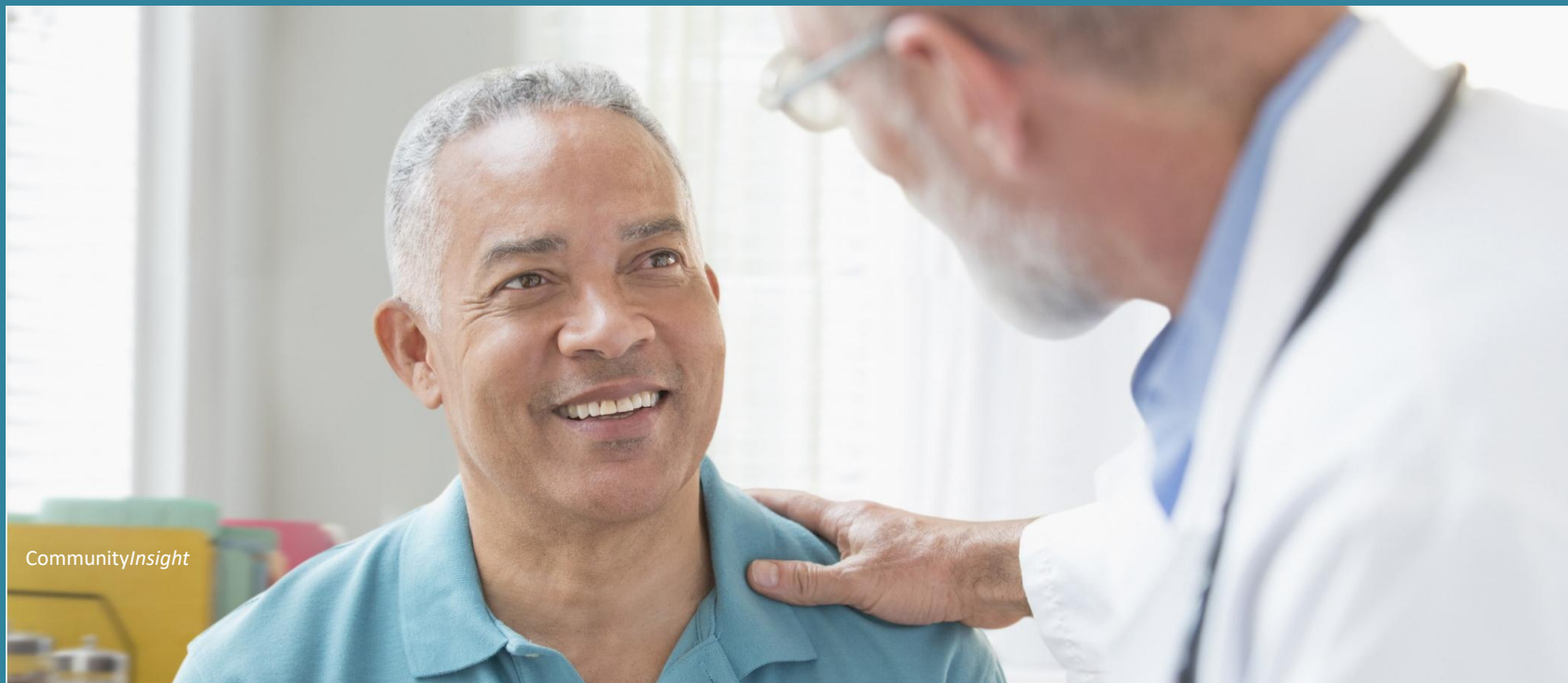


# Mental Health Services in North East London (NEL)

## 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 Mental Health services in selected boroughs.

*Qualitative Feedback, 1 October 2023 - 30 September 2025*



## 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.

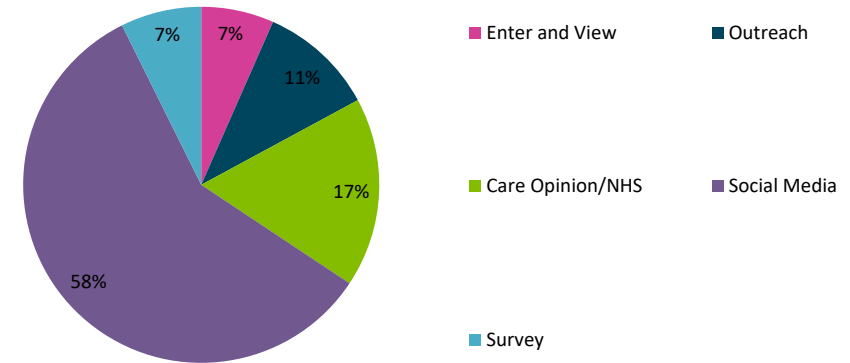
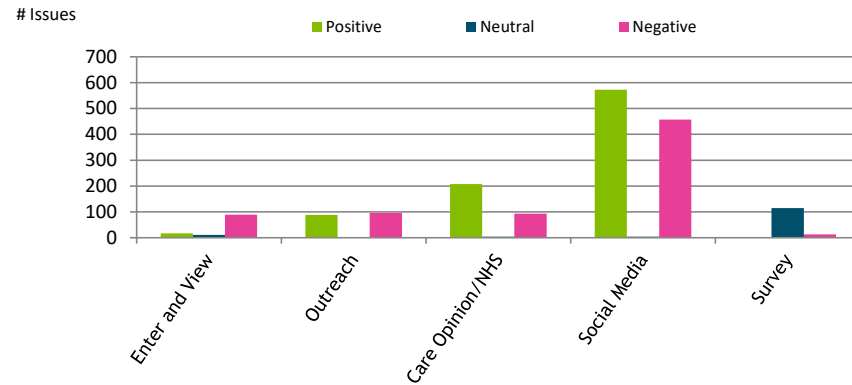


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

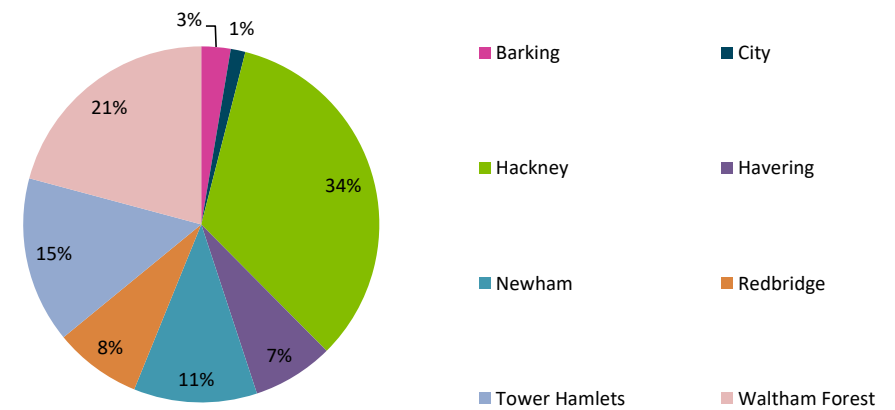
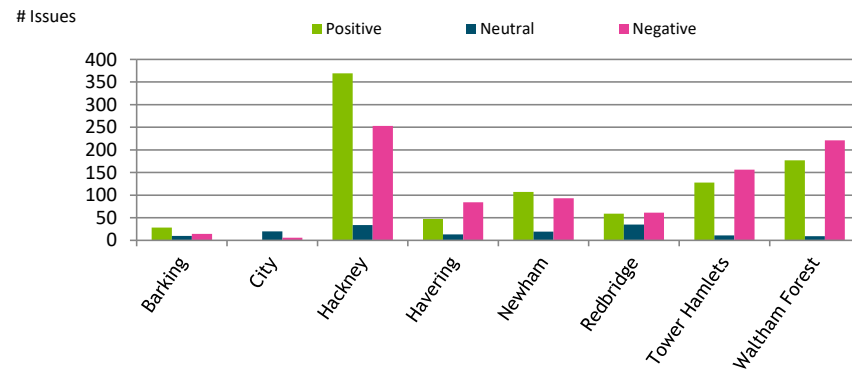


### 1.1 Source: 1954 issues from 430 people



Sources providing the most comments overall

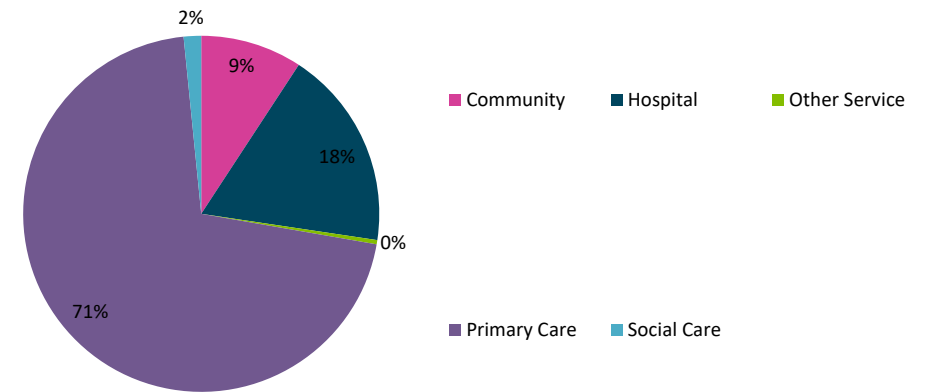
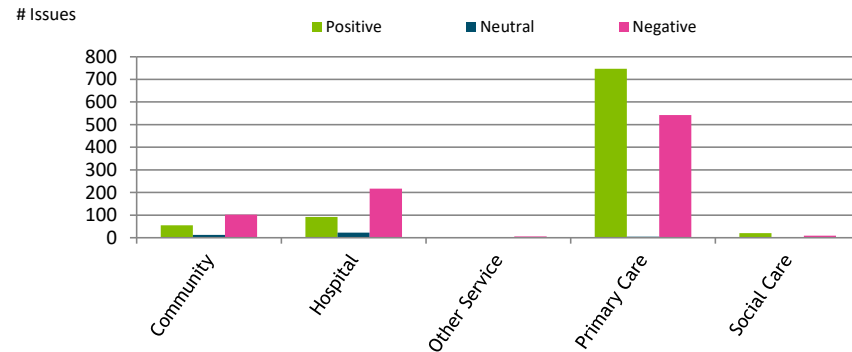
### 1.2 Feedback by Borough



