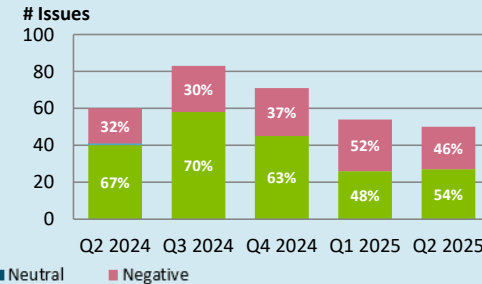
## 6.1 Timeline: Overall Sentiment



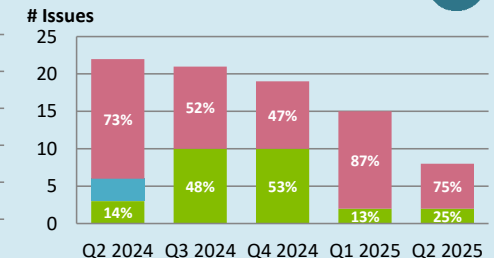
## 6.2 Timeline: User Involvement



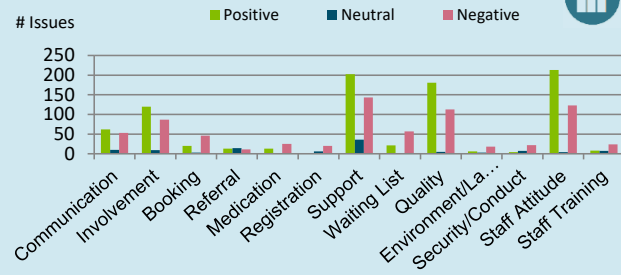
## 6.3 Timeline: Quality



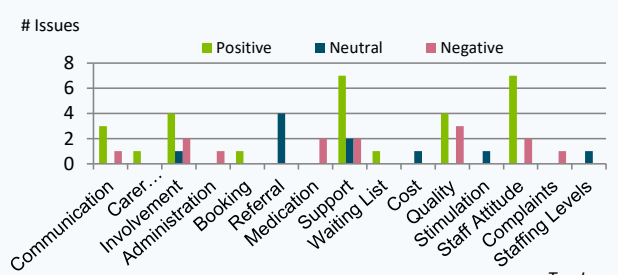
## 6.4 Timeline: Access



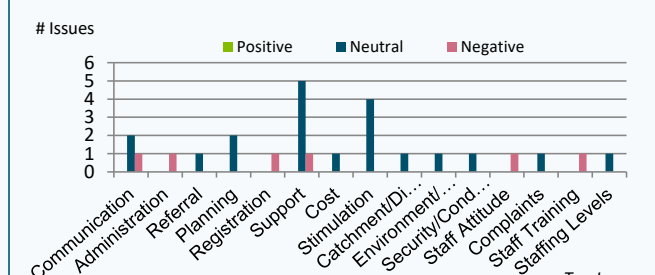
## 7. Top Issues



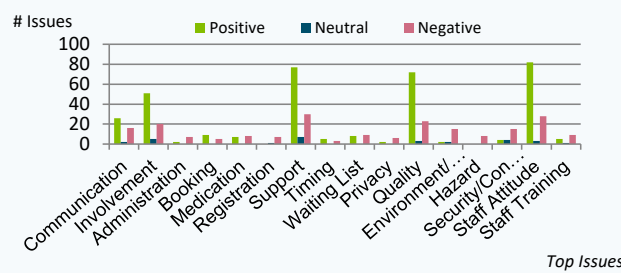
## 7.1 Barking: 52 issues from 12 people



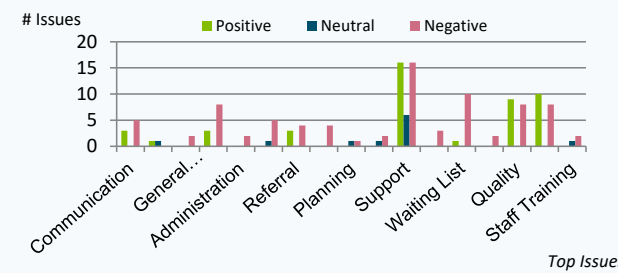
## 7.2 City of London: 26 issues from 4 people



