Staff Attitude & Quality, North East London (NEL)

Trends Analysis Report

Community*Insight*

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 local issues regarding staff attitude and quality.

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)
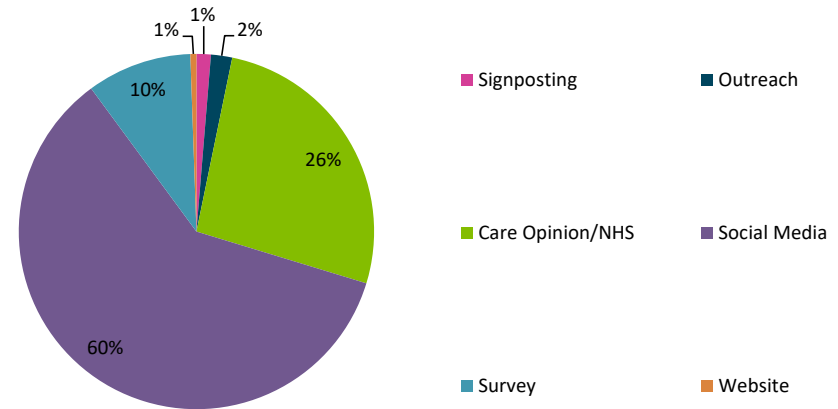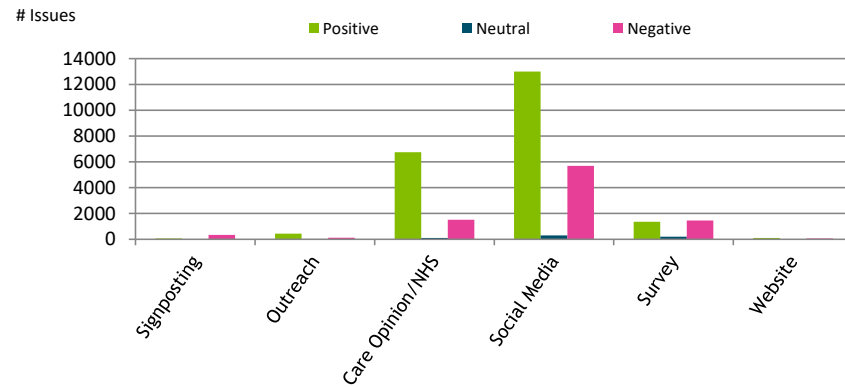The numbers underpinning the trends.

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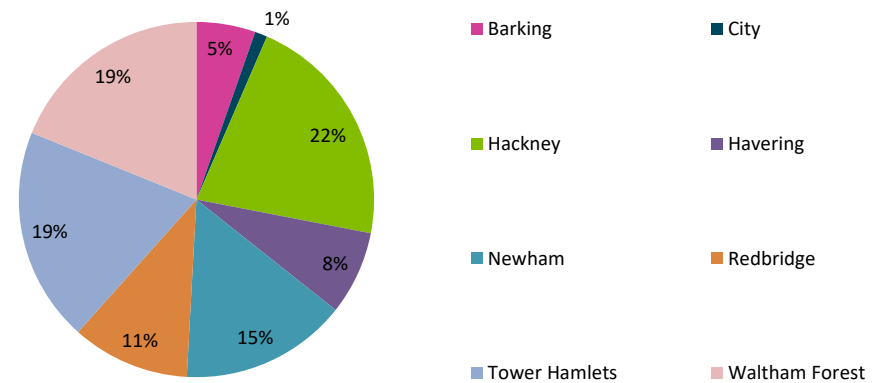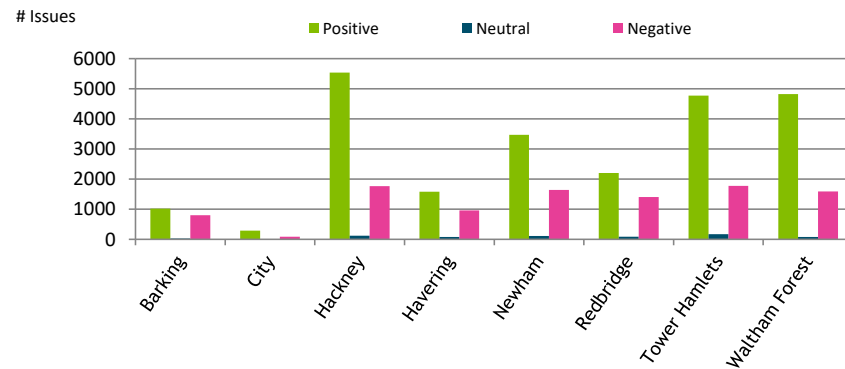
1. Data Source: Where did we collect the feedback?

1.1 Source: 34410 issues from 8467 people
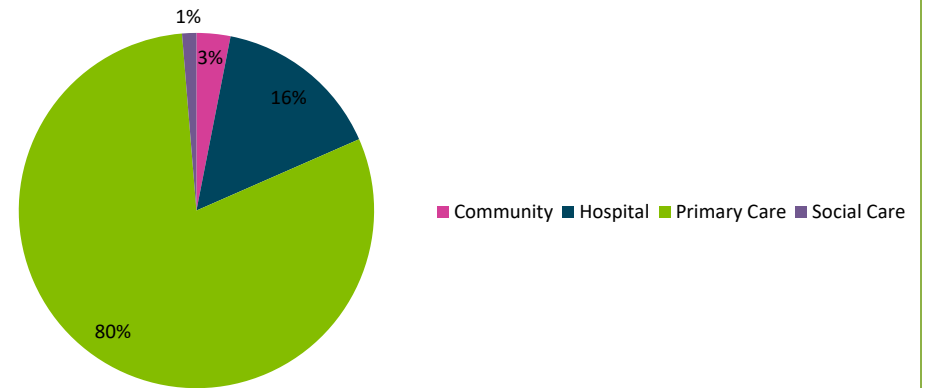

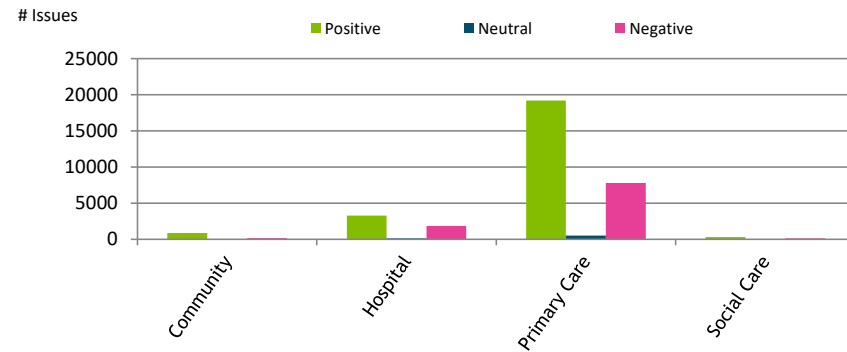*Sources providing the most comments overall*