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

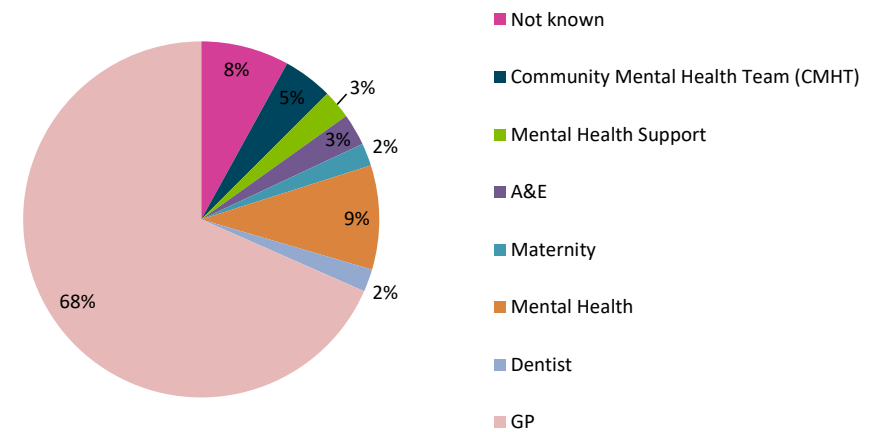
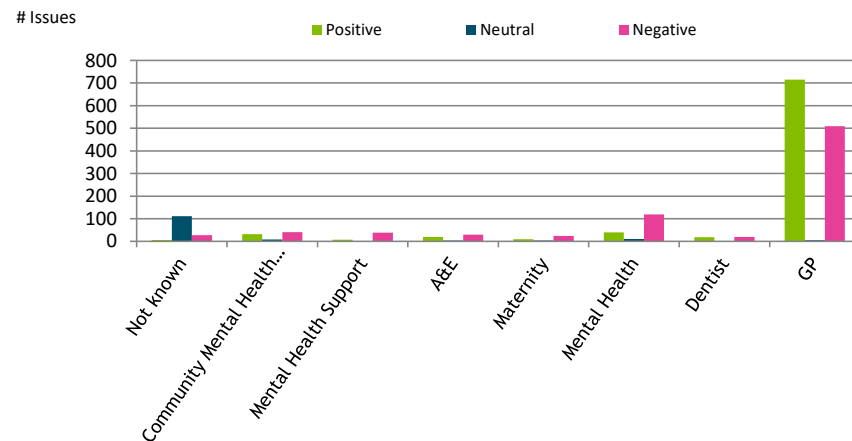


### 2.1 Service Sector



Service sectors receiving the most comments overall

### 2.2 Service Type

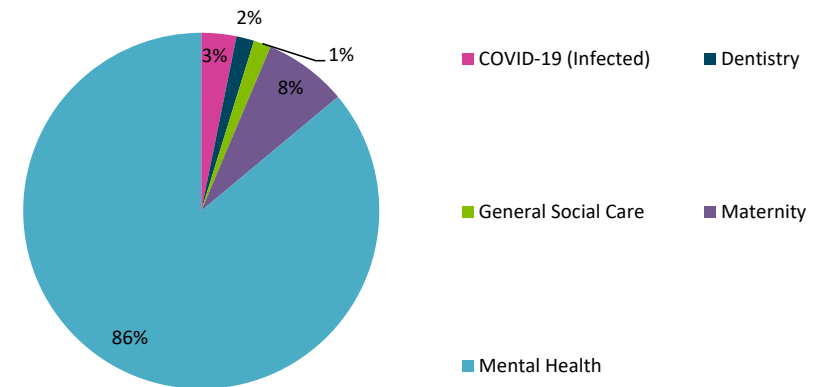
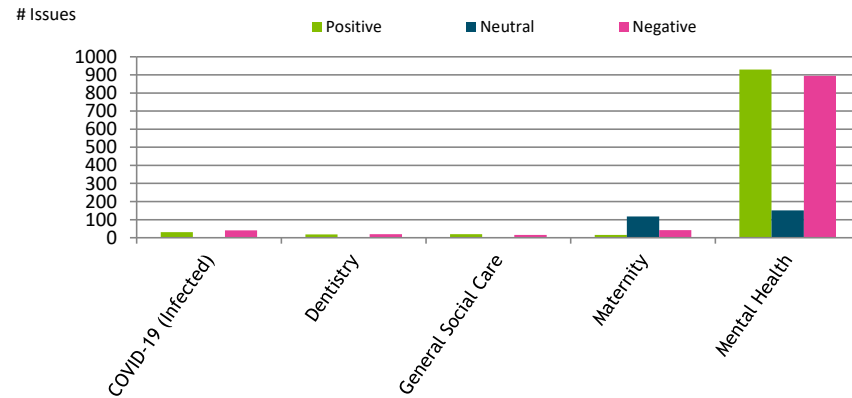


Service type receiving the most comments overall

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

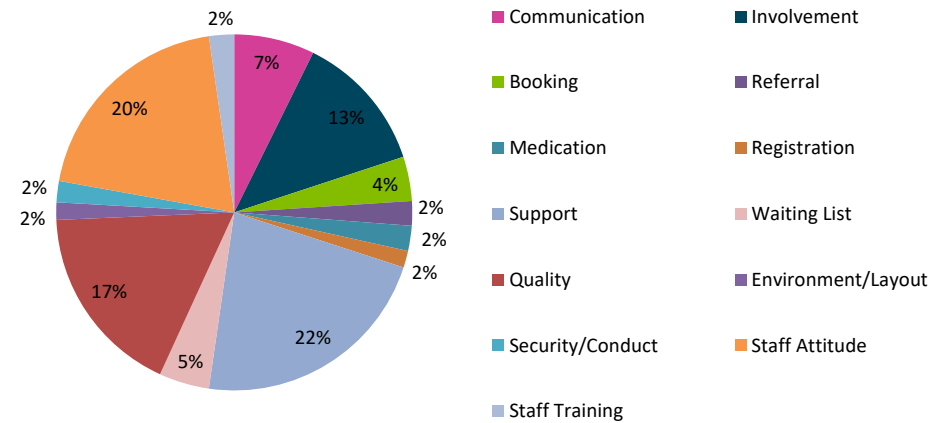
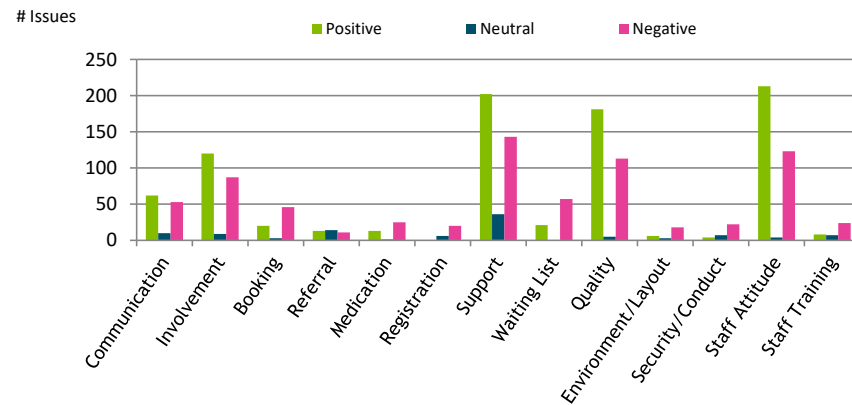


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 1954 issues from 430 people

