Health and Care Services in North East London (NEL)

Trends Analysis Report

CommunityInsight

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 health and care services in selected boroughs.

Reporting Period: 1 January - 31 December 2022

LOCAL VOICE
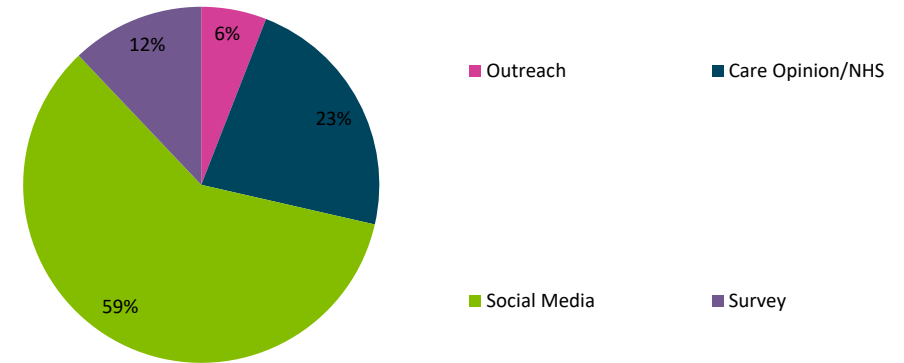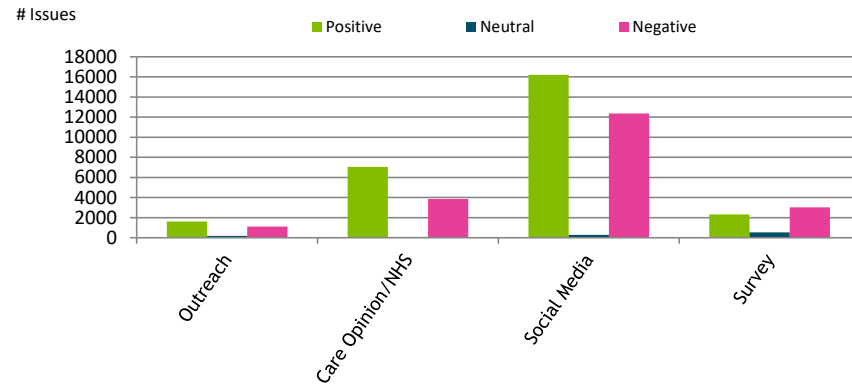*in North East London*

Report Index

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: 50562 issues from 12147 people

 # Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Outreach, Care Opinion/NHS, Social Media, Survey

Pie chart:
- Outreach: 6%
- Care Opinion/NHS: 23%
- Social Media: 59%
- Survey: 12%

Sources providing the most comments overall

1.2 Feedback by Borough

 # Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Barking: 4%
- City: 1%
- Hackney: 23%
- Havering: 8%
- Newham: 13%
- Redbridge: 10%
- Tower Hamlets: 18%
- Waltham Forest: 23%
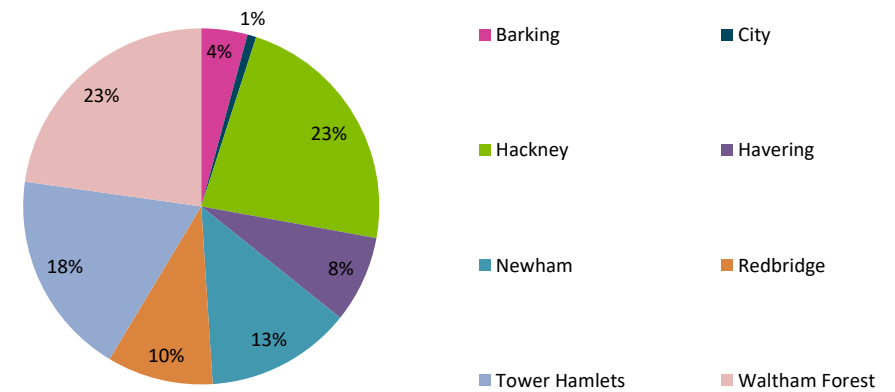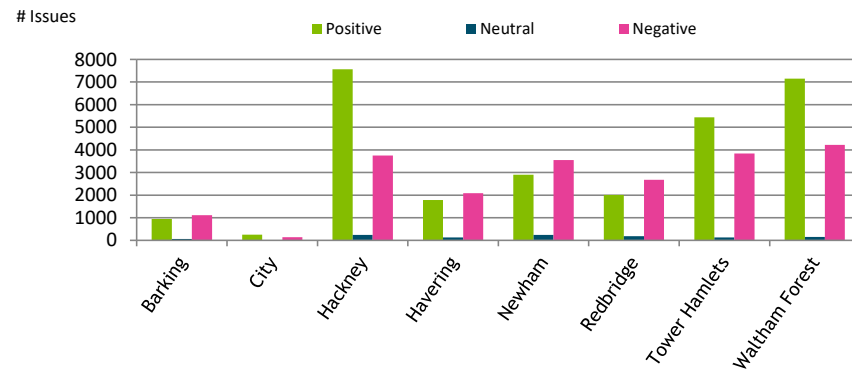
2. Which services are people most commenting on?