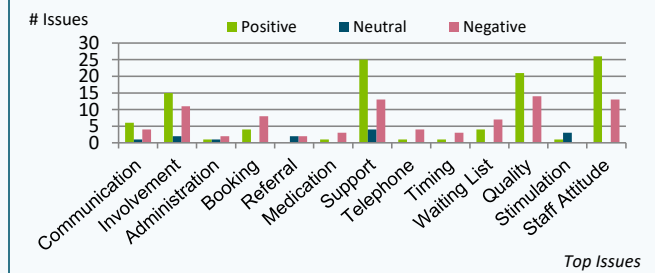
## 7.3 Hackney: 656 issues from 133 people



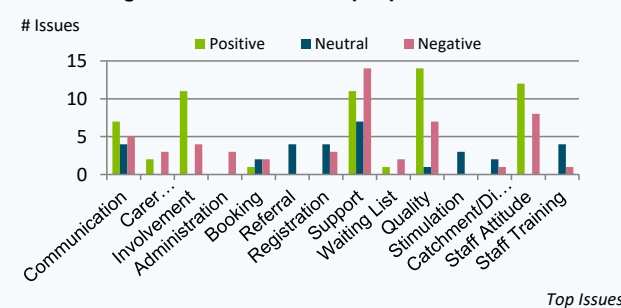
## 7.4 Havering: 144 issues from 52 people



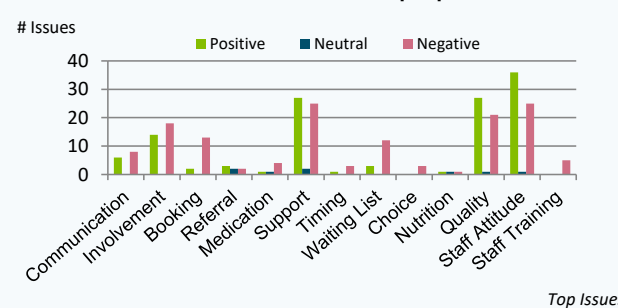
## 7.5 Newham: 219 issues from 44 people



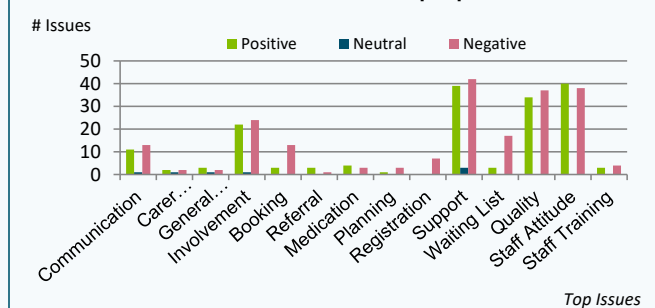
## 7.6 Redbridge: 155 issues from 36 people



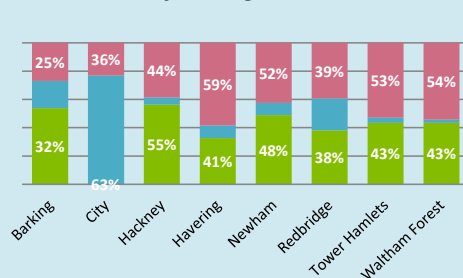
## 7.7 Tower Hamlets: 295 issues from 61 people



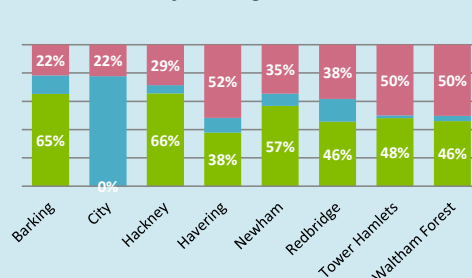
## 7.8 Waltham Forest: 407 issues from 88 people