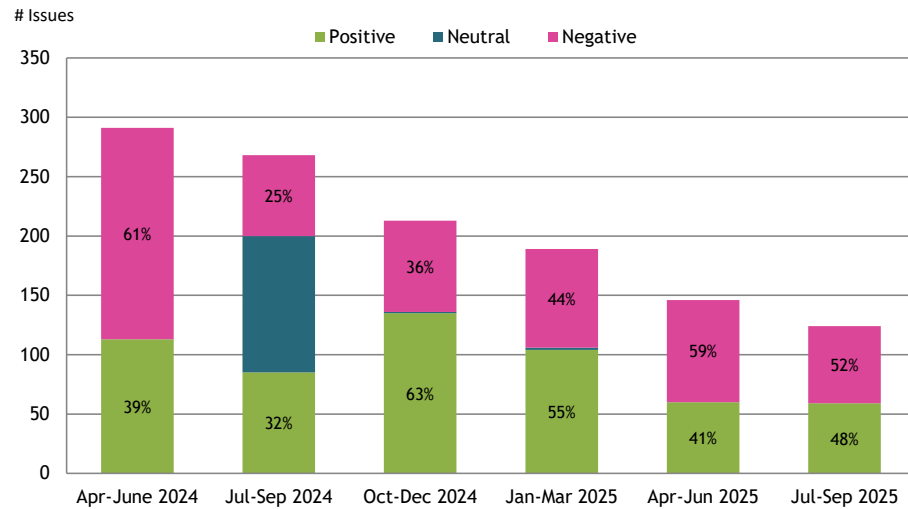


Issues receiving the most comments overall

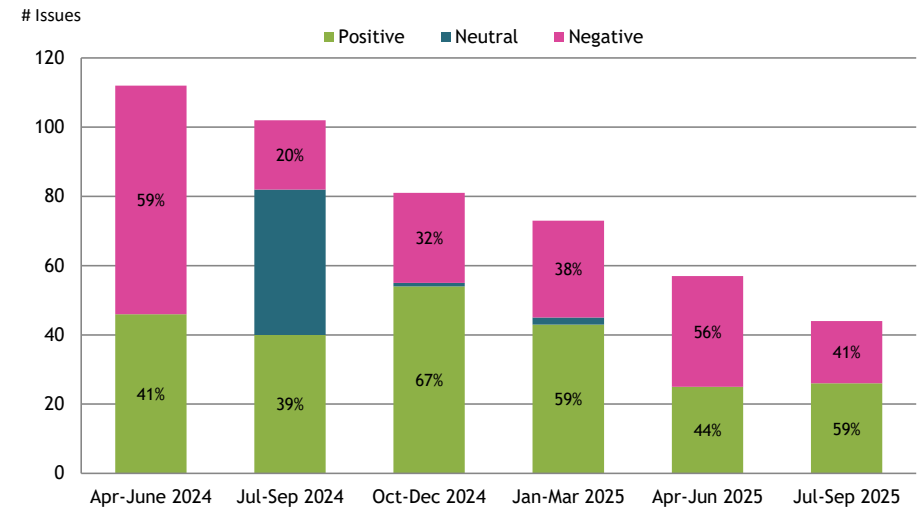
#### 4. Timeline: On the whole, how do people feel about Health and Care services?



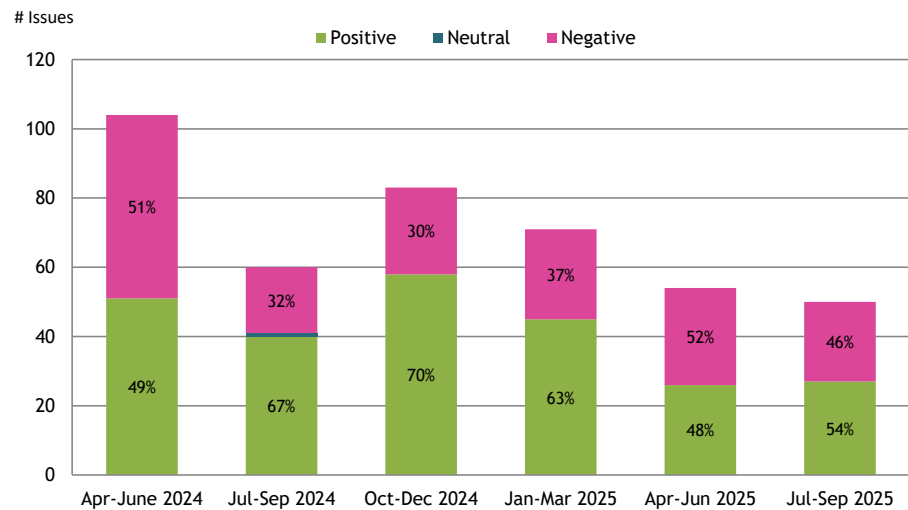
##### 4.1 How do people feel about services overall?



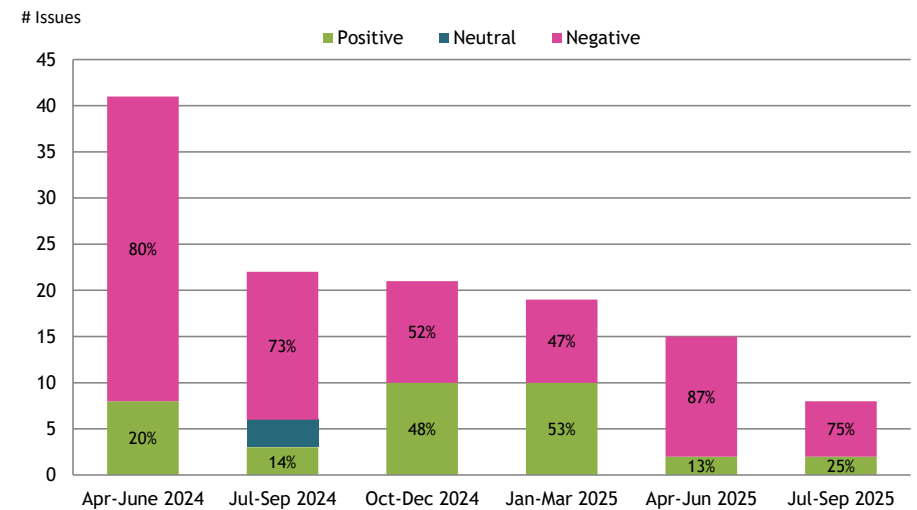
##### 4.2 How well informed, involved and supported do people feel?



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



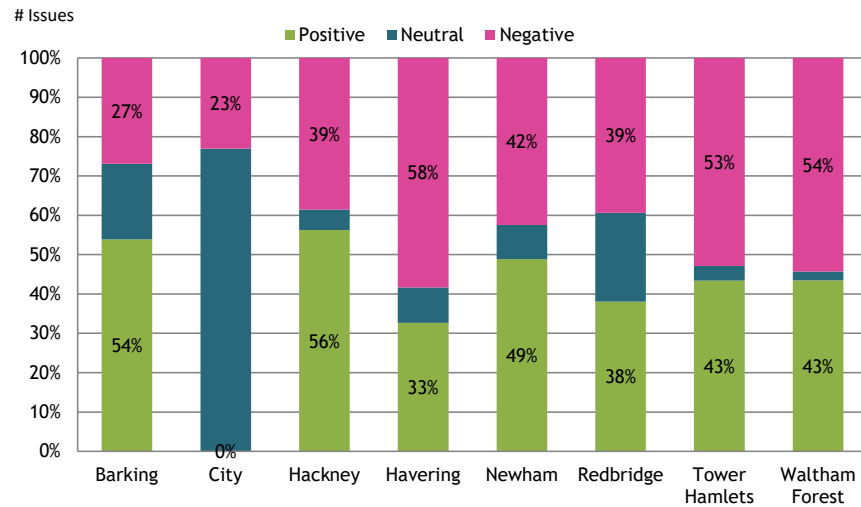
##### 4.4 How do people feel about access to services?



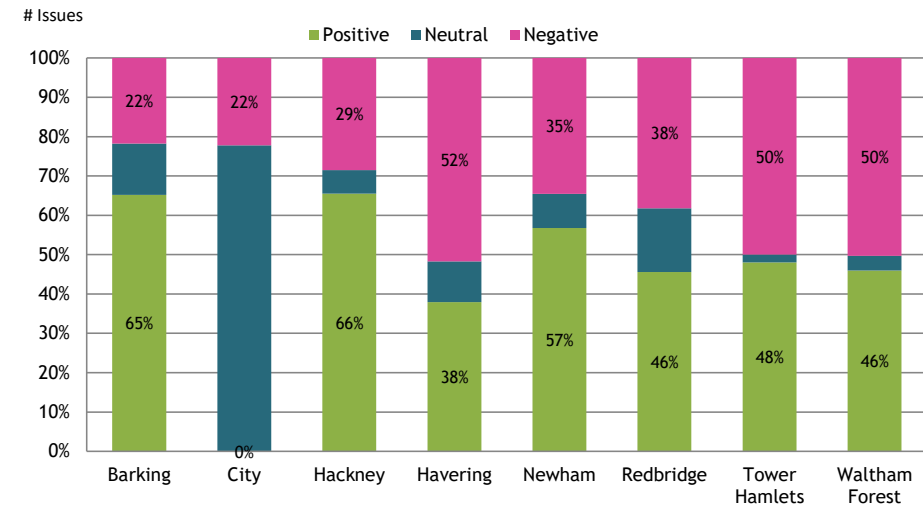
## 5. By Borough: On the whole, how do people feel about Health and Care services?