1.2 Feedback by Borough
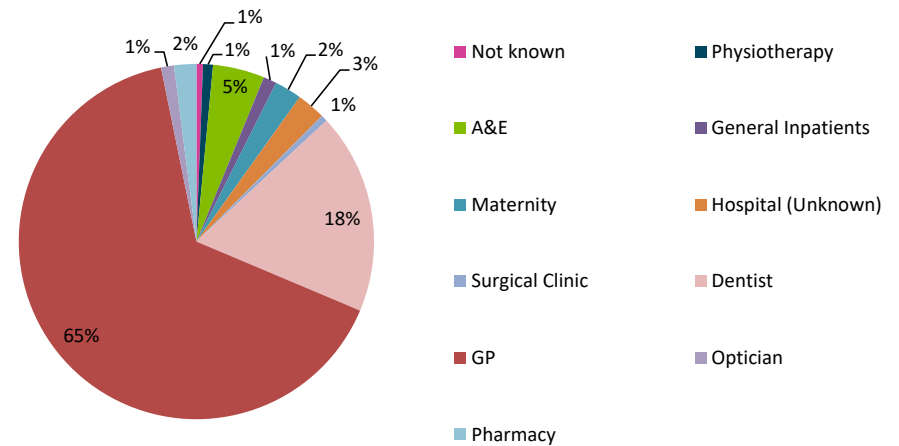
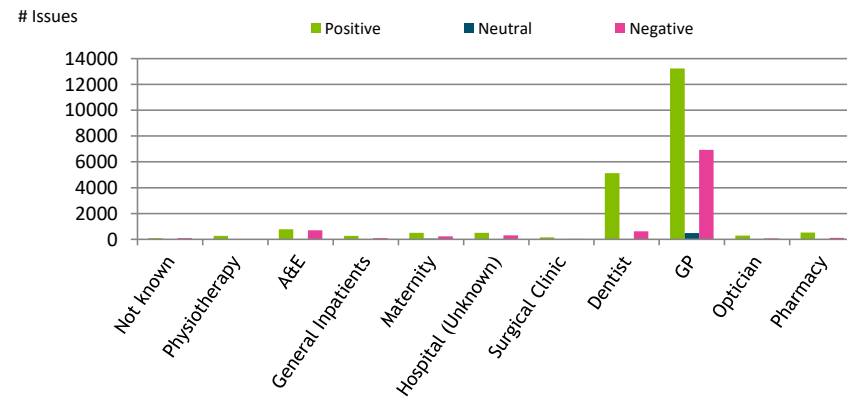## 2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Community, Hospital, Primary Care, Social Care

Y-axis: 0, 5000, 10000, 15000, 20000, 25000

Service sectors receiving the most comments overall

Pie chart:
- 80% Primary Care
- 16% Hospital
- 3% Community
- 1% Social Care

Legend: Community, Hospital, Primary Care, Social Care

2.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Not known, Physiotherapy, A&E, General Inpatients, Maternity, Hospital (Unknown), Surgical Clinic, Dentist, GP, Optician, Pharmacy

Y-axis: 0, 2000, 4000, 6000, 8000, 10000, 12000, 14000

Service type receiving the most comments overall

Pie chart:
- 65% GP
- 18% Dentist
- 5% A&E
- 3% Hospital (Unknown)
- 2% Pharmacy
- 2% Maternity
- 1% Not known
- 1% General Inpatients
- 1% Surgical Clinic
- 1% Physiotherapy
- 1% Optician

Legend:
- Not known
- A&E
- Maternity
- Surgical Clinic
- GP
- Pharmacy
- Physiotherapy
- General Inpatients
- Hospital (Unknown)
- Dentist
- Optician

4

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Cardiology, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Dentistry, Digital and Online, Eye Health, General Social Care, Maternity, Mental Health, Musculoskeletal Health, Older People's Health

Y-axis: 0, 1000, 2000, 3000, 4000, 5000, 6000

Medical conditions/topics receiving the most comments overall

Pie chart percentages: 2%, 6%, 18%, 6%, 38%, 3%, 3%, 2%, 8%, 5%, 5%, 4%, 2%

Pie chart legend:
- Cardiology
- Children's Health
- COVID-19 (General)
- COVID-19 (Vaccine)
- Dentistry
- Digital and Online
- Eye Health
- General Social Care
- Maternity
- Mental Health
- Musculoskeletal Health
- Older People's Health