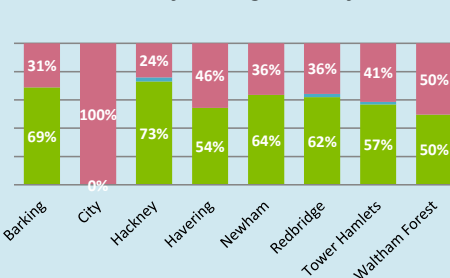
## 8.1 Sentiment by Borough: Overall



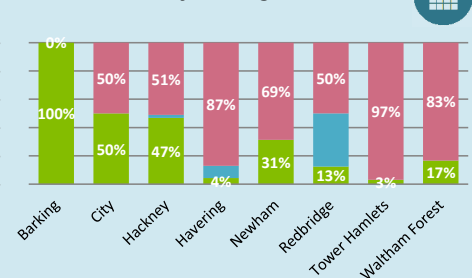
## 8.2 Sentiment by Borough: Involvement



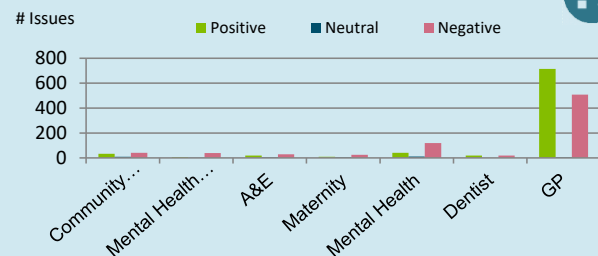
## 8.3 Sentiment by Borough: Quality



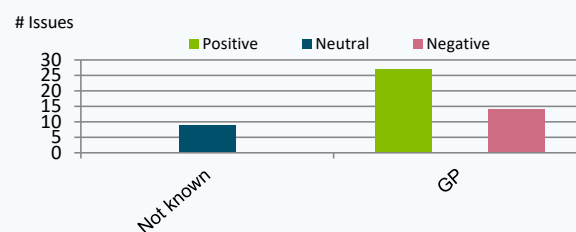
## 8.4 Sentiment by Borough: Access



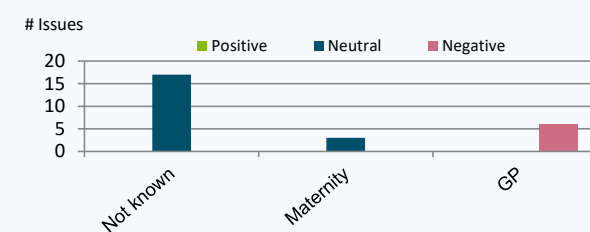
## 9. Top Services



## 9.1 Top Services: Barking



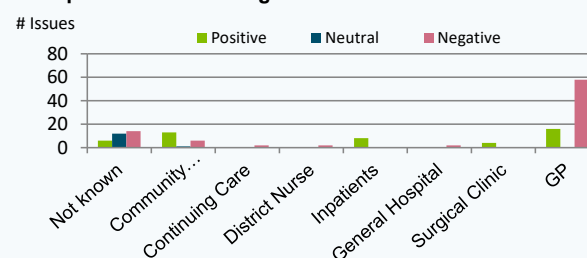
## 9.2 Top Services: City of London



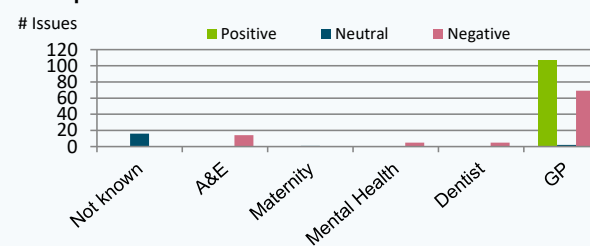
## 9.3 Top Services: Hackney



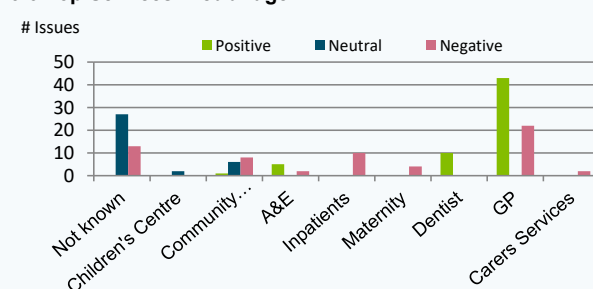
## 9.4 Top Services: Havering



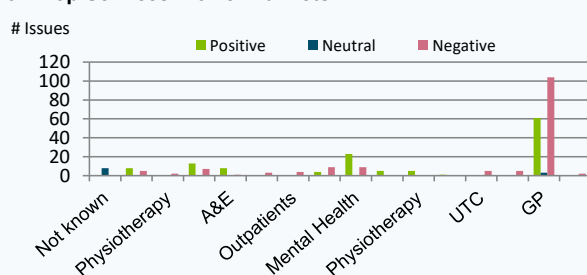
## 9.5 Top Services: Newham



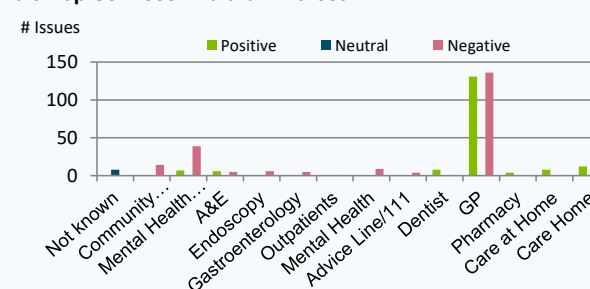
## 9.6 Top Services: Redbridge



## 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	Communication, including access to advice and information.	62	10	53
	Carer Involvement	Involvement or influence of carers and family members.	7	1	7
	Peer Involvement	Involvement or Influence of friends.	1	6	1
	General Comment	A generalised statement (ie; "The doctor was good.")	9	3	8
	User Involvement	Involvement or influence of the service user.	120	9	87
Systems	Administration	Administrative processes and delivery.	4	1	20
	Admission	Physical admission to a hospital ward, or other service.	0	0	0
	Booking	Ability to book, reschedule or cancel appointments.	20	3	46
	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.	13	14	11
	Medical Records	Management of medical records.	0	0	6
	Medication	Prescription and management of medicines.	13	1	25