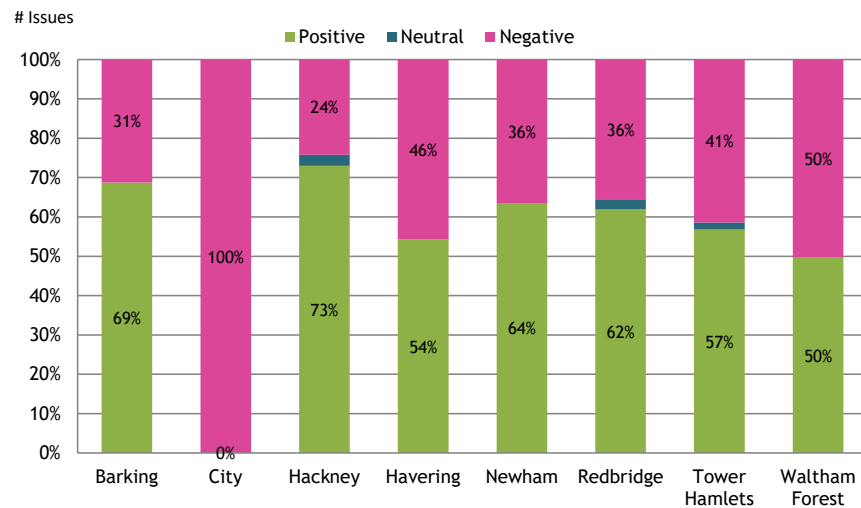
### 5.1 How do people feel about services overall?



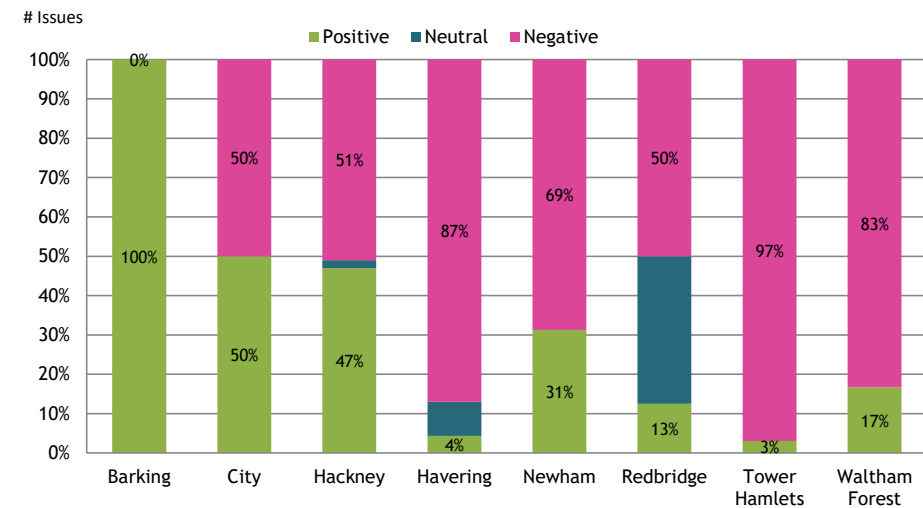
### 5.2 How well informed, involved and supported do people feel?



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



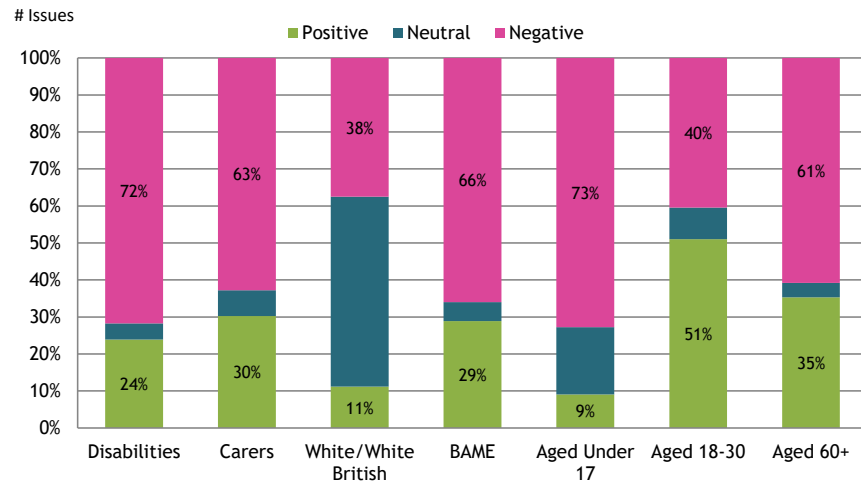
### 5.4 How do people feel about access to services?



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



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

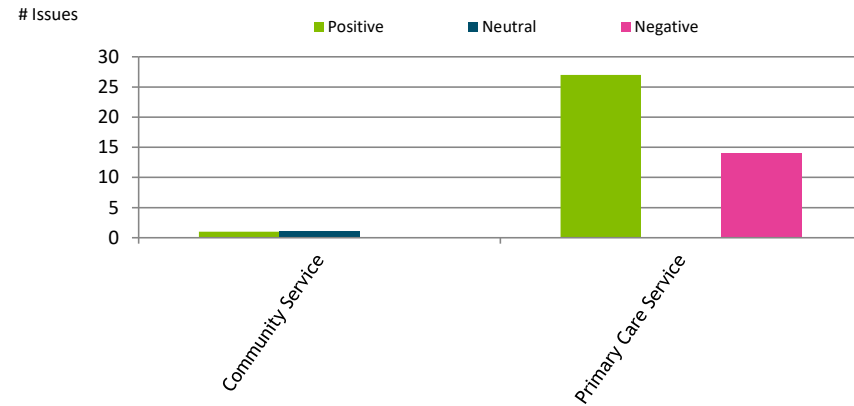




## 7. Trends by Borough: Barking

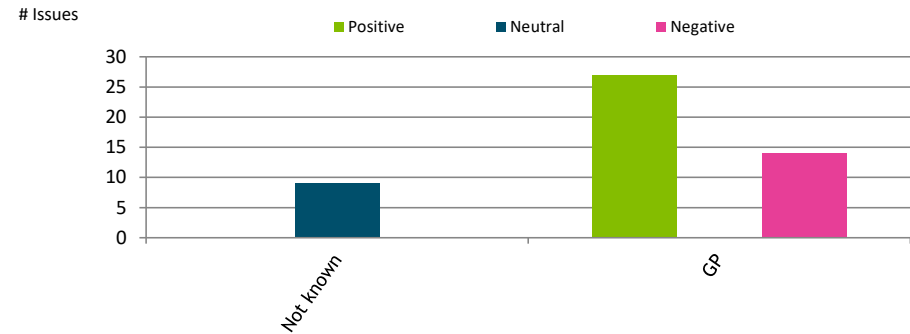


### 7.1 Service Sector



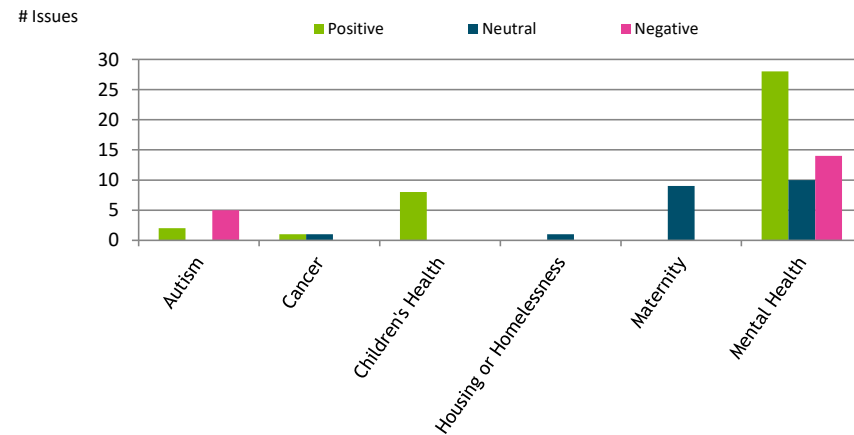
Service sectors receiving the most comments overall

### 7.2 Service Type



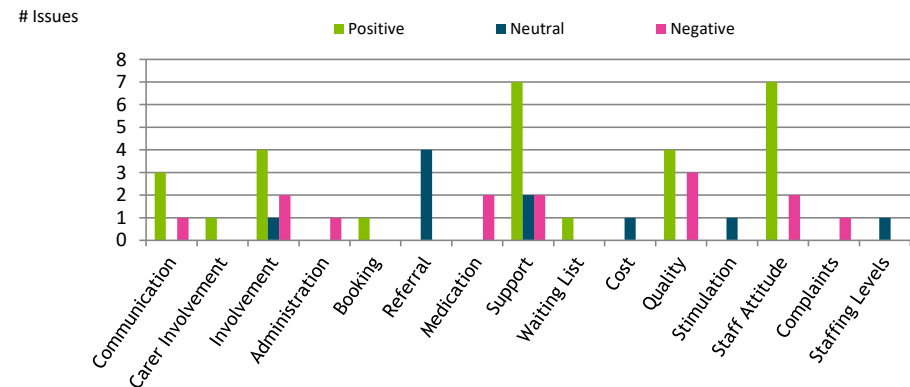
Service type receiving the most comments overall