3.2 Top Trends: 34410 issues from 8467 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Quality, Staff Attitude

Y-axis: 0, 2000, 4000, 6000, 8000, 10000, 12000, 14000

Issues receiving the most comments overall

Pie chart percentages: 42% Quality, 58% Staff Attitude

Pie chart legend: Quality, Staff Attitude

4.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Period	Negative	Positive
Jan - Mar 2021	20%	78%
Apr - Jun 2021	24%	75%
Jul - Sep 2021	30%	67%
Oct - Dec 2021	29%	70%
Jan - Mar 2022	36%	63%
Apr - Jun 2022	31%	67%
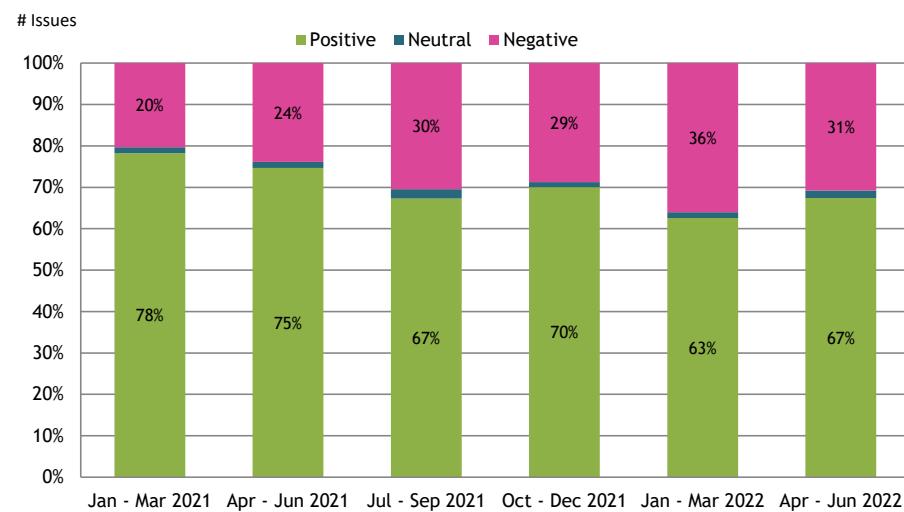
5. By Borough: On the whole, how do people feel about Health and Care services?
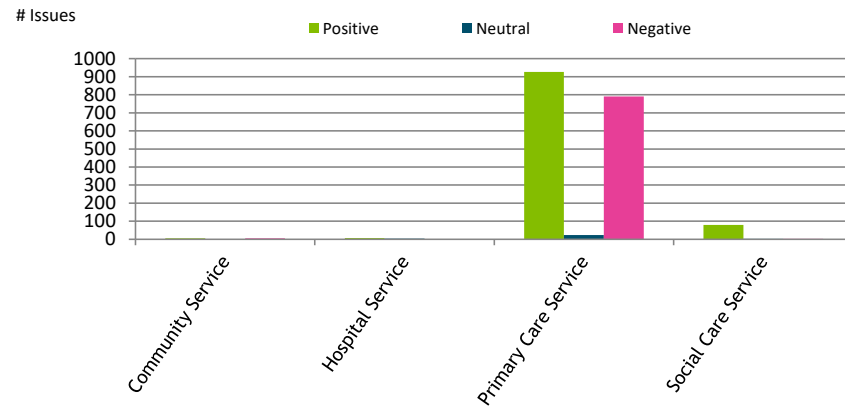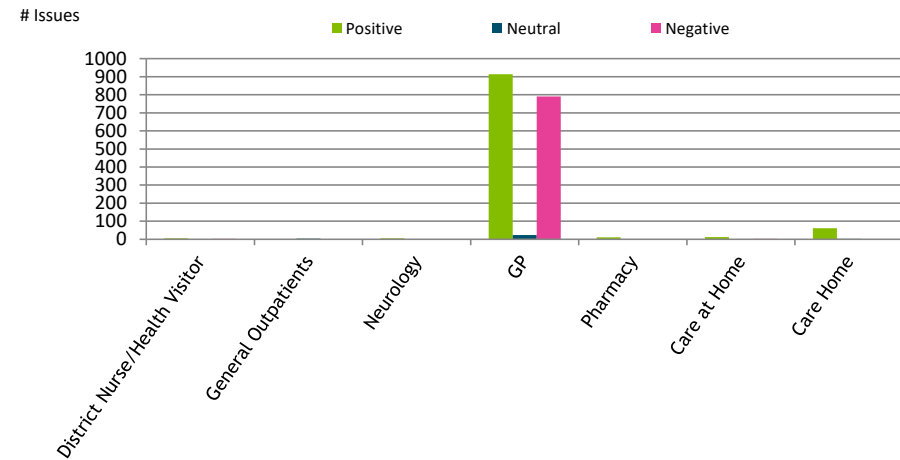
5.1 How do people feel about services overall?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	55%	43%
City	74%	23%
Hackney	75%	24%
Havering	60%	37%
Newham	66%	31%
Redbridge	60%	38%
Tower Hamlets	71%	26%
Waltham Forest	74%	24%

6.1 How do people feel about services overall?
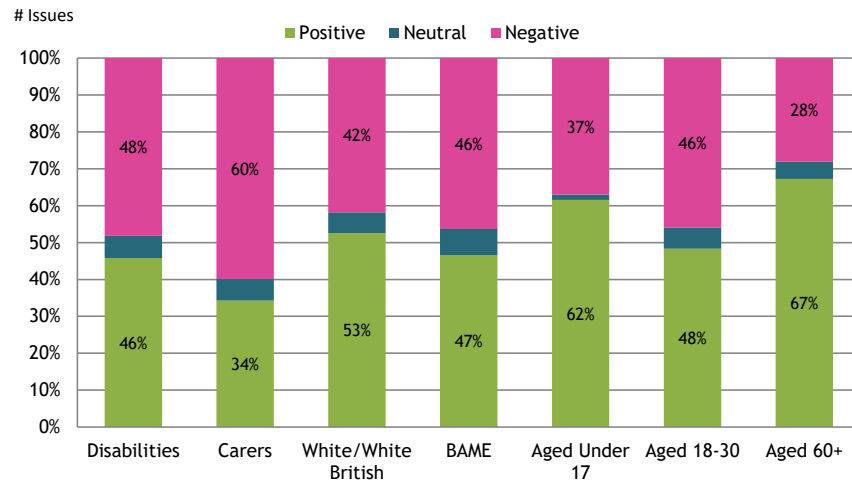
Issues

Positive Neutral Negative

Category	Positive	Negative
Disabilities	46%	48%
Carers	34%	60%
White/White British	53%	42%
BAME	47%	46%
Aged Under 17	62%	37%
Aged 18-30	48%	46%
Aged 60+	67%	28%

7.1 Service Sector

Issues

Positive · Neutral · Negative

Service sectors receiving the most comments overall

7.2 Service Type

Issues

Positive · Neutral · Negative

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Positive · Neutral · Negative
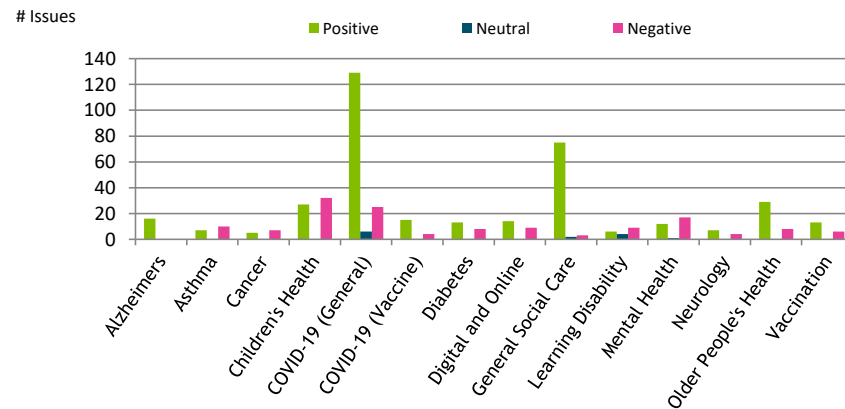
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 1848 issues from 347 people

