Mental Health Services in North East London (NEL)

Trends Analysis Report

CommunityInsight

30 August 2022

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 mental health patients.

Reporting Period: 1 April 2020 - 23 August 2022

LOCAL VOICE
in North East London

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)
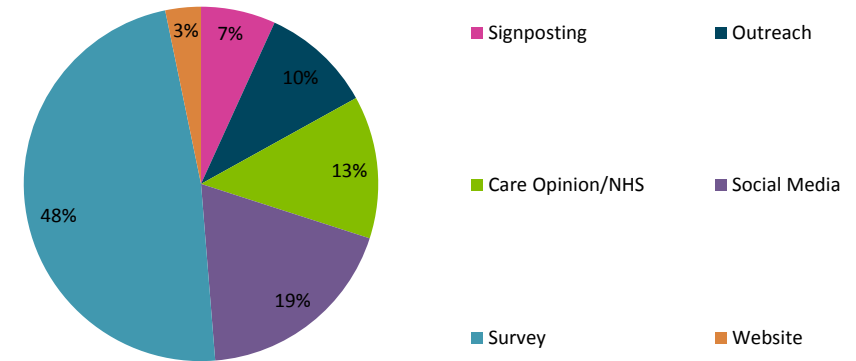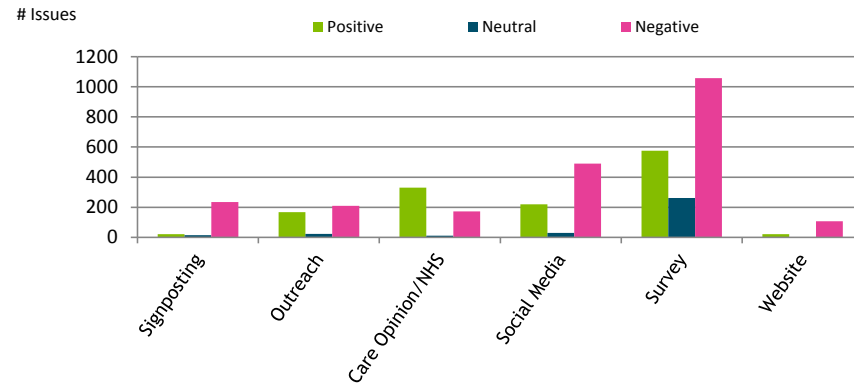
The numbers underpinning the trends.

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.

1.1 Source: 4312 issues from 1176 people

Issues

Legend: Positive | Neutral | Negative

Chart categories: Signposting, Outreach, Care Opinion/NHS, Social Media, Survey, Website

Sources providing the most comments overall

Pie chart:
- Signposting 7%
- Outreach 10%
- Care Opinion/NHS 13%
- Social Media 19%
- Survey 48%
- Website 3%

1.2 Feedback by Borough

Issues

Legend: Positive | Neutral | Negative

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

Pie chart:
- Barking 5%
- City 1%
- Hackney 26%
- Havering 4%
- Newham 19%
- Redbridge 9%
- Tower Hamlets 27%
- Waltham Forest 9%
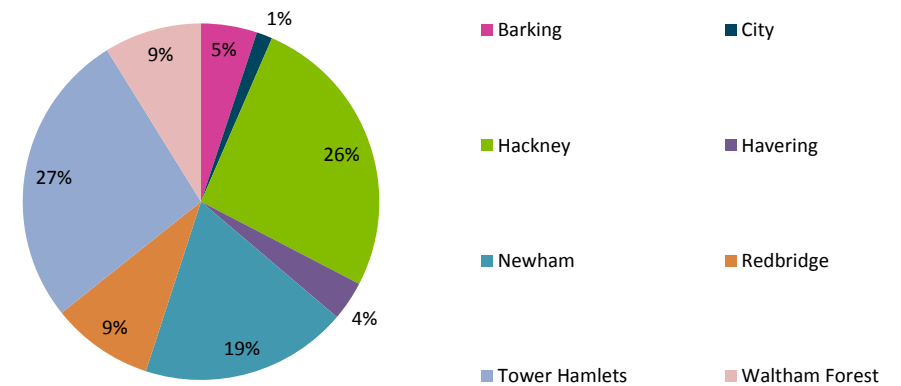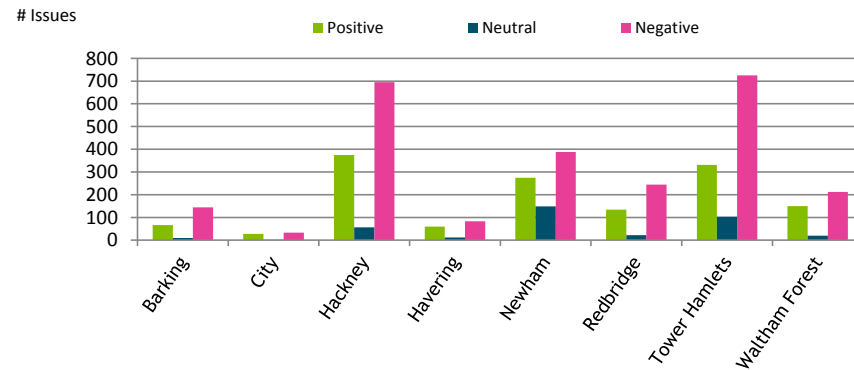
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Bar chart showing service sectors: Community, Hospital, Other Service, Primary Care, Social Care (y-axis 0 to 1600)

Pie chart:
- Community 28%
- Hospital 13%
- Other Service 5%
- Primary Care 50%
- Social Care 4%
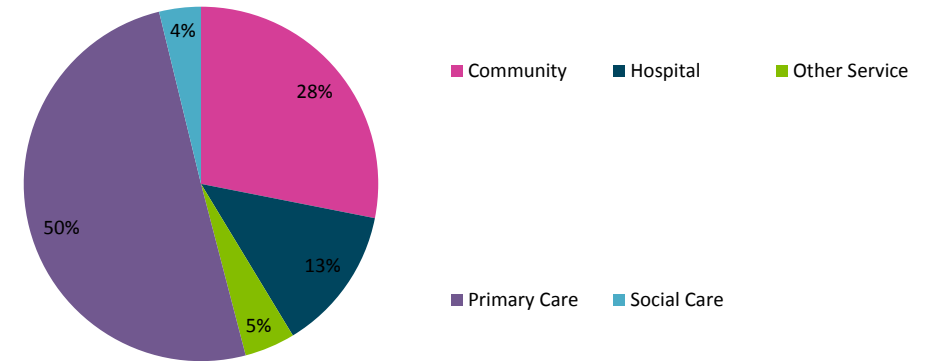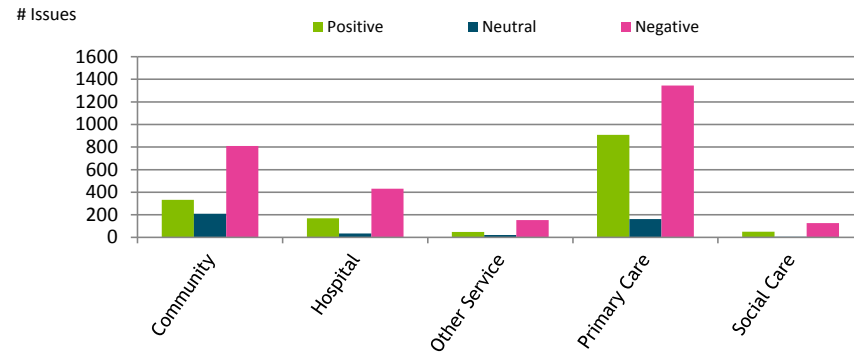
Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: Positive | Neutral | Negative

Bar chart showing service types: Not known, Community Mental Health..., District Nurse/Health Visitor, Homelessness, Mental Health Support, Psychotherapy, A&E, General Outpatients, Maternity, Mental Health, Hospital (Unknown), Dentist, GP, Care at Home (y-axis 0 to 1400)