	Opening Times	Opening times of a service.	0	0	0
	Planning	Leadership and general organisation.	2	4	10
	Registration	Ability to register for a service.	0	6	20
	Support	Levels of support provided.	202	36	143
	Telephone	Ability to contact a service by telephone.	2	0	10
	Timing	Physical timing (ie; length of wait at appointments).	9	0	11
	Waiting List	Length of wait while on a list.	21	0	57
Values	Choice	General choice.	1	0	12
	Cost	General cost.	0	3	2
	Language	Language, including terminology.	0	2	2
	Nutrition	Provision of sustenance.	2	1	5
	Privacy	Privacy, personal space and property.	2	0	8
	Quality	General quality of a service, or staff.	181	5	113
	Sensory	Deaf/blind or other sensory issues.	0	1	0
	Stimulation	General stimulation, including access to activities.	5	14	2

## 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).	2	4	2
	Environment/Layout	Physical environment of a service.	6	3	18
	Equipment	General equipment issues.	0	0	4
	Hazard	General hazard to safety (ie; a hospital wide infection).	0	0	8
	Hygiene	Levels of hygiene and general cleanliness.	6	0	5
	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	4
	Security/Conduct	General security of a service, including conduct of staff.	4	7	22
	Staff Attitude	Attitude, compassion and empathy of staff.	213	4	123
	Complaints	Ability to log and resolve a complaint.	0	2	9
	Staff Training	Training of staff.	8	7	24
	Staffing Levels	General availability of staff.	0	3	6
Total:			915	151	888
Total Issues:			1954		

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.