Issues

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
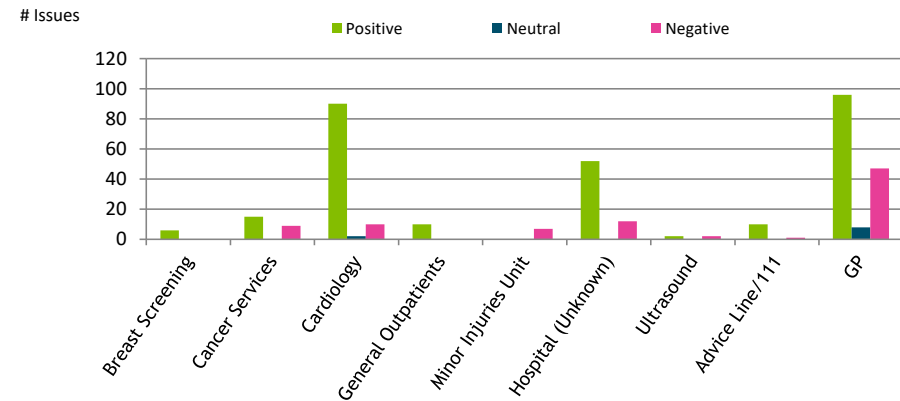
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
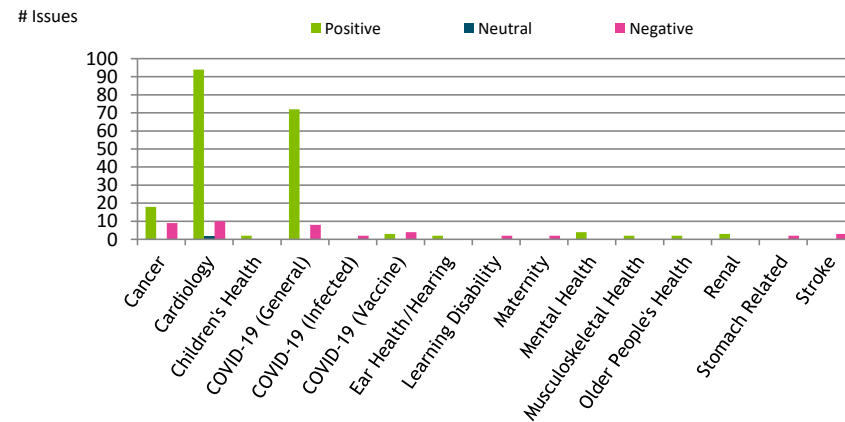
Issues

Medical conditions/topics receiving the most comments overall

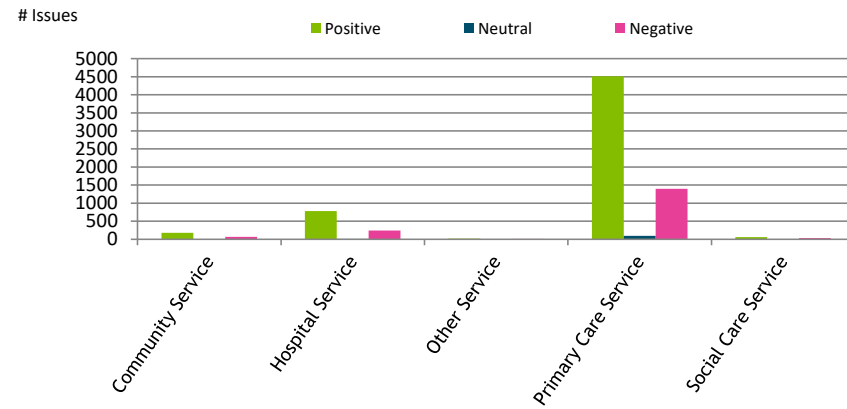**7.8 Top Trends: 389 issues from 97 people**
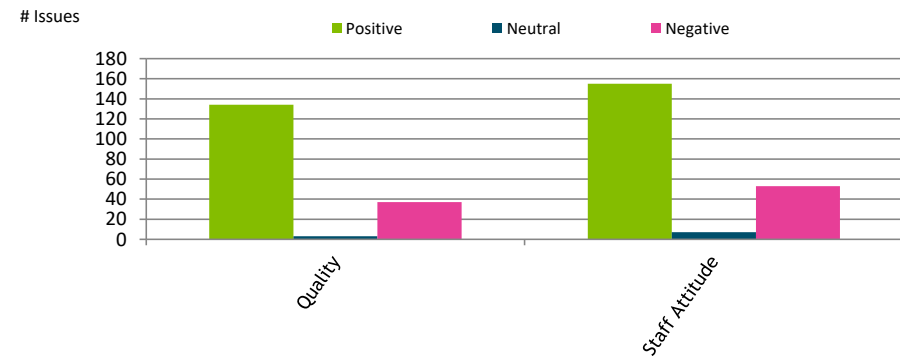
Issues

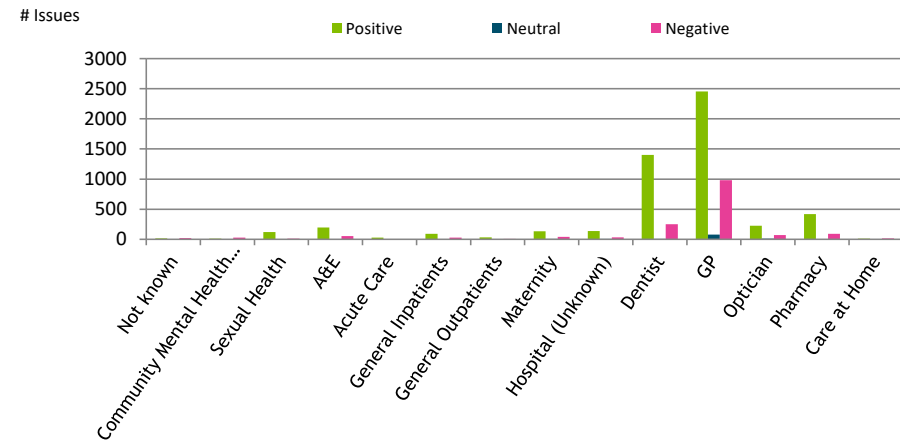*Issues receiving the most comments overall*

7. Trends by Borough: Hackney

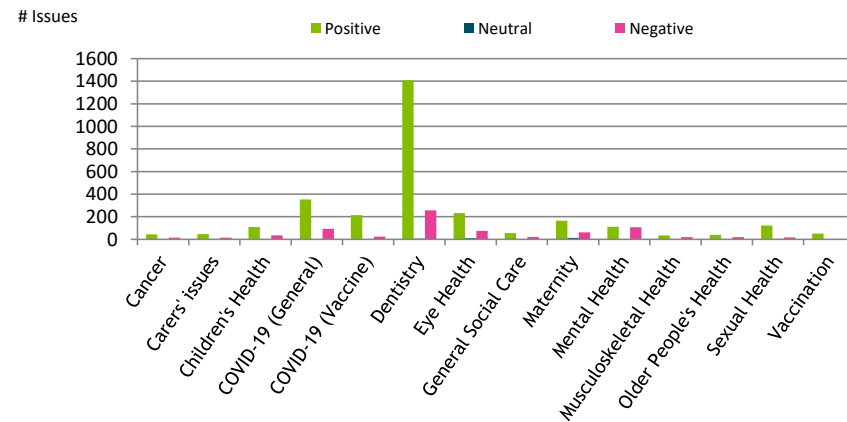## 7.9 Service Sector

Issues

Service sectors receiving the most comments overall
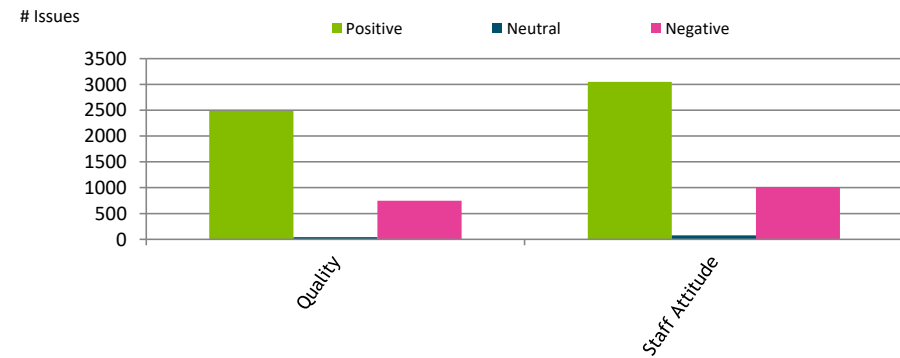
7.10 Service Type

Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
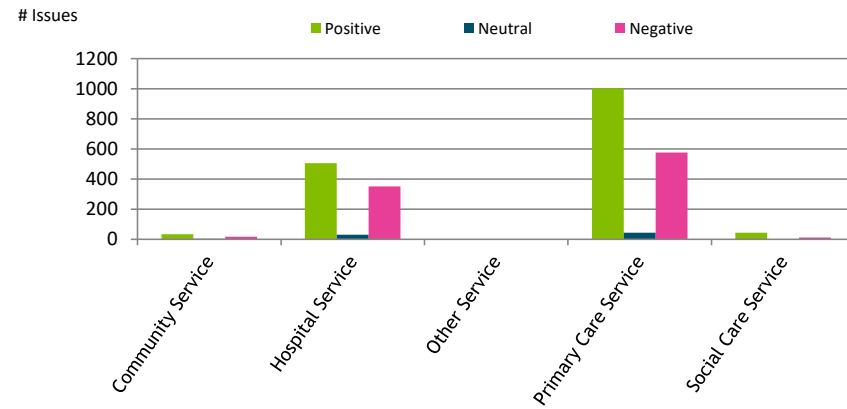
7.12 Top Trends: 7413 issues from 1866 people

Issues

Issues receiving the most comments overall

11

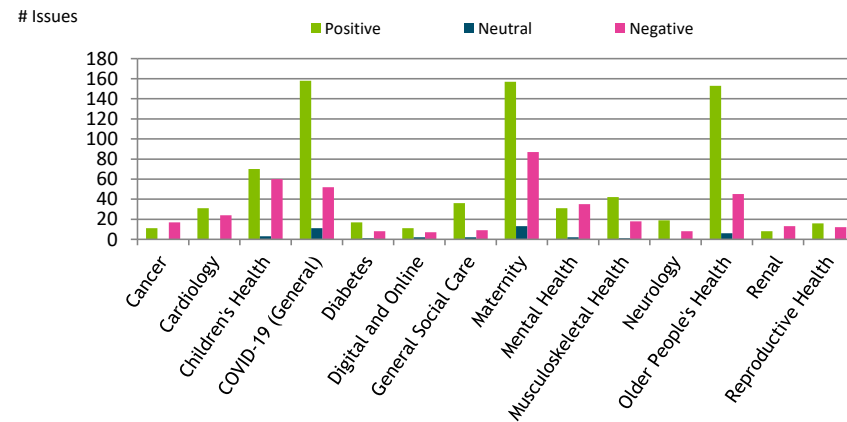**7.13 Service Sector**

Issues

Service sectors receiving the most comments overall
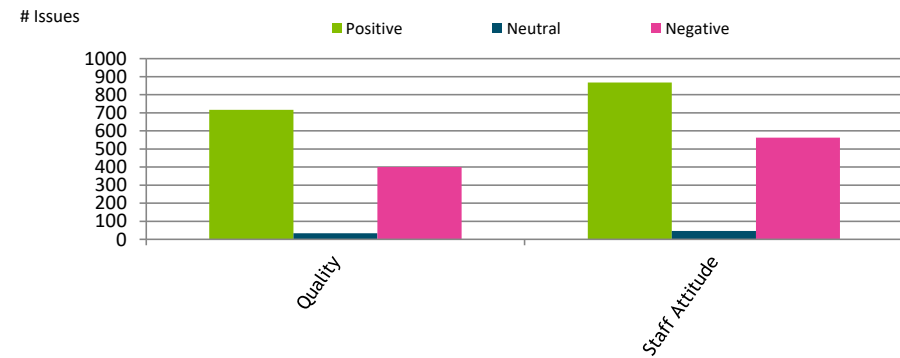
7.14 Service Type
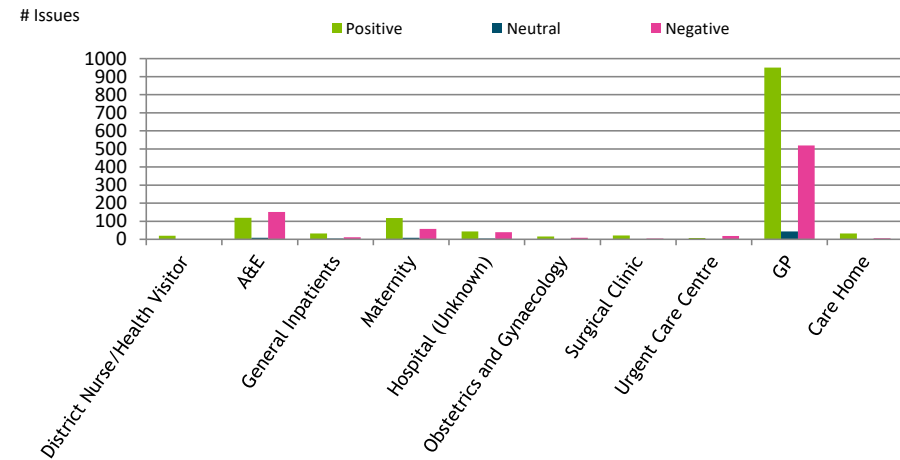
Issues

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: 2626 issues from 624 people