Pie chart:
- Not known 4%
- Community Mental Health Team (CMHT) 10%
- District Nurse/Health Visitor 1%
- Homelessness 2%
- Mental Health Support 4%
- Psychotherapy 5%
- A&E 3%
- General Outpatients 1%
- Maternity 3%
- Mental Health 4%
- Hospital (Unknown) 2%
- Dentist 1%
- GP 57%
- Care at Home 3%

Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics
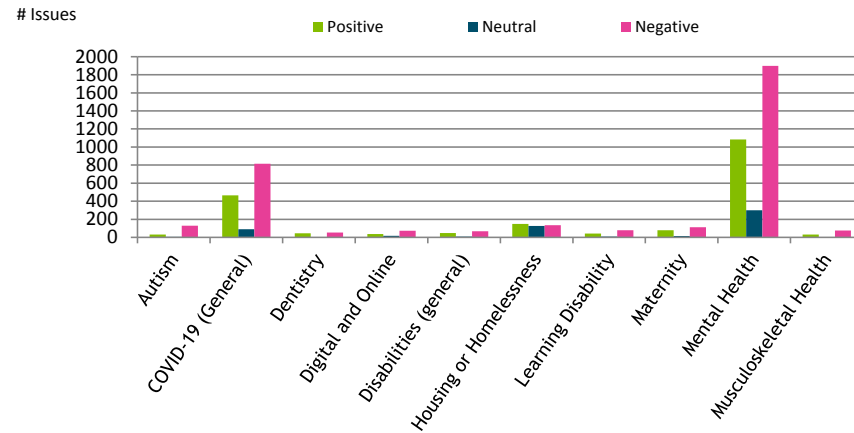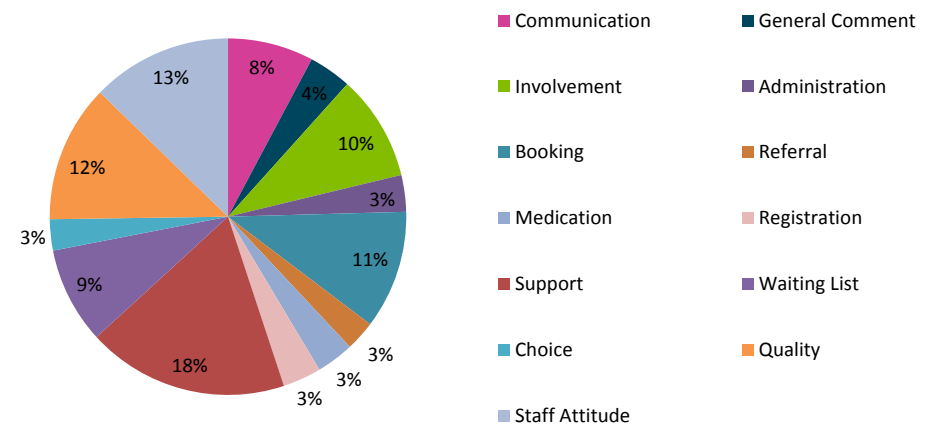
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Autism, COVID-19 (General), Dentistry, Digital and Online, Disabilities (general), Housing or Homelessness, Learning Disability, Maternity, Mental Health, Musculoskeletal Health

Y-axis: 0 to 2000

Medical conditions/topics receiving the most comments overall

Pie chart:
- Autism: 3%
- COVID-19 (General): 23%
- Dentistry: 2%
- Digital and Online: 2%
- Disabilities (general): 2%
- Housing or Homelessness: 7%
- Learning Disability: 2%
- Maternity: 3%
- Mental Health: 54%
- Musculoskeletal Health: 2%

3.2 Top Trends: 4312 issues from 1176 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Communication, General Comment, Involvement, Administration, Booking, Referral, Medication, Registration, Support, Waiting List, Choice, Quality, Staff Attitude

Y-axis: 0 to 400

Issues receiving the most comments overall

Pie chart:
- Communication: 8%
- General Comment: 4%
- Involvement: 10%
- Administration: 3%
- Booking: 11%
- Referral: 3%
- Medication: 3%
- Registration: 3%
- Support: 18%
- Waiting List: 9%
- Choice: 3%
- Quality: 12%
- Staff Attitude: 13%
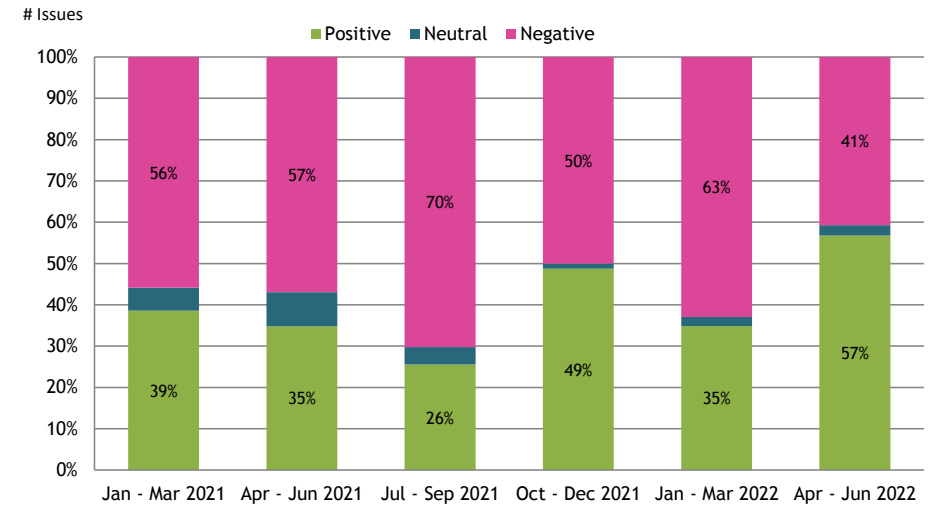
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

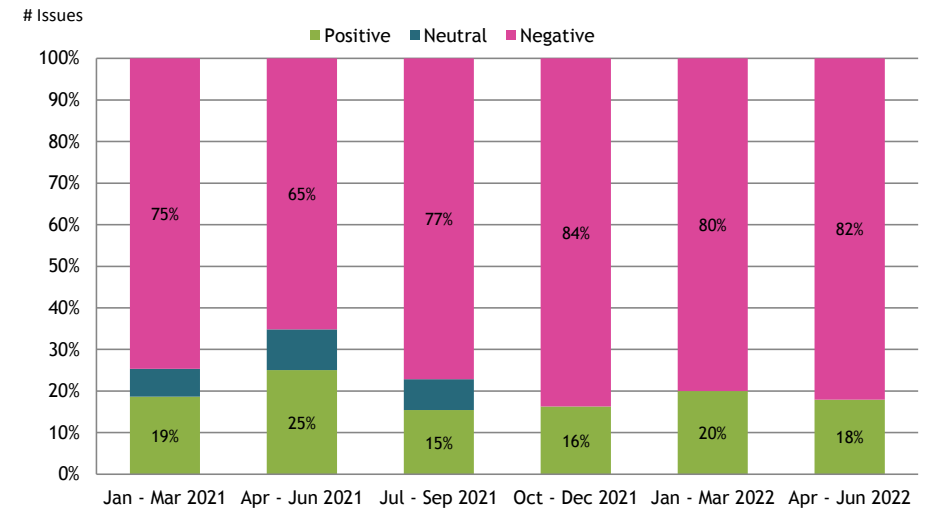Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan - Mar 2021	32%	60%
Apr - Jun 2021	35%	55%
Jul - Sep 2021	23%	72%
Oct - Dec 2021	39%	60%
Jan - Mar 2022	30%	69%
Apr - Jun 2022	44%	53%