### 7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.4 Top Trends: 52 issues from 12 people

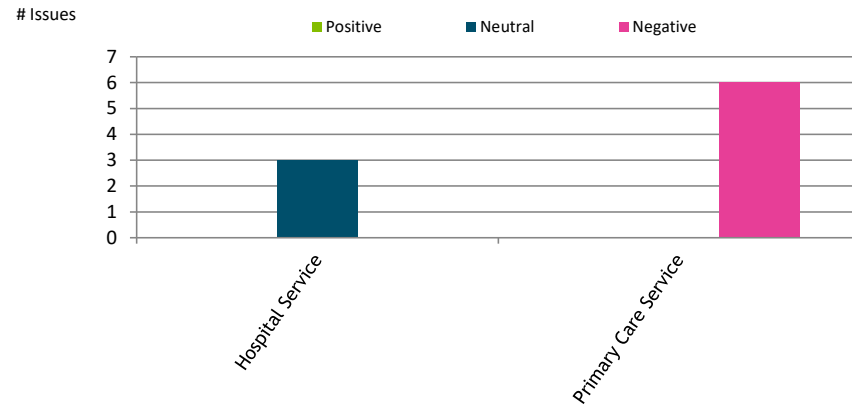


Issues receiving the most comments overall

## 7. Trends by Borough: City of London

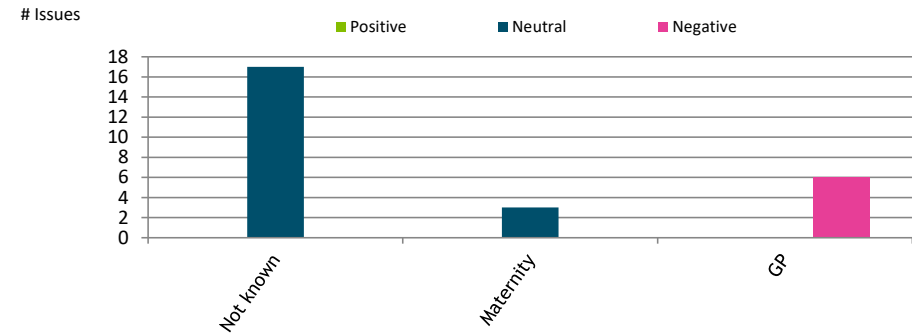


### 7.5 Service Sector



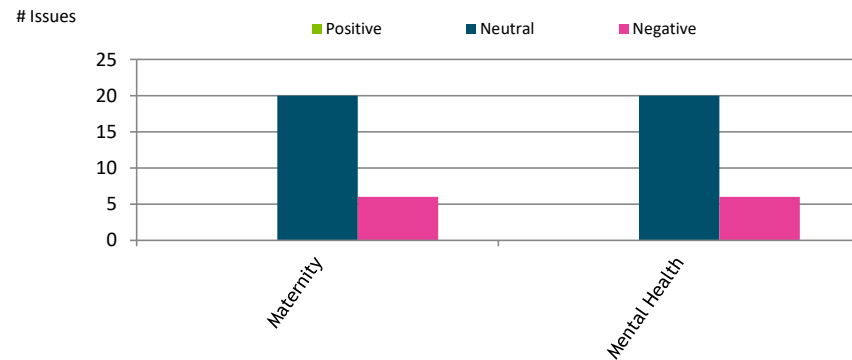
Service sectors receiving the most comments overall

### 7.6 Service Type



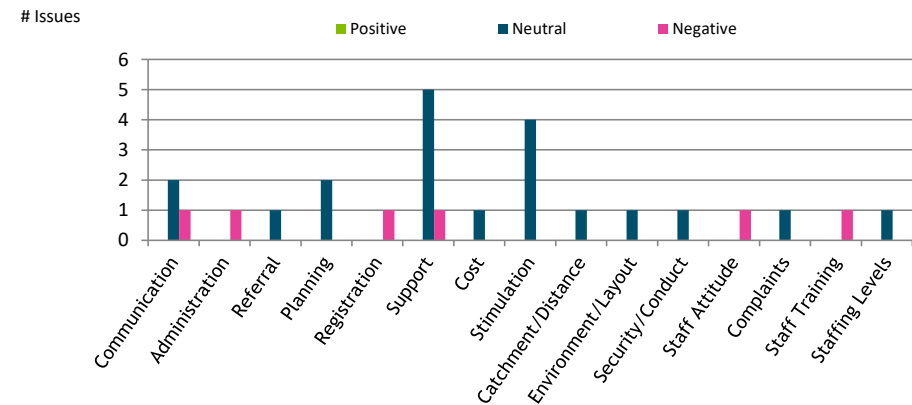
Service type receiving the most comments overall

### 7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.8 Top Trends: 26 issues from 4 people

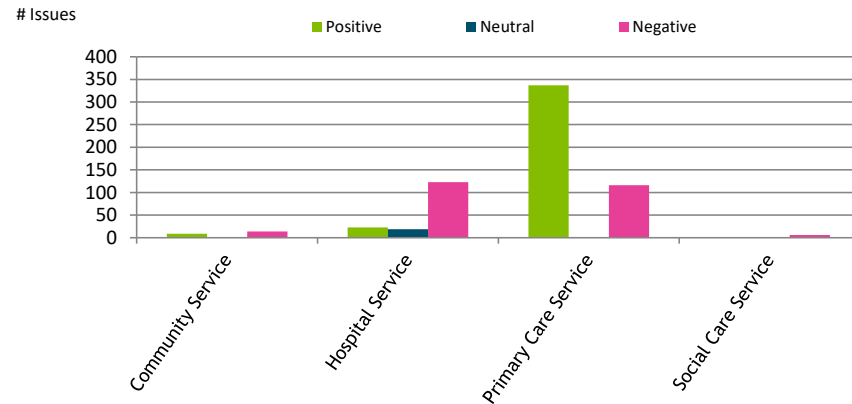


Issues receiving the most comments overall

## 7. Trends by Borough: Hackney

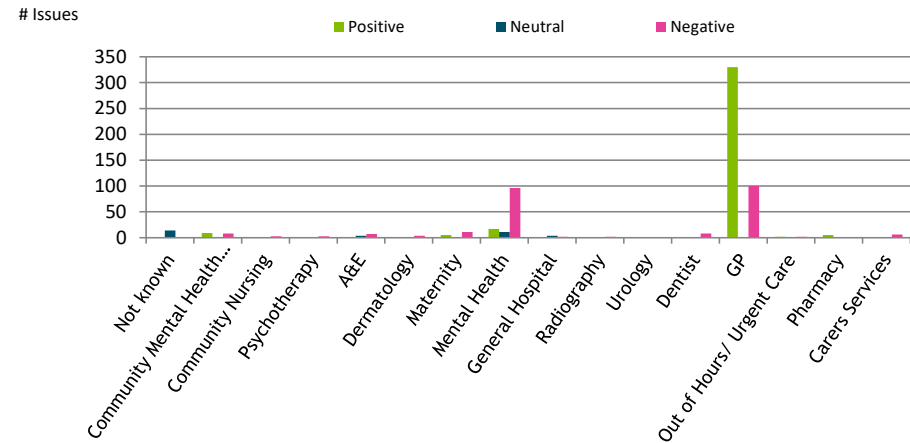


### 7.9 Service Sector



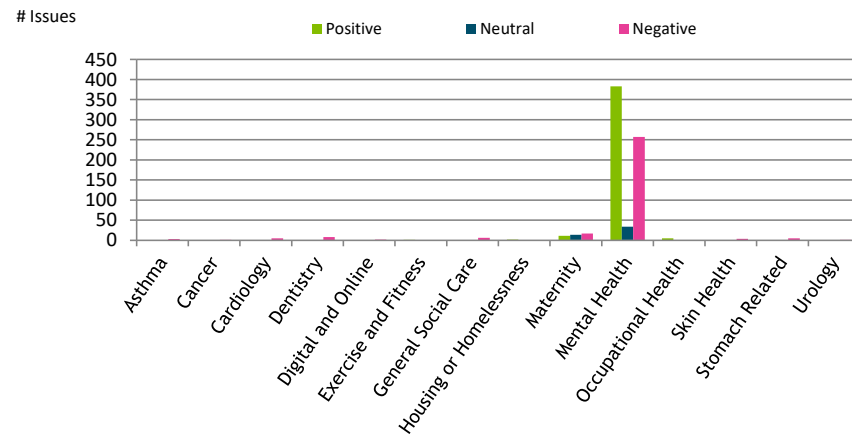
Service sectors receiving the most comments overall

### 7.10 Service Type



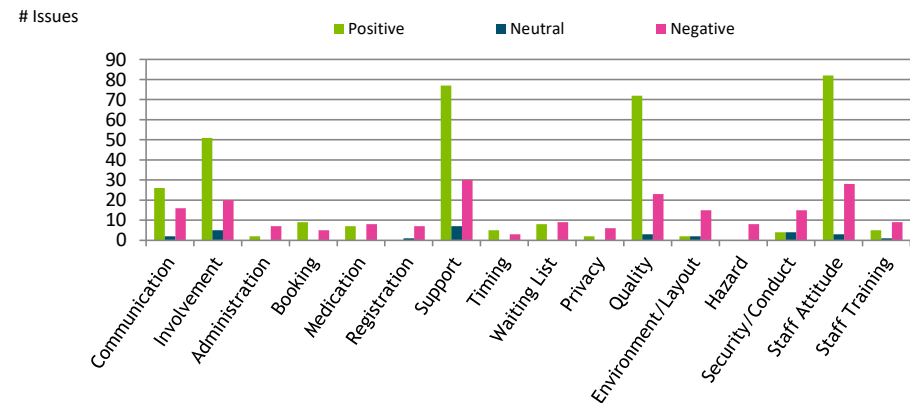
Service type receiving the most comments overall