Issues

Issues receiving the most comments overall

7.17 Service Sector

Issues

Service sectors receiving the most comments overall

7.18 Service Type
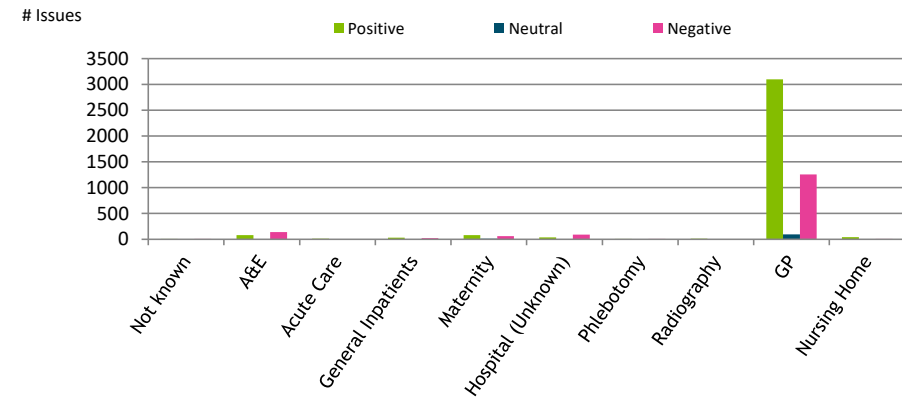
Issues

Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
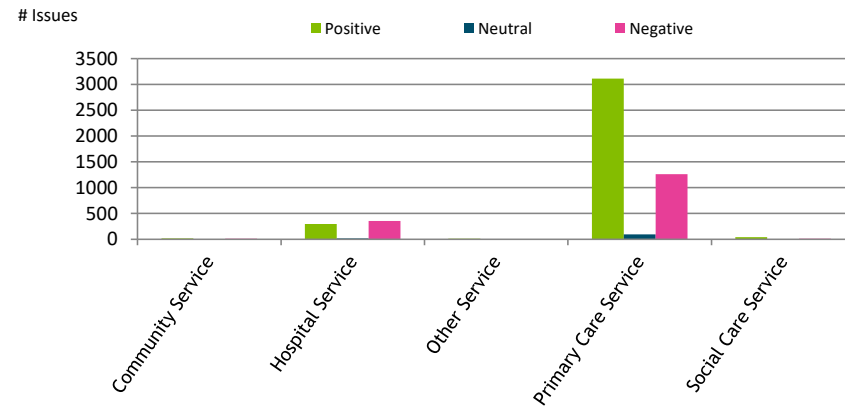
7.20 Top Trends: 5227 issues from 1269 people

Issues

Issues receiving the most comments overall

13
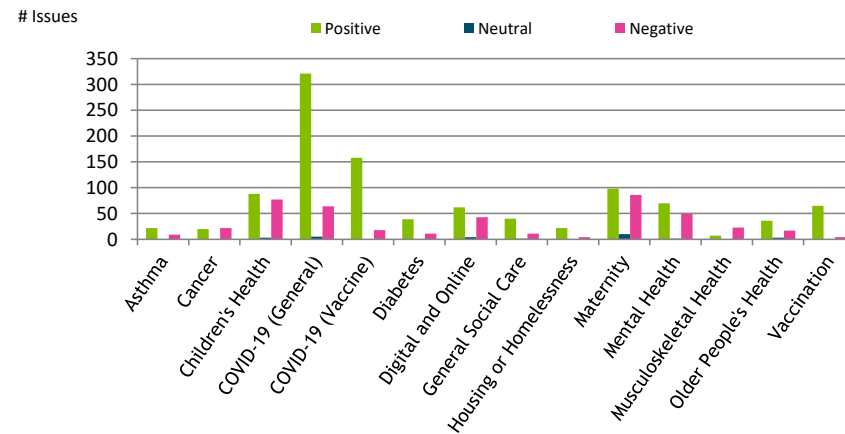
7.21 Service Sector

Issues

Service sectors receiving the most comments overall
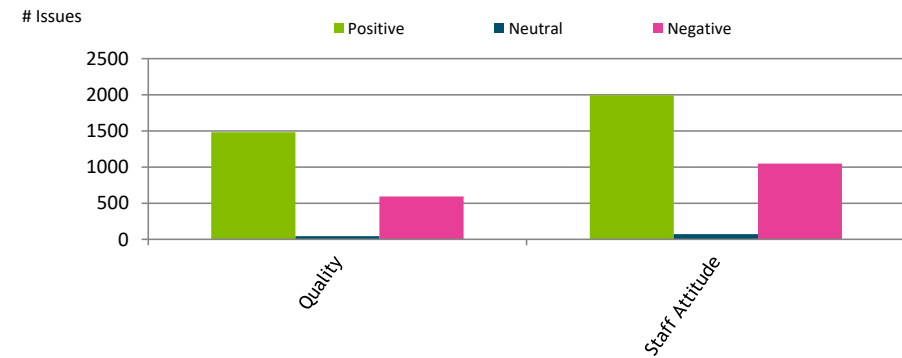
7.22 Service Type
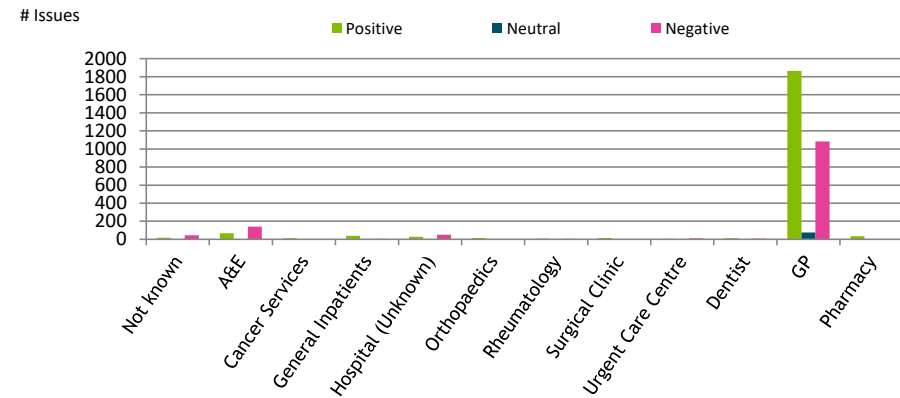
Issues

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 3693 issues from 945 people

Issues

Issues receiving the most comments overall

7.25 Service Sector

Issues
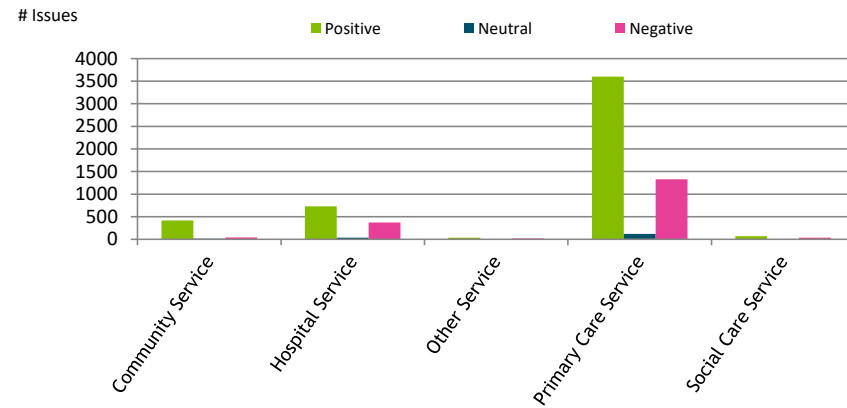
Service sectors receiving the most comments overall