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

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan - Mar 2021	39%	56%
Apr - Jun 2021	35%	57%
Jul - Sep 2021	26%	70%
Oct - Dec 2021	49%	50%
Jan - Mar 2022	35%	63%
Apr - Jun 2022	57%	41%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan - Mar 2021	55%	45%
Apr - Jun 2021	56%	43%
Jul - Sep 2021	44%	54%
Oct - Dec 2021	53%	48%
Jan - Mar 2022	37%	63%
Apr - Jun 2022	54%	42%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan - Mar 2021	19%	75%
Apr - Jun 2021	25%	65%
Jul - Sep 2021	15%	77%
Oct - Dec 2021	16%	84%
Jan - Mar 2022	20%	80%
Apr - Jun 2022	18%	82%

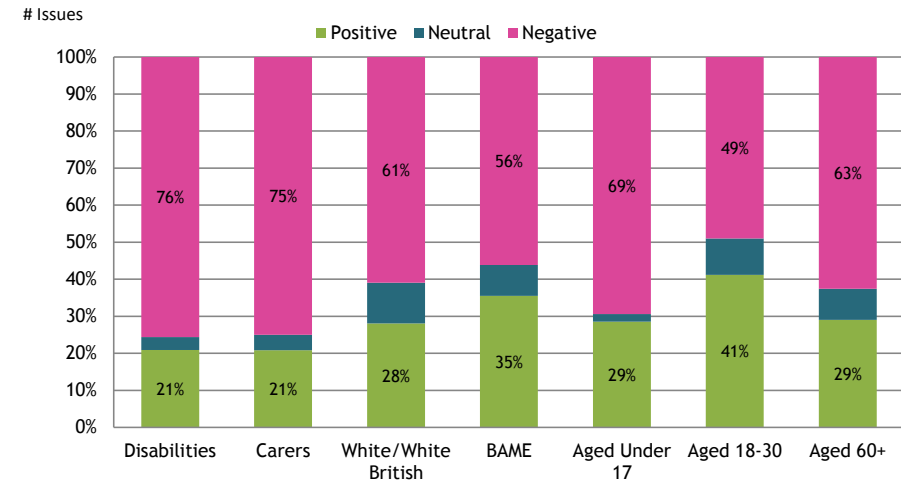# 5. By Borough: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	30%	66%
City	44%	53%
Hackney	33%	62%
Havering	38%	54%
Newham	34%	48%
Redbridge	34%	61%
Tower Hamlets	29%	63%
Waltham Forest	39%	56%

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

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	31%	66%
City	38%	63%
Hackney	36%	60%
Havering	45%	49%
Newham	39%	47%
Redbridge	41%	56%
Tower Hamlets	30%	61%
Waltham Forest	48%	49%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	48%	50%
City	80%	20%
Hackney	49%	48%
Havering	52%	43%
Newham	56%	43%
Redbridge	47%	53%
Tower Hamlets	53%	42%
Waltham Forest	53%	43%

5.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	18%	76%
City	46%	50%
Hackney	17%	80%
Havering	4%	88%
Newham	26%	57%
Redbridge	17%	72%
Tower Hamlets	16%	75%
Waltham Forest	22%	74%

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

6.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

	Disabilities	Carers	White/White British	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	69%	73%	59%	53%	63%	55%	59%
Positive	23%	20%	29%	34%	31%	34%	28%

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

Issues

Legend: Positive, Neutral, Negative

	Disabilities	Carers	White/White British	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	76%	75%	61%	56%	69%	49%	63%
Positive	21%	21%	28%	35%	29%	41%	29%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

	Disabilities	Carers	White/White British	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	47%	55%	34%	35%	32%	29%	38%
Positive	50%	45%	59%	60%	68%	50%	58%

6.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

	Disabilities	Carers	White/White British	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	72%	84%	66%	71%	67%	70%	70%
Positive	19%	12%	20%	21%	20%	22%	18%

7.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: Positive | Neutral | Negative
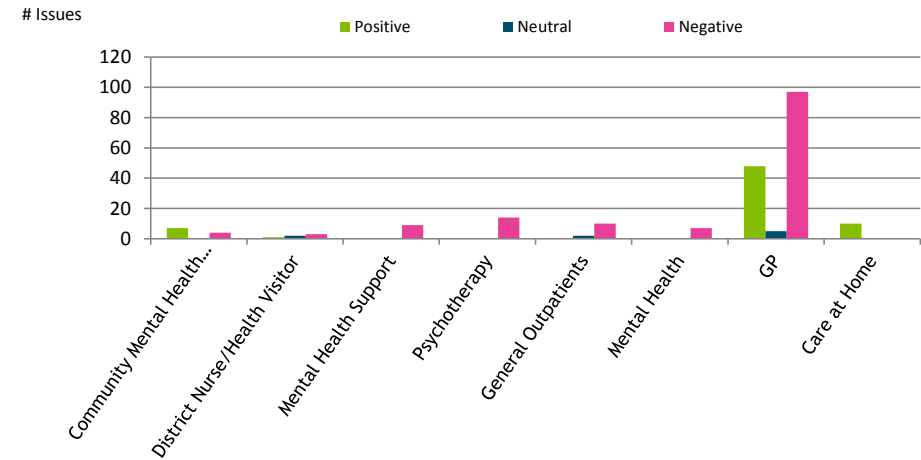
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative
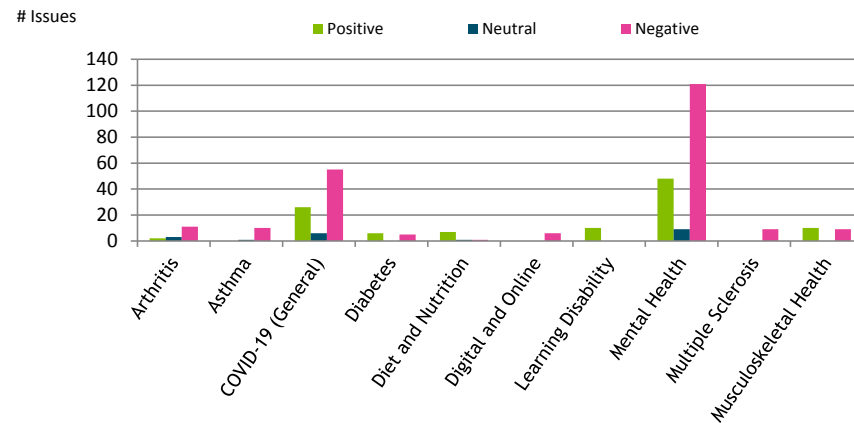
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 219 issues from 45 people
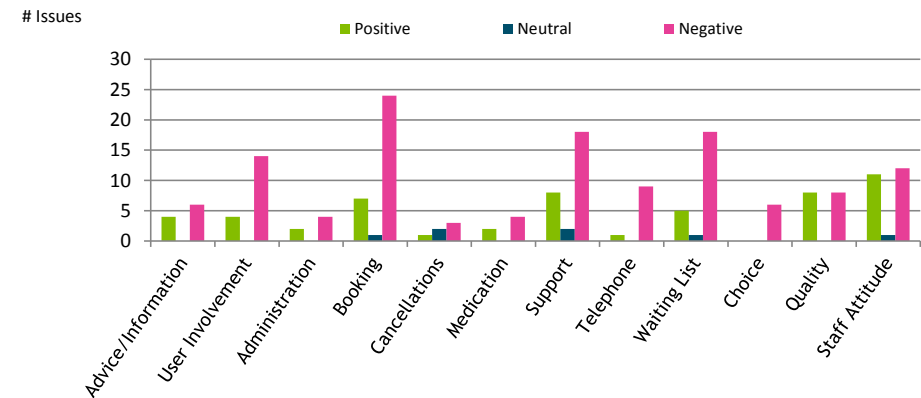
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