### 7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.12 Top Trends: 656 issues from 133 people

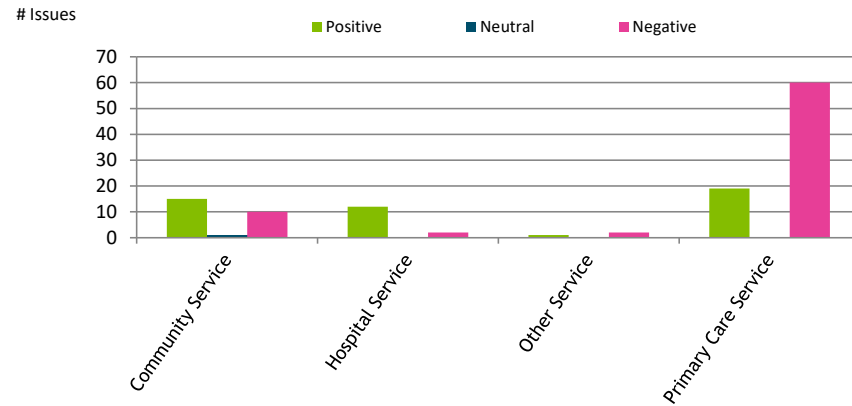


Issues receiving the most comments overall

## 7. Trends by Borough: Havering

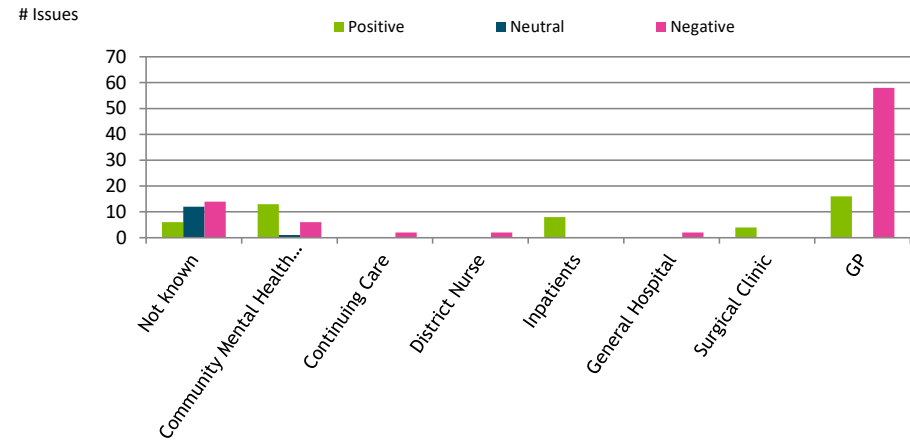


### 7.13 Service Sector



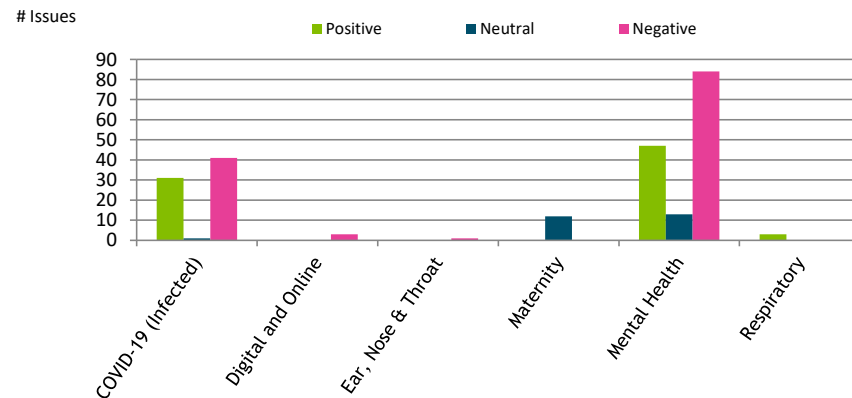
Service sectors receiving the most comments overall

### 7.14 Service Type



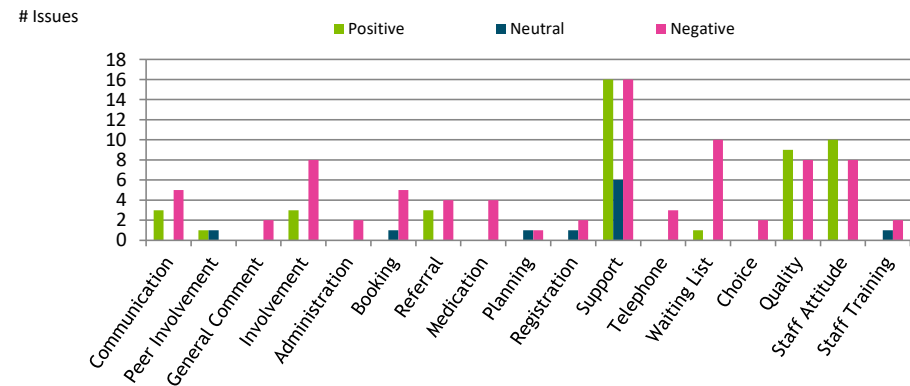
Service type receiving the most comments overall

### 7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.16 Top Trends: 144 issues from 52 people

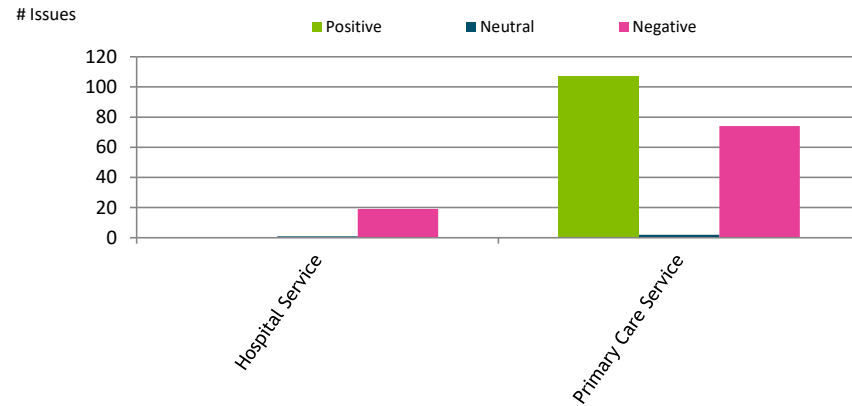


Issues receiving the most comments overall

## 7. Trends by Borough: Newham

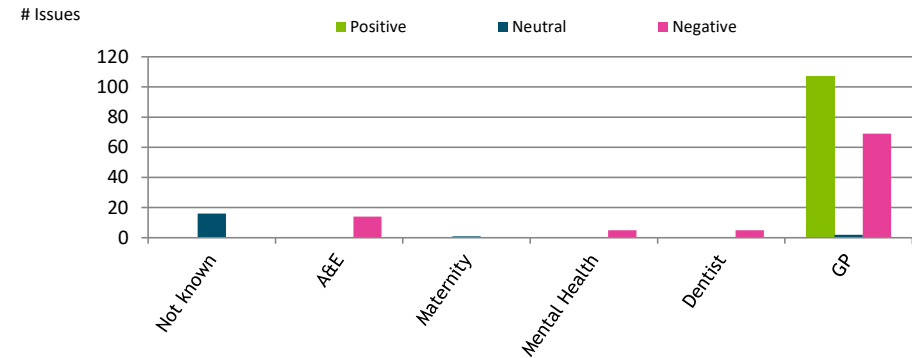


### 7.17 Service Sector



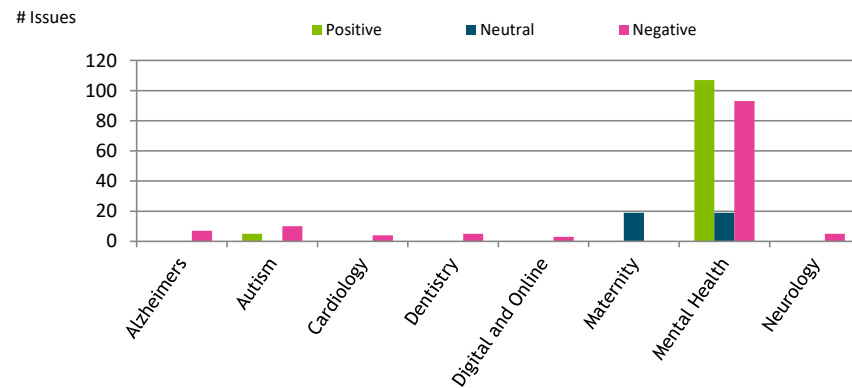
Service sectors receiving the most comments overall