7.26 Service Type
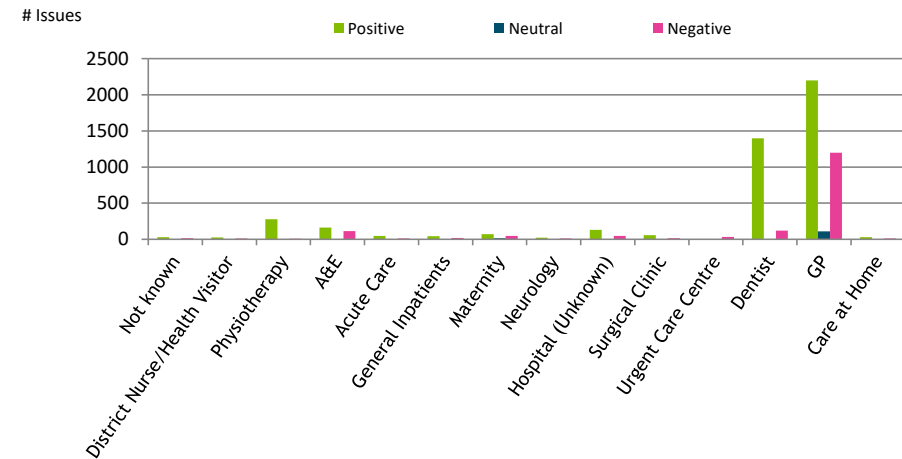
Issues

Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
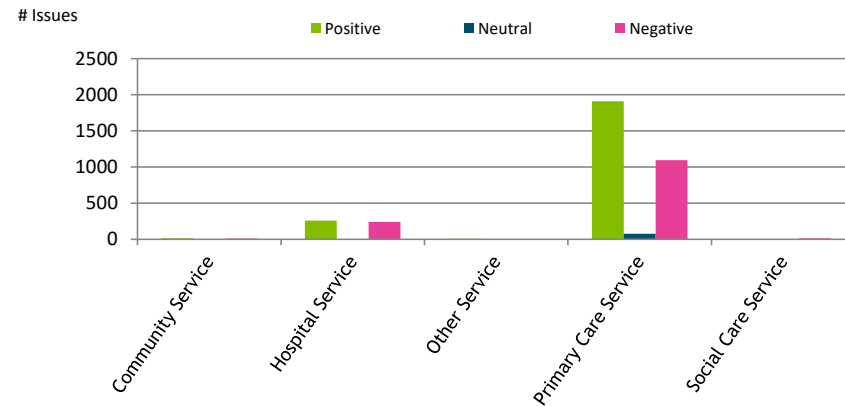
7.28 Top Trends: 6720 issues from 1563 people