7.5 Service Sector

Issues
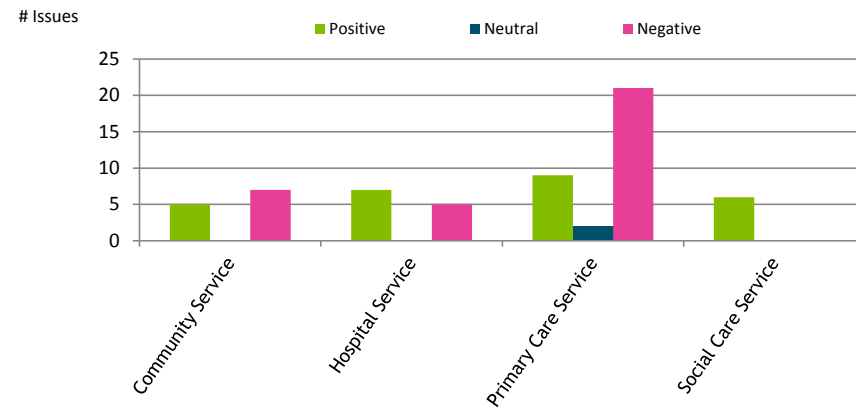
Service sectors receiving the most comments overall

7.6 Service Type
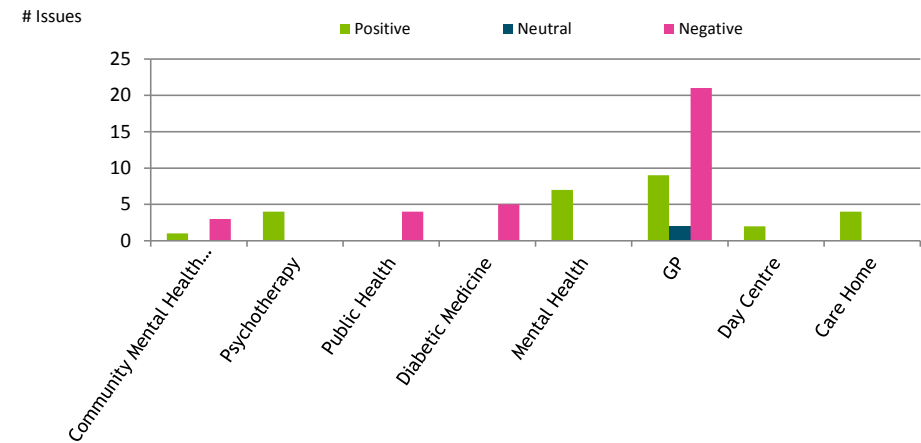
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
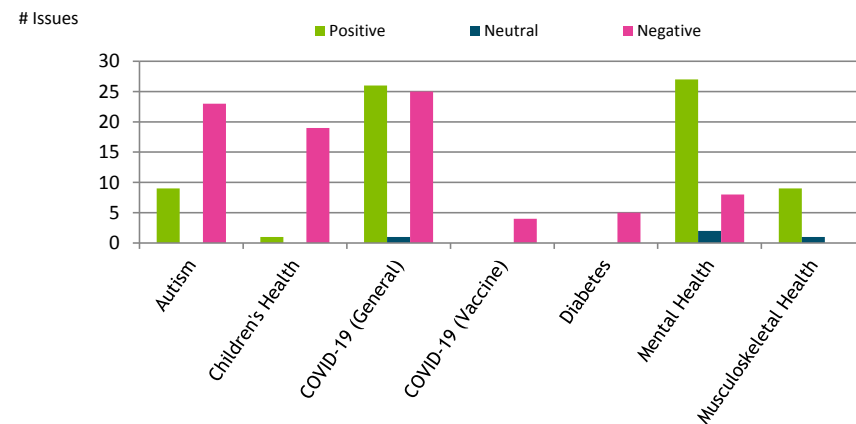
Issues

Medical conditions/topics receiving the most comments overall
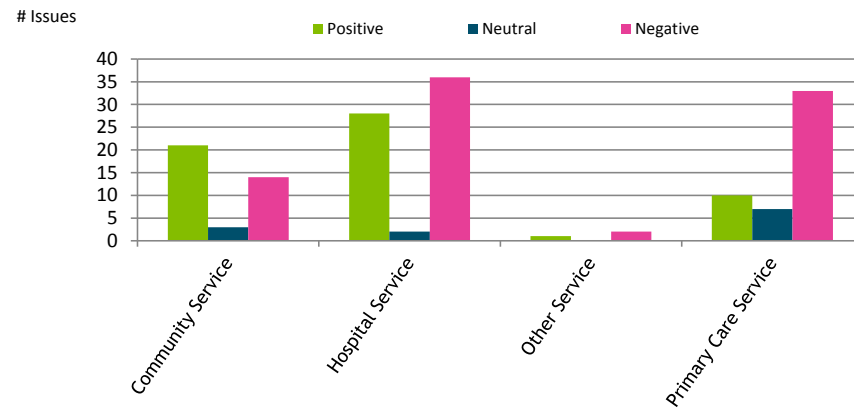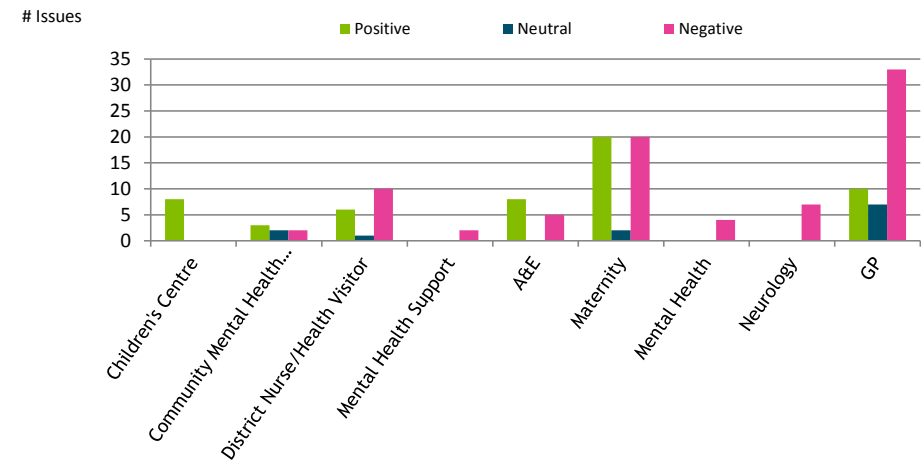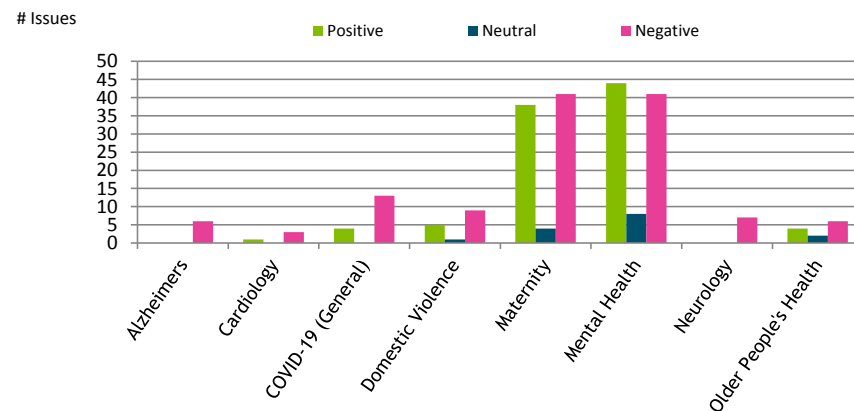
7.8 Top Trends: 62 issues from 13 people
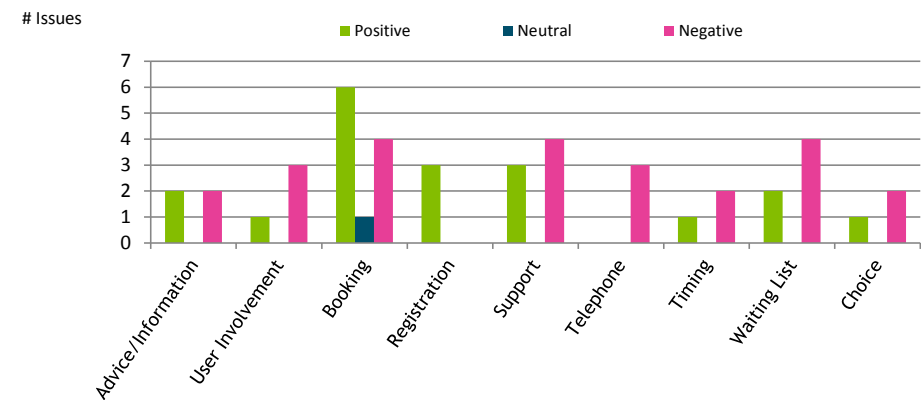
Issues