### 7.18 Service Type



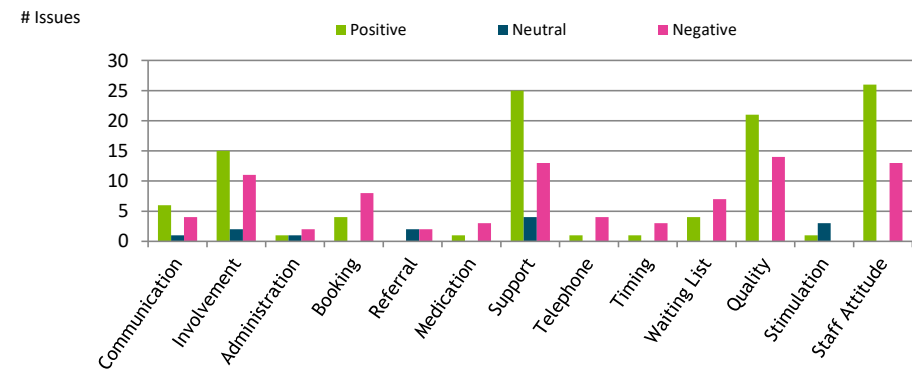
Service type receiving the most comments overall

### 7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.20 Top Trends: 219 issues from 44 people

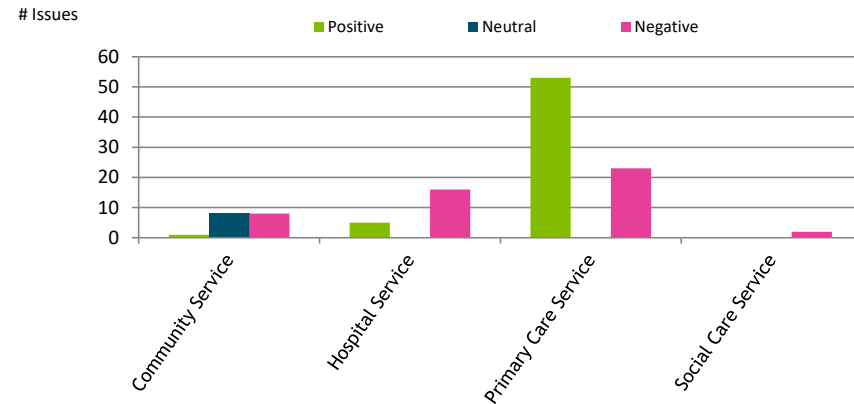


Issues receiving the most comments overall

## 7. Trends by Borough: Redbridge

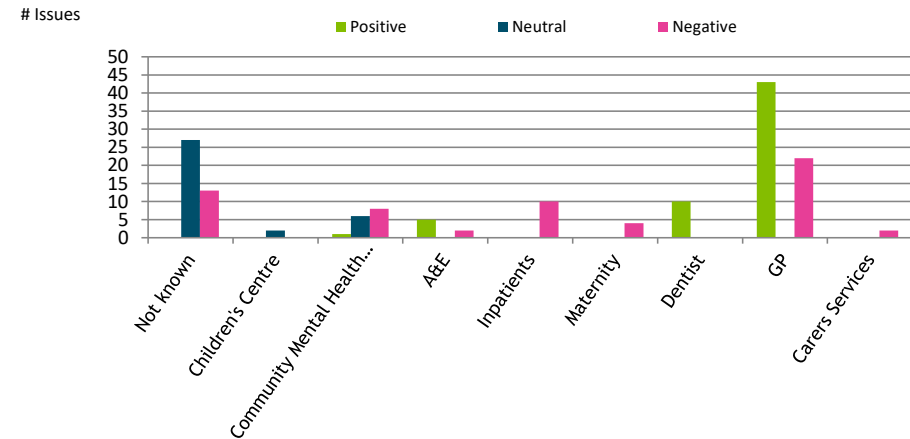


### 7.21 Service Sector



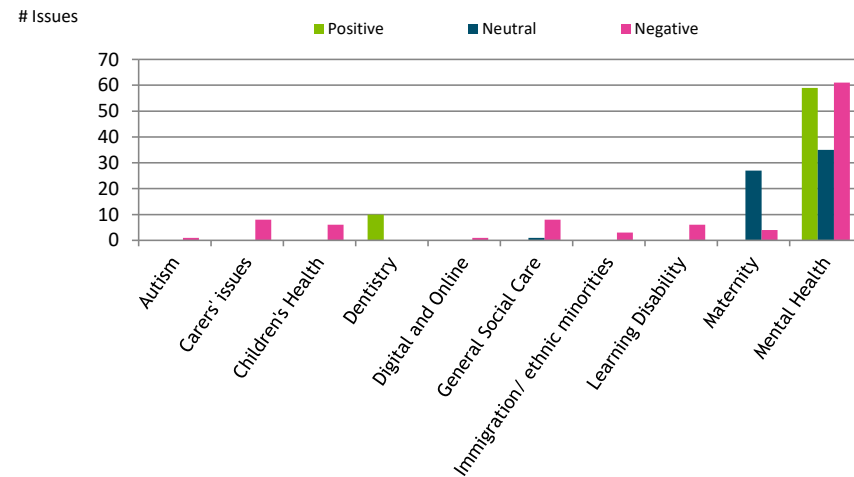
Service sectors receiving the most comments overall

### 7.22 Service Type



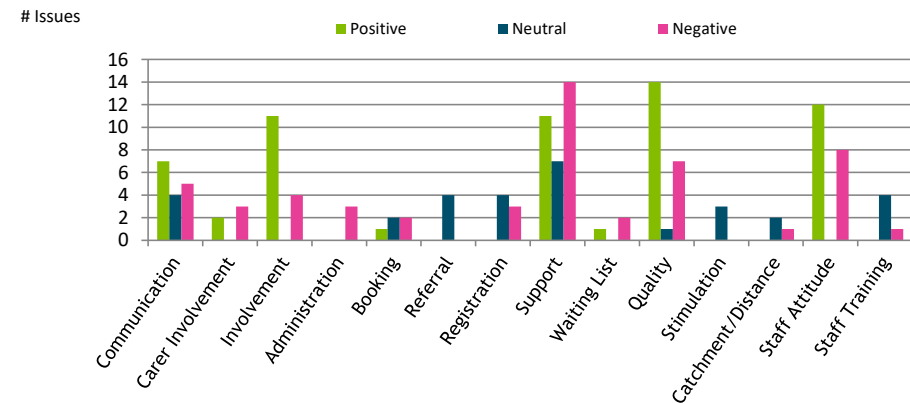
Service type receiving the most comments overall

### 7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.24 Top Trends: 155 issues from 36 people

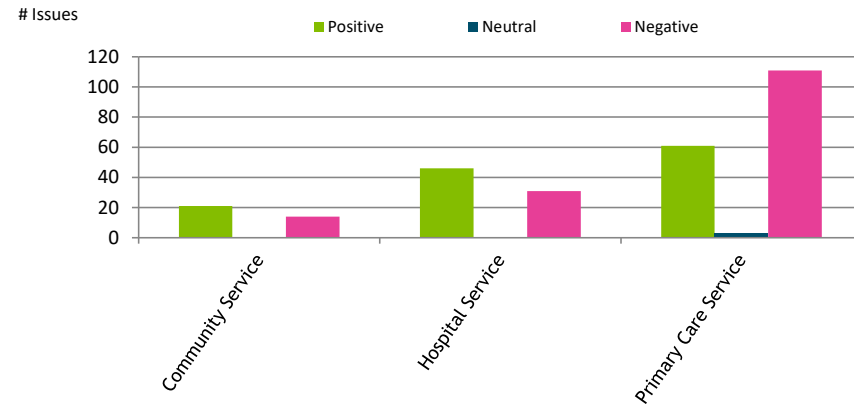


Issues receiving the most comments overall

## 7. Trends by Borough: Tower Hamlets

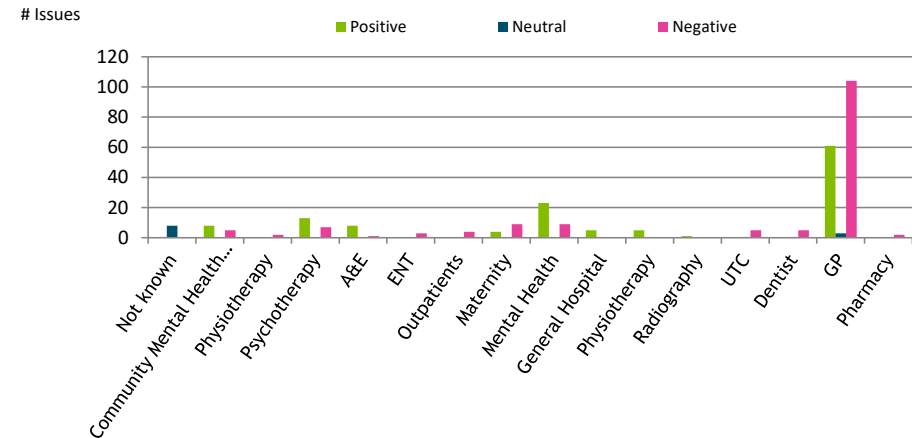


### 7.25 Service Sector



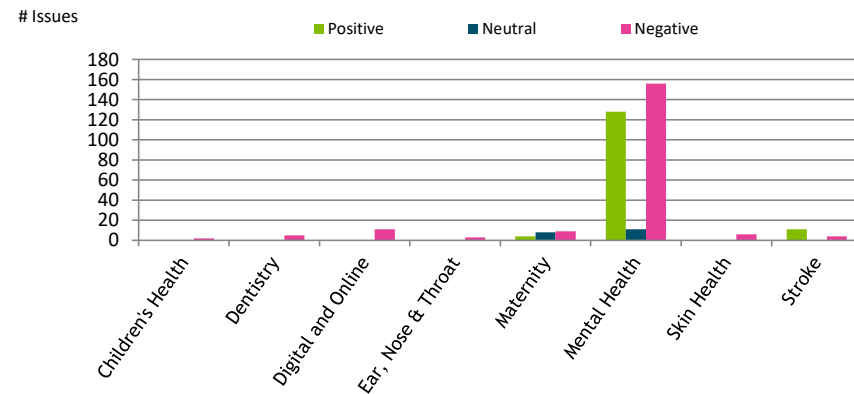
Service sectors receiving the most comments overall