Issues

Issues receiving the most comments overall

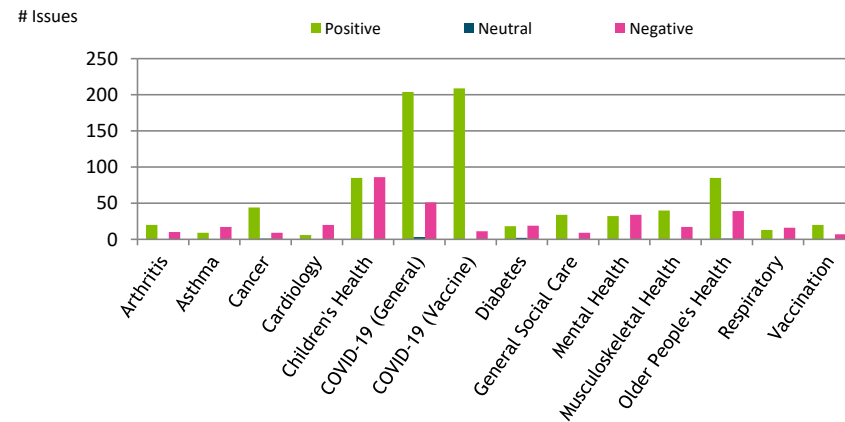**7.29 Service Sector**

Issues

Service sectors receiving the most comments overall
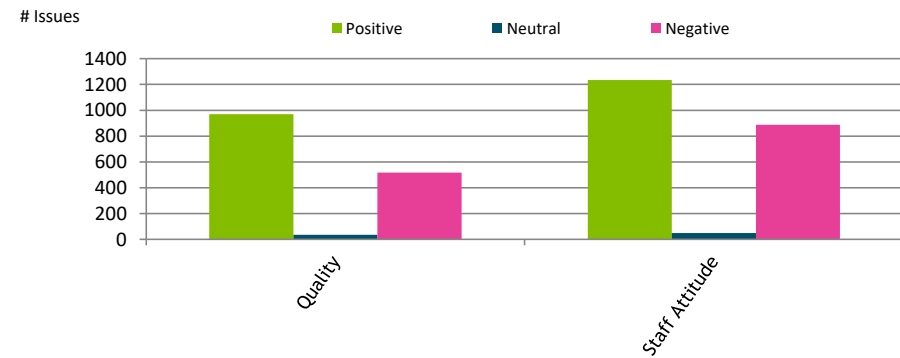
7.30 Service Type
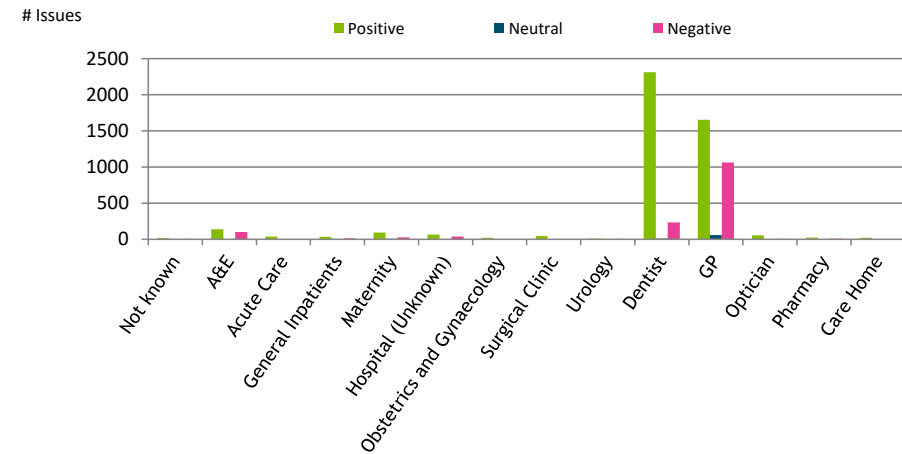
Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
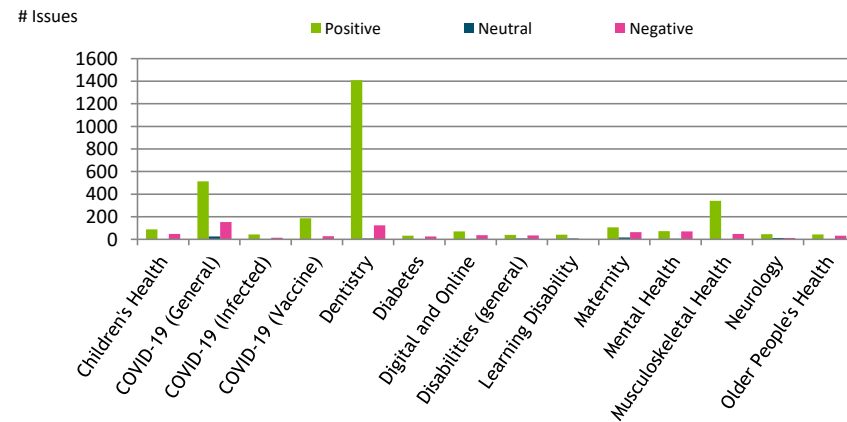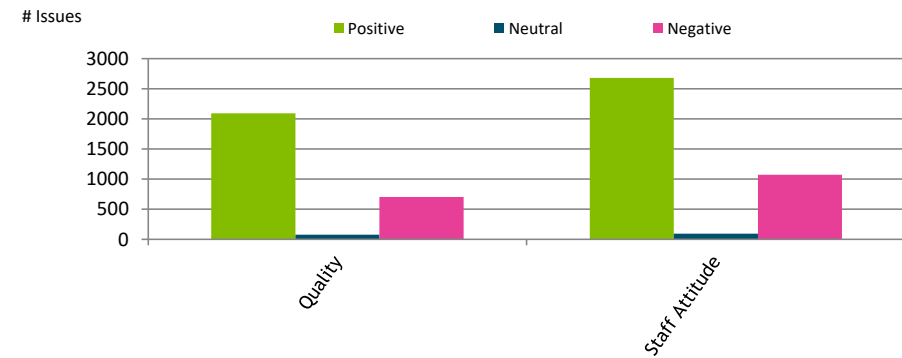
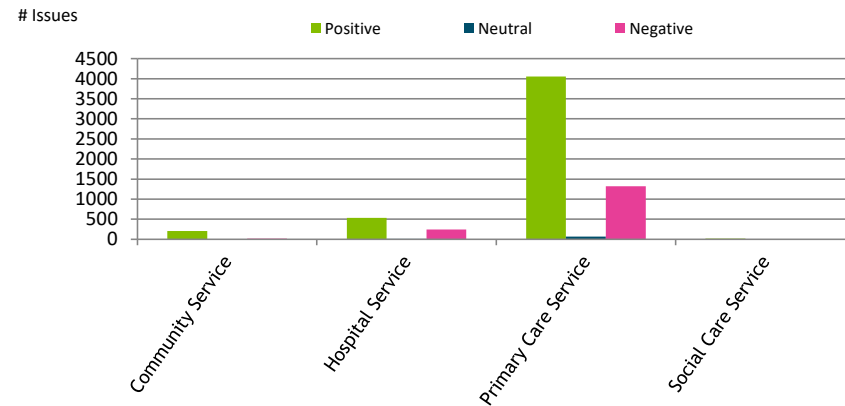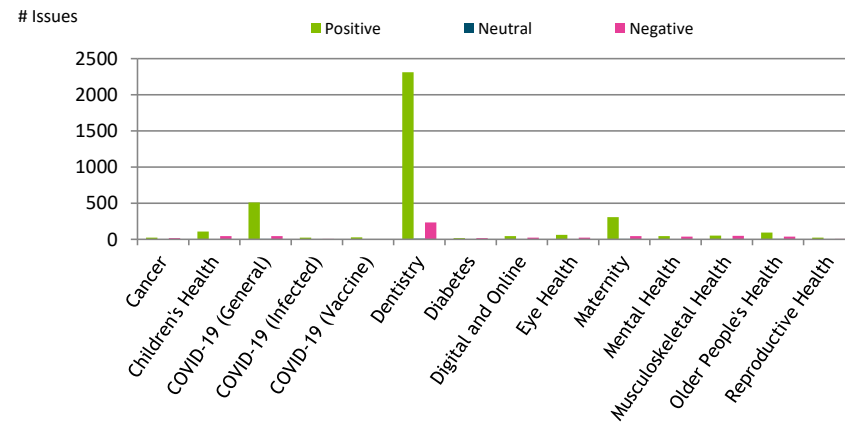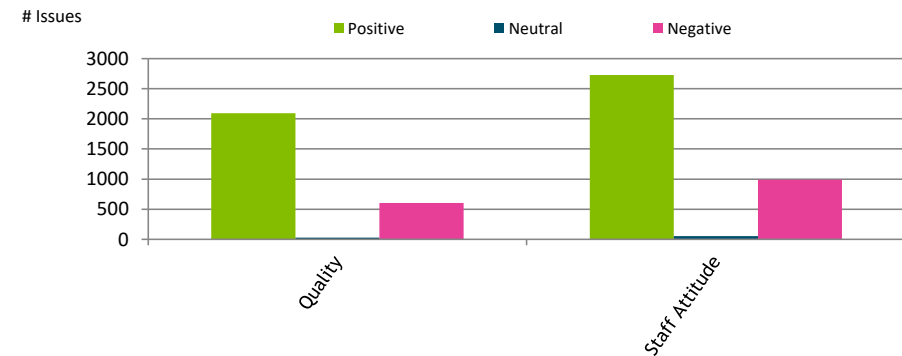**7.32 Top Trends: 6494 issues from 1756 people**

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.*	0	0	0	0
	Carer Involvement	*Involvement or influence of carers and family members.*	0	0	0	0
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	0	0	0	0
	User Involvement	*Involvement or influence of the service user.*	0	0	0	0
Systems	Administration	*Administrative processes and delivery.*	0	0	0	0
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	0	0	0	0
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	0	0	0	0
	Medical Records	*Management of medical records.*	0	0	0	0
	Medication	*Prescription and management of medicines.*	0	0	0	0
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	0	0	0	0
	Registration	*Ability to register for a service.*	0	0	0	0
	Support	*Levels of support provided.*	0	0	0	0
	Telephone	*Ability to contact a service by telephone.*	0	0	0	0
	Timing	*Physical timing (ie; length of wait at appointments).*	0	0	0	0
	Waiting List	*Length of wait while on a list.*	0	0	0	0
Values	Choice	*General choice.*	0	0	0	0
	Cost	*General cost.*	0	0	0	0
	Language	*Language, including terminology.*	0	0	0	0
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	0	0	0	0
	Quality	*General quality of a service, or staff.*	10409	270	3860	14539
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	0	0	0	0
	Environment/Layout	*Physical environment of a service.*	0	0	0	0
	Equipment	*General equipment issues.*	0	0	0	0
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	0	0	0	0
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	0	0
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	13292	414	6165	19871
	Complaints	*Ability to log and resolve a complaint.*	0	0	0	0
	Staff Training	*Training of staff.*	0	0	0	0
	Staffing Levels	*General availability of staff.*	0	0	0	0
	Total:		**23701**	**684**	**10025**	**34410**

Community*Insight* CRM