Issues receiving the most comments overall

7.9 Service Sector

Issues
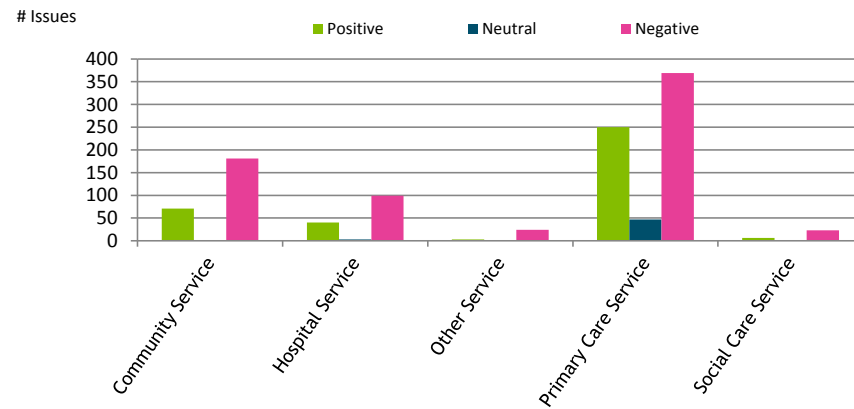
Service sectors receiving the most comments overall
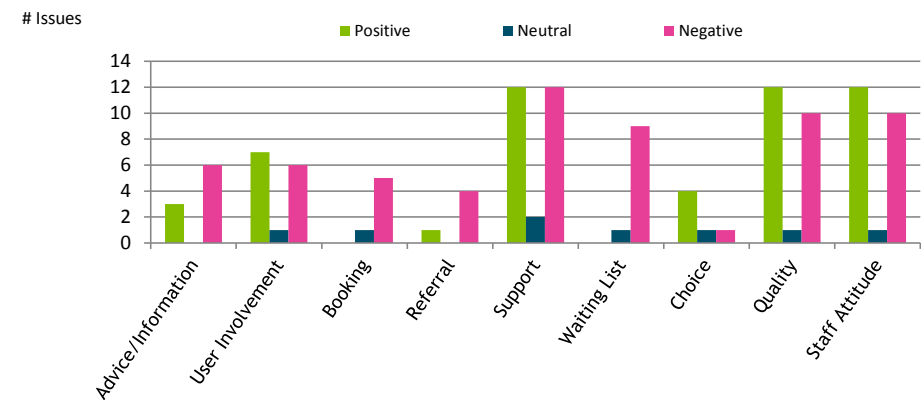
7.10 Service Type
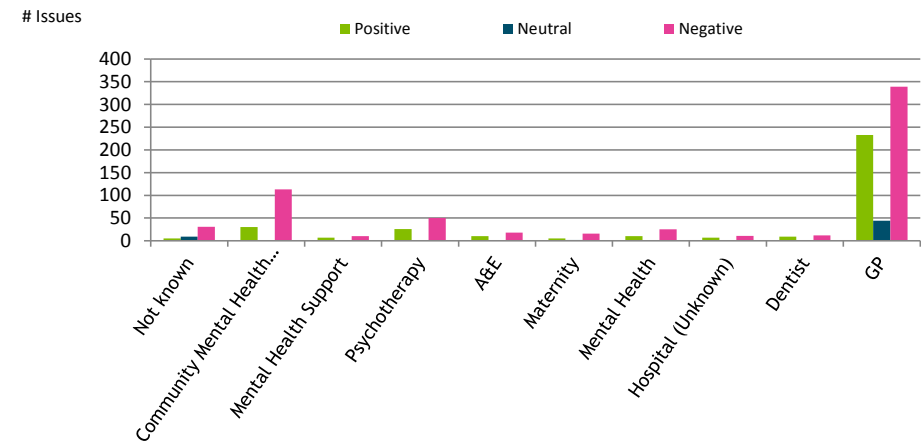
Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics
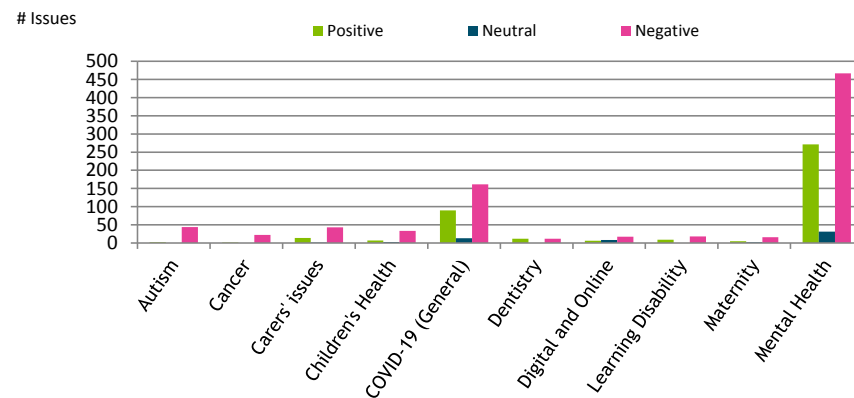
Issues

Medical conditions/topics receiving the most comments overall
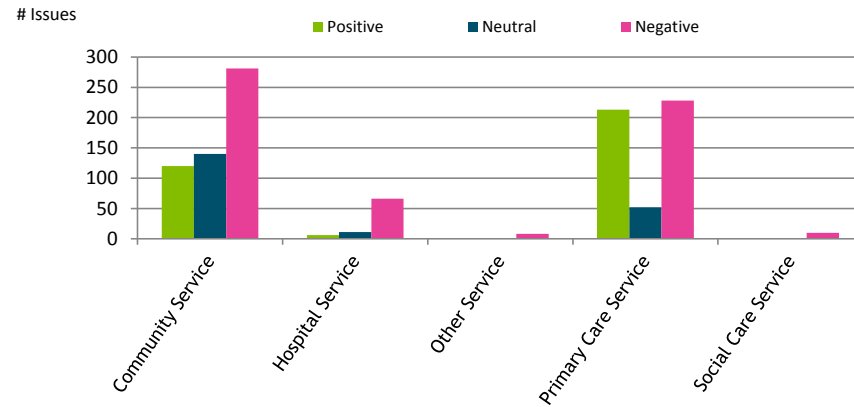
7.12 Top Trends: 1126 issues from 231 people
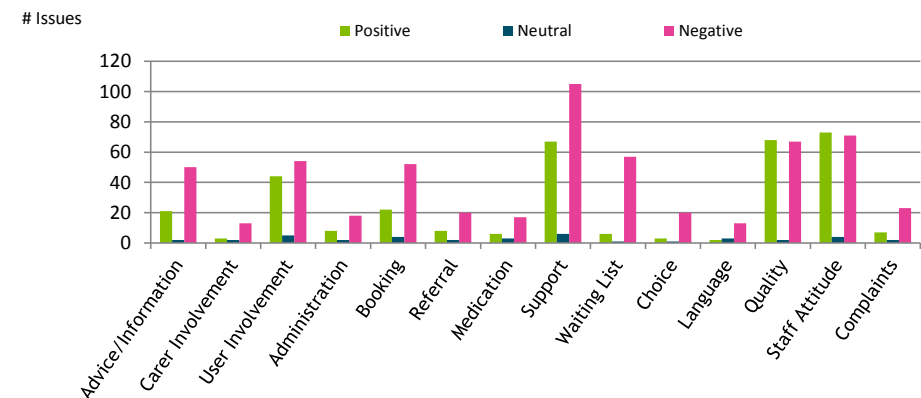
Issues