### 7.26 Service Type



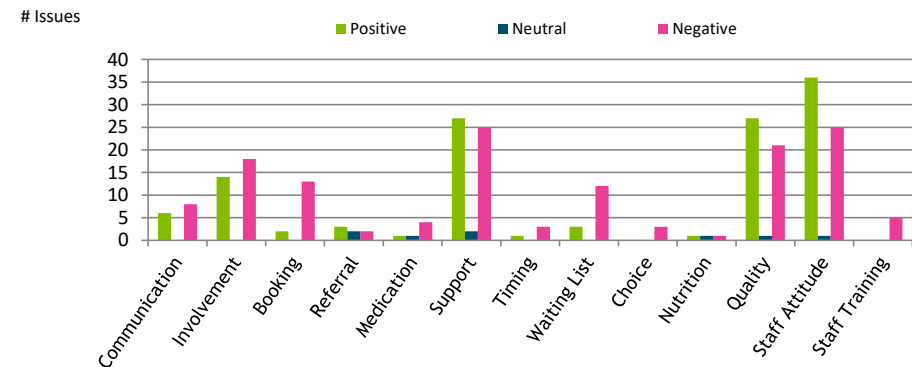
Service type receiving the most comments overall

### 7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.28 Top Trends: 295 issues from 61 people

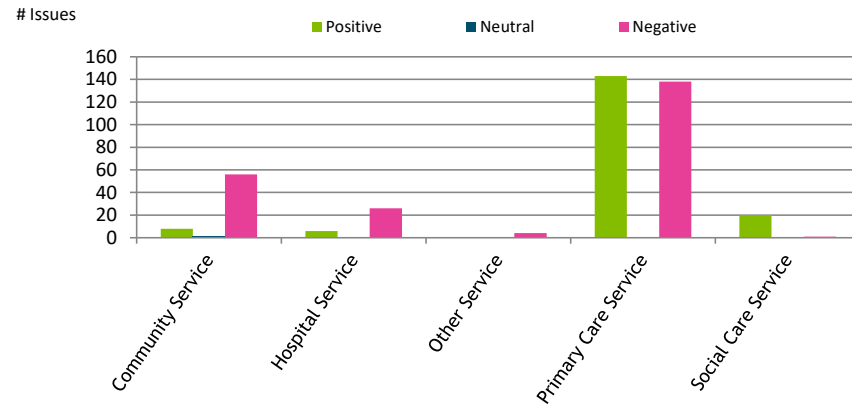


Issues receiving the most comments overall

## 7. Trends by Borough: Waltham Forest

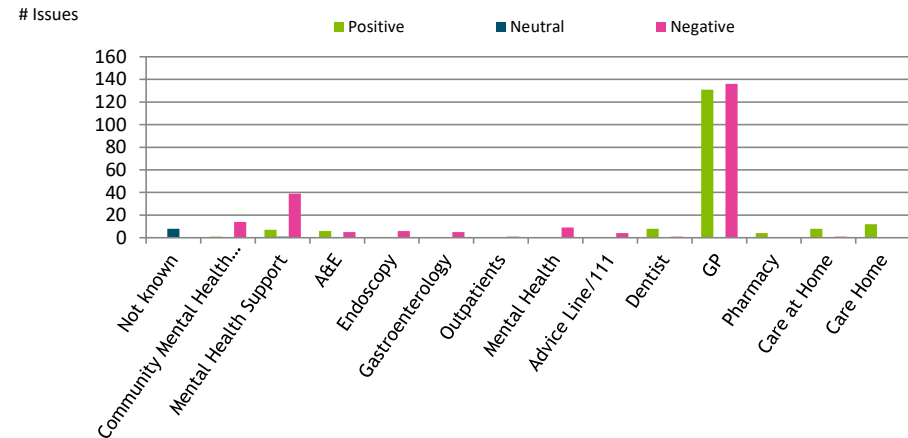


### 7.29 Service Sector



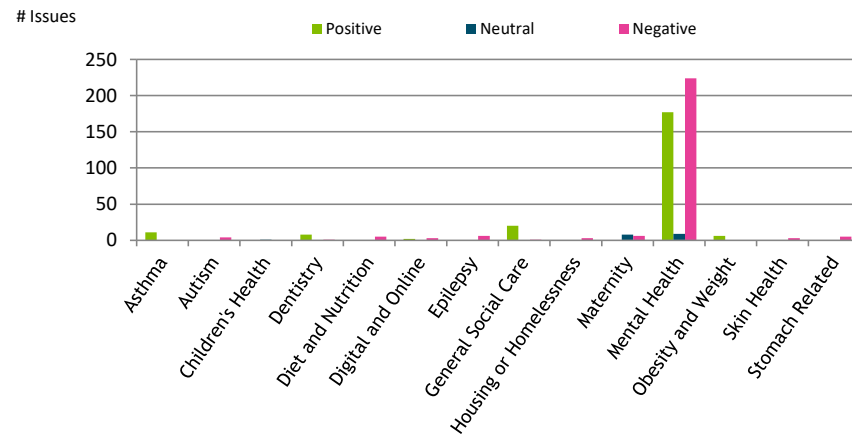
Service sectors receiving the most comments overall

### 7.30 Service Type



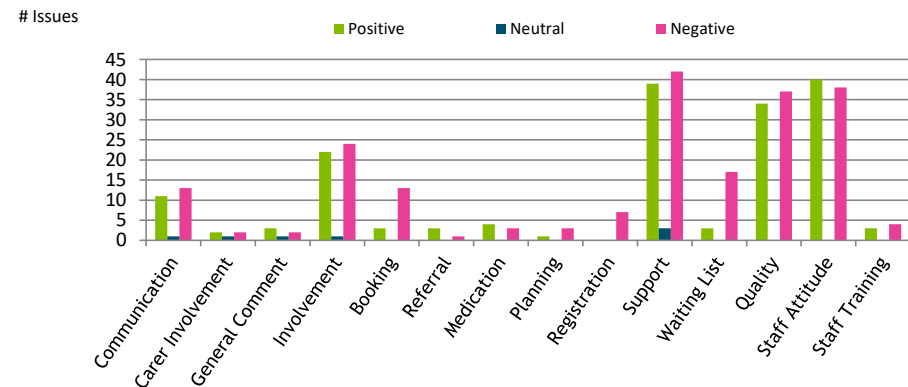
Service type receiving the most comments overall

### 7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.32 Top Trends: 407 issues from 88 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.	62	10	53	125
	Carer Involvement	Involvement or influence of carers and family members.	7	1	7	15
	Peer Involvement	Involvement or Influence of friends.	1	6	1	8
	General Comment	A generalised statement (ie; "The doctor was good.")	9	3	8	20
	User Involvement	Involvement or influence of the service user.	120	9	87	216
Systems	Administration	Administrative processes and delivery.	4	1	20	25
	Admission	Physical admission to a hospital ward, or other service.	0	0	0	0
	Booking	Ability to book, reschedule or cancel appointments.	20	3	46	69
	Cancellations	Cancellation of appointment by the service provider.	0	0	4	4
	Data Protection	General data protection (including GDPR).	0	0	0	0
	Referral	Referral to a service.	13	14	11	38
	Medical Records	Management of medical records.	0	0	6	6
	Medication	Prescription and management of medicines.	13	1	25	39
	Opening Times	Opening times of a service.	0	0	0	0
	Planning	Leadership and general organisation.	2	4	10	16
	Registration	Ability to register for a service.	0	6	20	26
	Support	Levels of support provided.	202	36	143	381
	Telephone	Ability to contact a service by telephone.	2	0	10	12
	Timing	Physical timing (ie; length of wait at appointments).	9	0	11	20
	Waiting List	Length of wait while on a list.	21	0	57	78
Values	Choice	General choice.	1	0	12	13
	Cost	General cost.	0	3	2	5
	Language	Language, including terminology.	0	2	2	4
	Nutrition	Provision of sustenance.	2	1	5	8
	Privacy	Privacy, personal space and property.	2	0	8	10
	Quality	General quality of a service, or staff.	181	5	113	299
	Sensory	Deaf/blind or other sensory issues.	0	1	0	1
	Stimulation	General stimulation, including access to activities.	5	14	2	21

## 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>	2	4	2	8
	Environment/Layout	<i>Physical environment of a service.</i>	6	3	18	27
	Equipment	<i>General equipment issues.</i>	0	0	4	4
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	8	8
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	6	0	5	11
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	4	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	4	7	22	33
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	213	4	123	340
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	2	9	11
	Staff Training	<i>Training of staff.</i>	8	7	24	39
	Staffing Levels	<i>General availability of staff.</i>	0	3	6	9
Total:			915	151	888	1954