Issues receiving the most comments overall
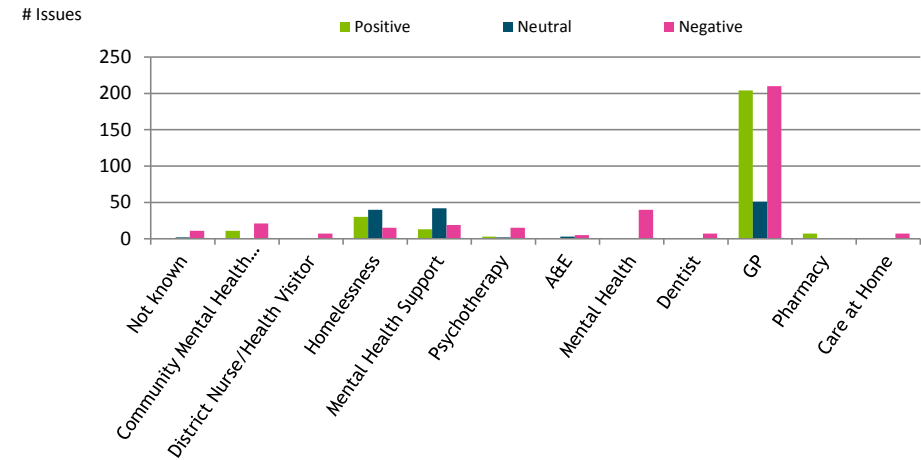
7.13 Service Sector

Issues

Service sectors receiving the most comments overall

7.14 Service Type

Issues

Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 154 issues from 28 people

Issues

Issues receiving the most comments overall

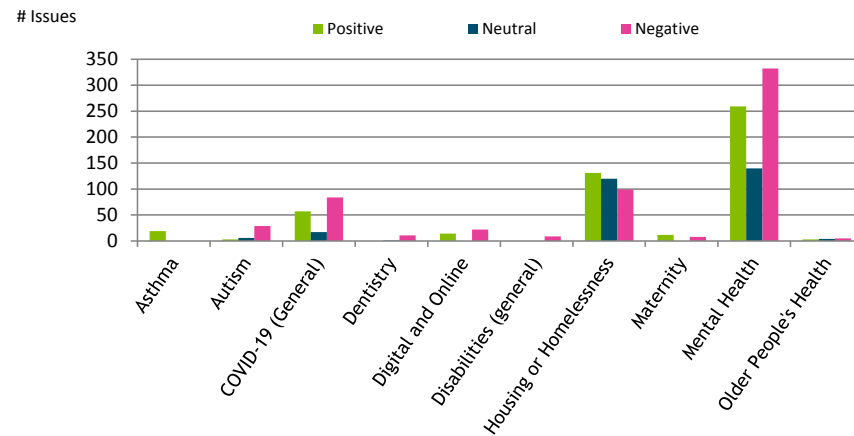**7.17 Service Sector**

Issues

Service sectors receiving the most comments overall
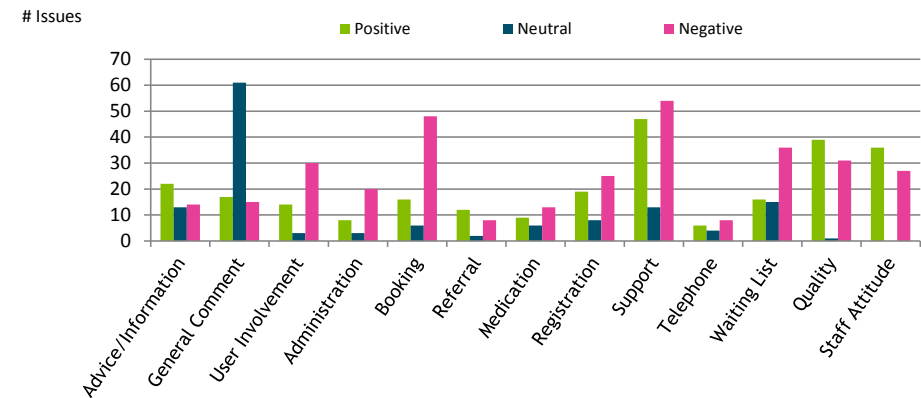
7.18 Service Type

Issues

Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
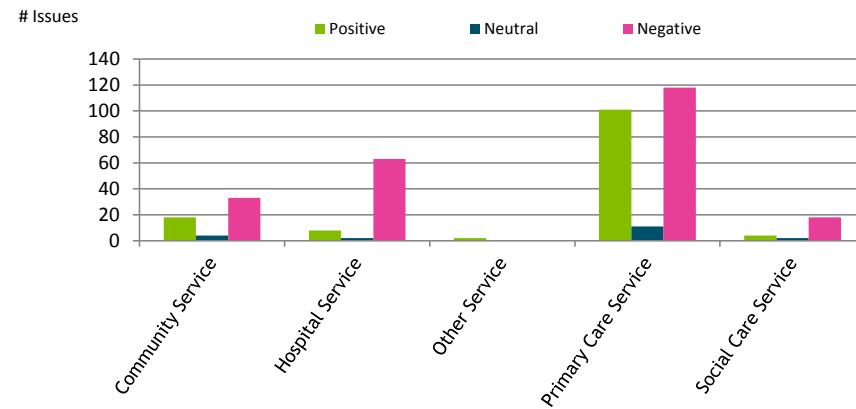
7.20 Top Trends: 811 issues from 368 people

Issues

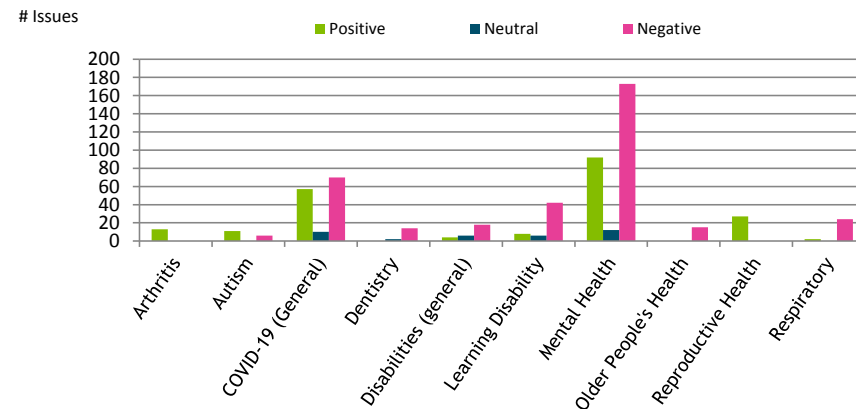*Issues receiving the most comments overall*

7.21 Service Sector

Issues

Positive | Neutral | Negative

Service sectors receiving the most comments overall

7.22 Service Type

Issues

Positive | Neutral | Negative
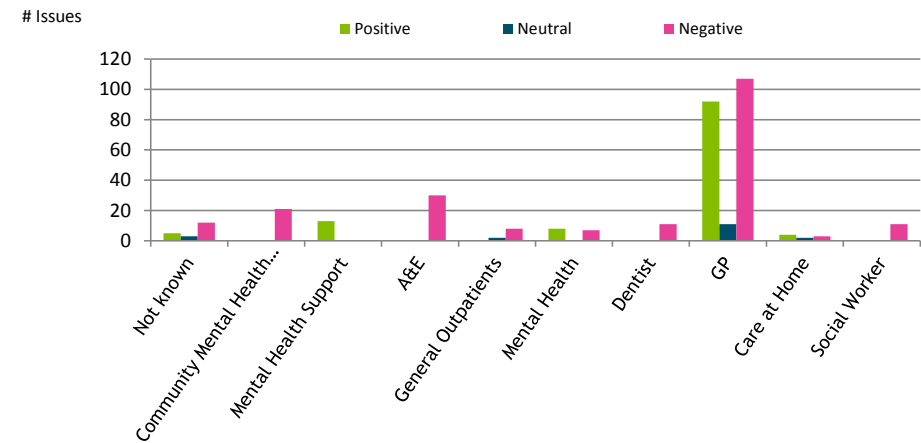
Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Positive | Neutral | Negative

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 400 issues from 95 people

Issues

Positive | Neutral | Negative

Issues receiving the most comments overall

7.25 Service Sector

Issues

Legend: Positive, Neutral, Negative

Categories: Community Service, Hospital Service, Other Service, Primary Care Service, Social Care Service
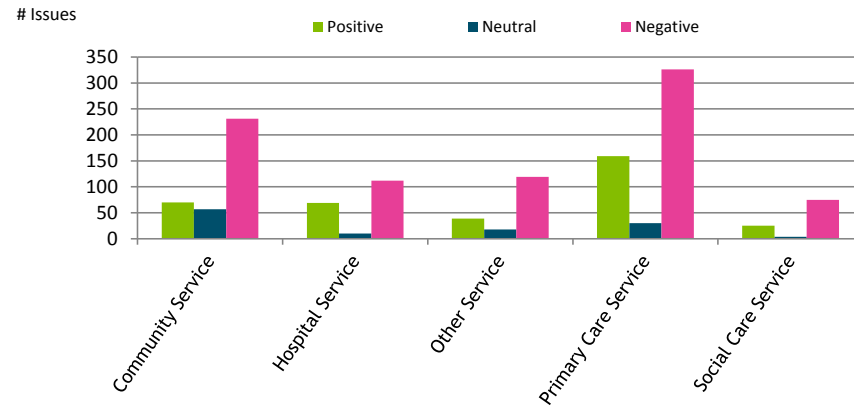
Service sectors receiving the most comments overall

7.26 Service Type

Issues

Legend: Positive, Neutral, Negative

Categories: Not known, Community Mental Health..., Mental Health Support, Psychotherapy, Acute Care, Maternity, Mental Health, Dentist, GP, Care at Home
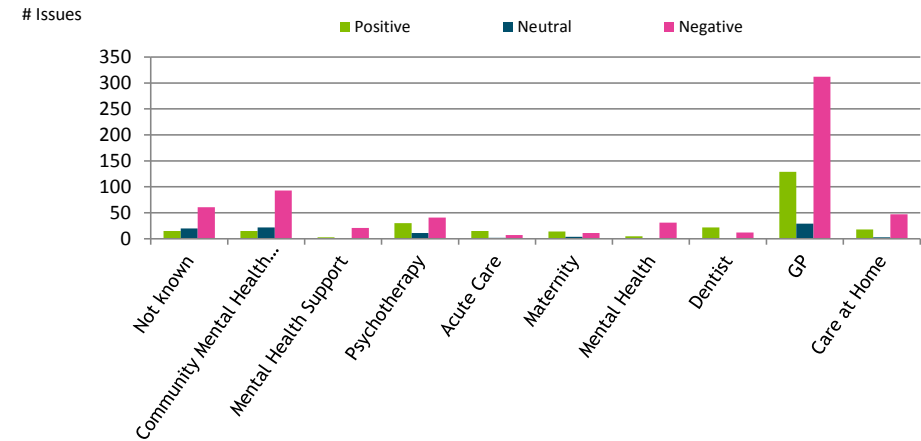
Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories: COVID-19 (General), Dentistry, Diabetes, Digital and Online, Disabilities (general), General Social Care, Housing or Homelessness, Maternity, Mental Health, Musculoskeletal Health

Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 1159 issues from 305 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Administration, Booking, Medication, Registration, Support, Waiting List, Choice, Cost, Quality, Staff Attitude

Issues receiving the most comments overall

7.29 Service Sector

Issues

Service sectors receiving the most comments overall

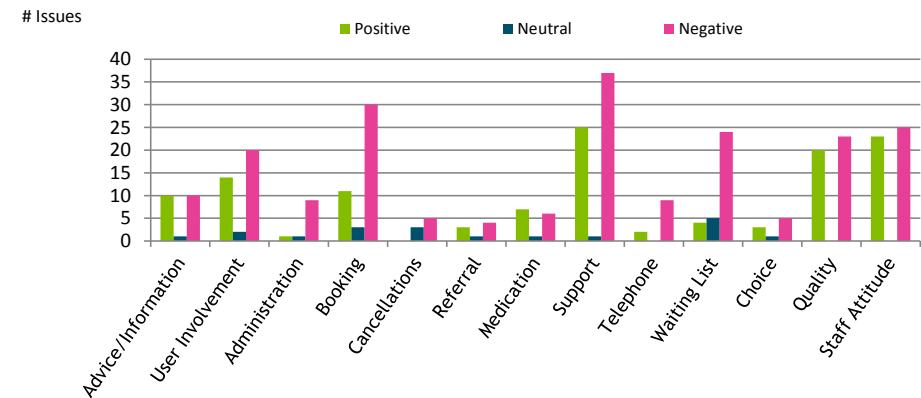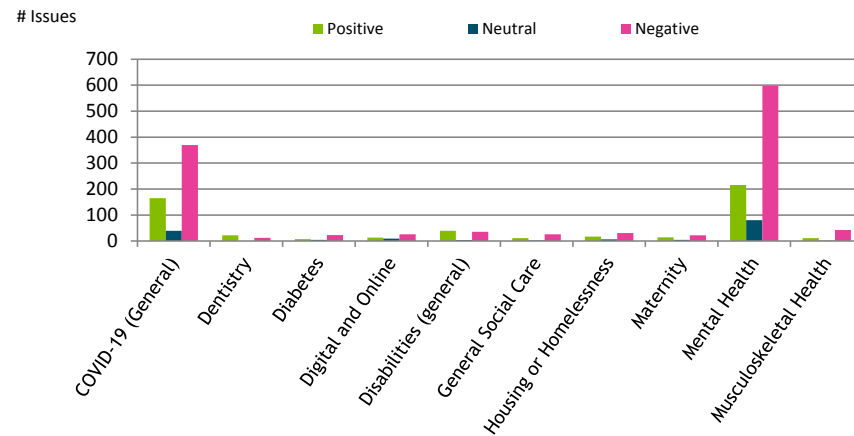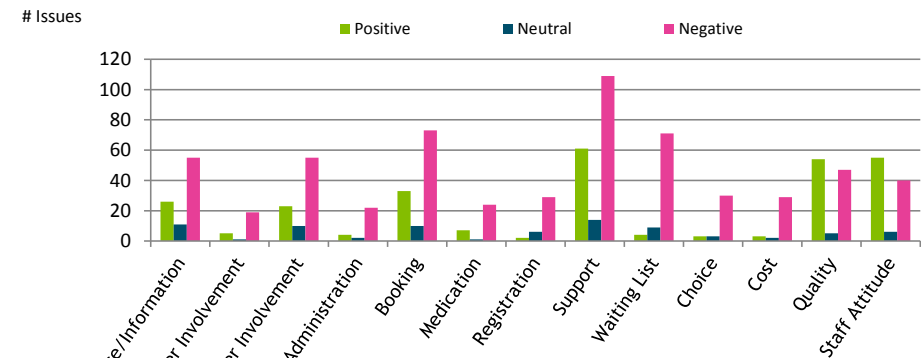**7.30 Service Type**

Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
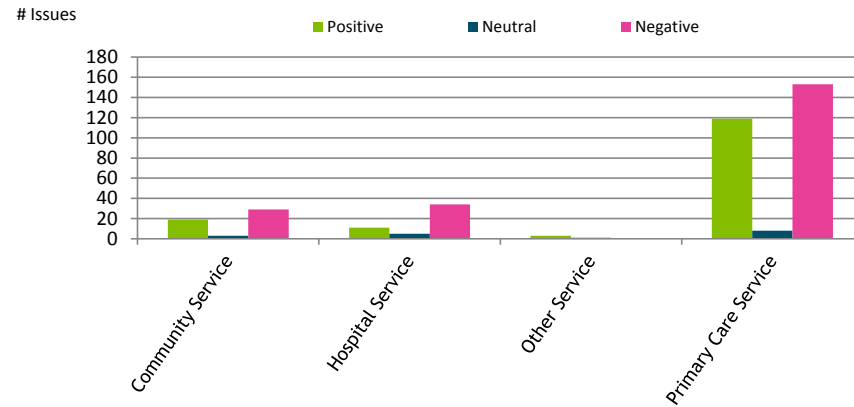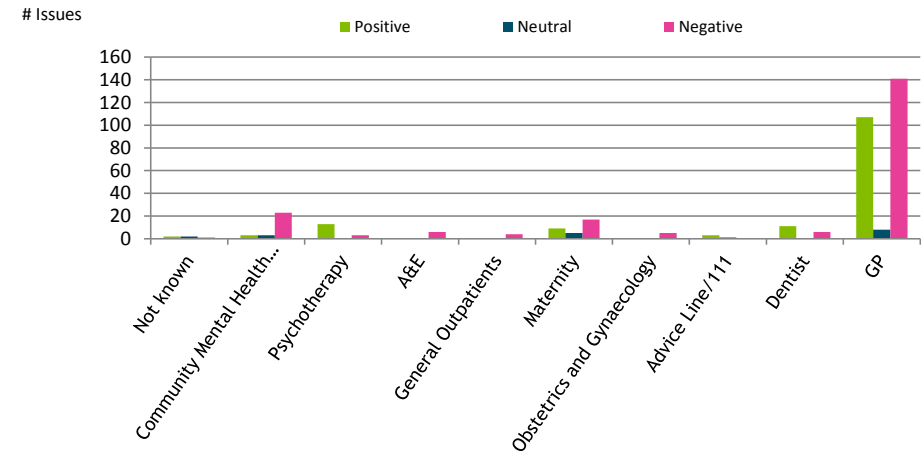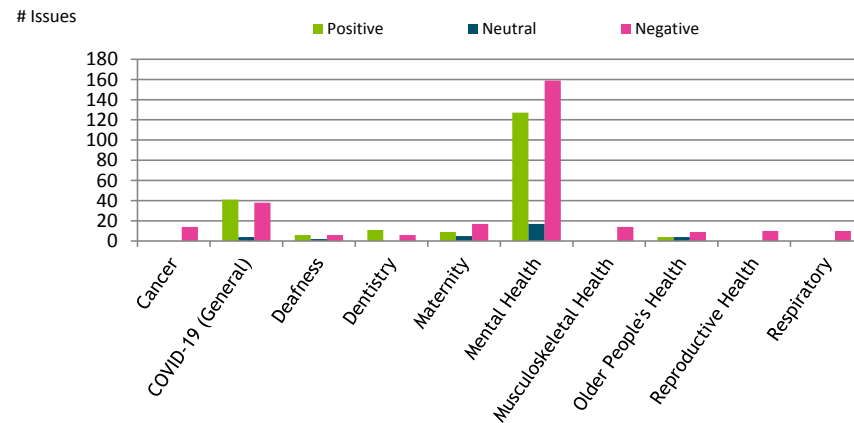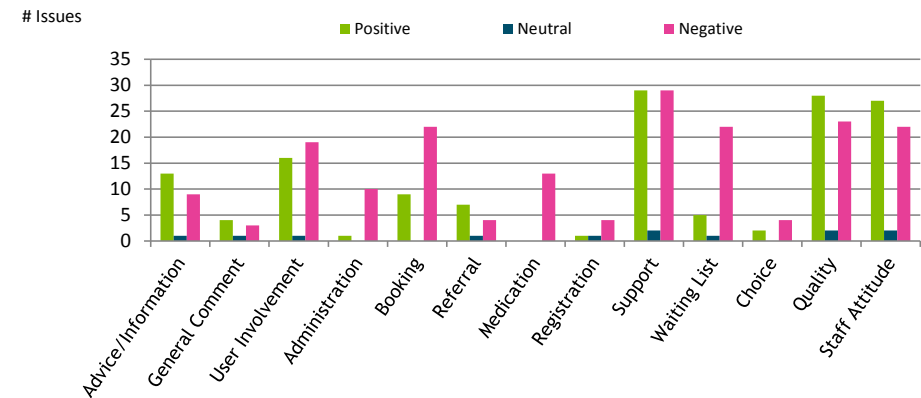
7.32 Top Trends: 381 issues from 91 people

Issues

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.*	101	28	152	281
	Carer Involvement	*Involvement or influence of carers and family members.*	16	3	46	65
	Peer Involvement	*Involvement or Influence of friends.*	3	1	6	10
	General Comment	*A generalised statement (ie; "The doctor was good.")*	39	73	28	140
	User Involvement	*Involvement or influence of the service user.*	123	22	201	346
Systems	Administration	*Administrative processes and delivery.*	26	8	86	120
	Admission	*Physical admission to a hospital ward, or other service.*	1	0	5	6
	Booking	*Ability to book, reschedule or cancel appointments.*	104	26	258	388
	Cancellations	*Cancellation of appointment by the service provider.*	2	10	47	59
	Data Protection	*General data protection (including GDPR).*	2	0	5	7
	Referral	*Referral to a service.*	36	10	52	98
	Medical Records	*Management of medical records.*	1	3	19	23
	Medication	*Prescription and management of medicines.*	32	12	79	123
	Opening Times	*Opening times of a service.*	3	19	3	25
	Planning	*Leadership and general organisation.*	14	2	18	34
	Registration	*Ability to register for a service.*	25	15	86	126
	Support	*Levels of support provided.*	252	40	368	660
	Telephone	*Ability to contact a service by telephone.*	13	5	64	82
	Timing	*Physical timing (ie; length of wait at appointments).*	12	2	21	35
	Waiting List	*Length of wait while on a list.*	42	33	241	316
Values	Choice	*General choice.*	19	7	76	102
	Cost	*General cost.*	3	3	49	55
	Language	*Language, including terminology.*	3	6	19	28
	Nutrition	*Provision of sustainance.*	5	0	3	8
	Privacy	*Privacy, personal space and property.*	6	0	9	15
	Quality	*General quality of a service, or staff.*	231	11	209	451
	Sensory	*Deaf/blind or other sensory issues.*	2	0	5	7
	Stimulation	*General stimulation, including access to activities.*	6	1	5	12

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	8	4	4	16
	Environment/Layout	*Physical environment of a service.*	3	0	15	18
	Equipment	*General equipment issues.*	5	6	6	17
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	12	1	15	28
	Hygiene	*Levels of hygiene and general cleanliness.*	8	0	6	14
	Mobility	*Physical mobility to, from and within services.*	2	1	9	12
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	1	19	20
	Security/Conduct	*General security of a service, including conduct of staff.*	5	1	21	27
	Staff Attitude	*Attitude, compassion and empathy of staff.*	239	14	207	460
	Complaints	*Ability to log and resolve a complaint.*	10	2	36	48
	Staff Training	*Training of staff.*	1	1	19	21
	Staffing Levels	*General availability of staff.*	1	1	7	9
	Total:		**1416**	**372**	**2524**	**4312**

CommunityInsight CRM