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:
- 0%
- 3%
- 21%
- 76%

Legend: Community | Hospital | Primary Care | Social Care

2.2 Service Type

Issues

Legend: Positive | Neutral | Negative

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

Y-axis: 0, 2000, 4000, 6000, 8000, 10000, 12000, 14000, 16000

Service type receiving the most comments overall

Pie chart:
- 2%
- 2%
- 1%
- 6%
- 1%
- 6%
- 2%
- 1%
- 1%
- 16%
- 59%
- 3%

Legend:
- Not known | Sexual Health
- A&E | General Inpatients
- Maternity | Hospital (Unknown)
- Physiotherapy | Ultrasound
- Dentist | GP
- Optician | Pharmacy

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3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Positive | Neutral | Negative

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

Medical conditions/topics receiving the most comments overall

Pie chart:
- Cancer 2%
- Children's Health 6%
- COVID-19 (General) 2%
- COVID-19 (Vaccine) 2%
- Dentistry 34%
- Digital and Online 5%
- End of Life Care 2%
- Eye Health 4%
- General Social Care 2%
- Maternity 24%
- Mental Health 5%
- Musculoskeletal Health 3%
- Older People's Health 7%
- Vaccination 2%
- 2%

3.2 Top Trends: 50562 issues from 12147 people

Issues

Positive | Neutral | Negative

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

Issues receiving the most comments overall

Pie chart:
- Communication 6%
- General Comment 3%
- Involvement 7%
- Administration 3%
- Booking 7%
- Medication 2%
- Support 18%
- Telephone 3%
- Timing 4%
- Waiting List 6%
- Choice 1%
- Quality 17%
- Staff Attitude 23%
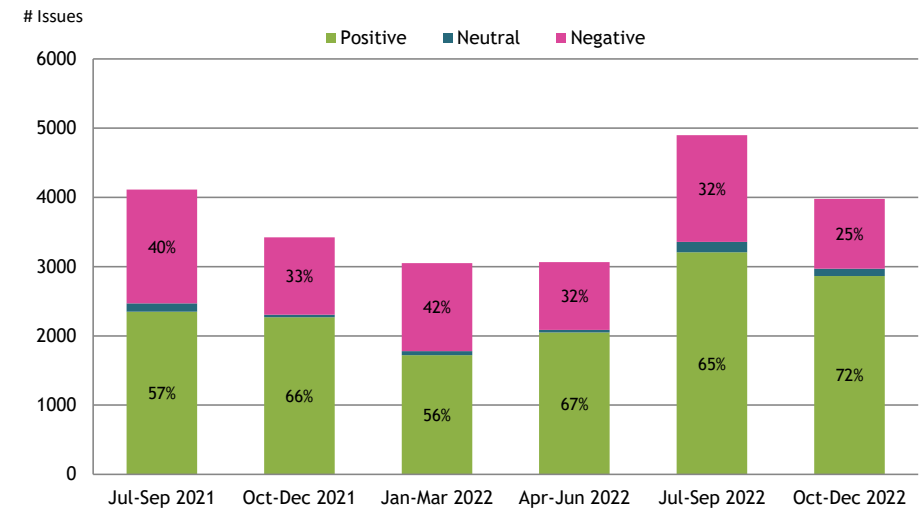
5
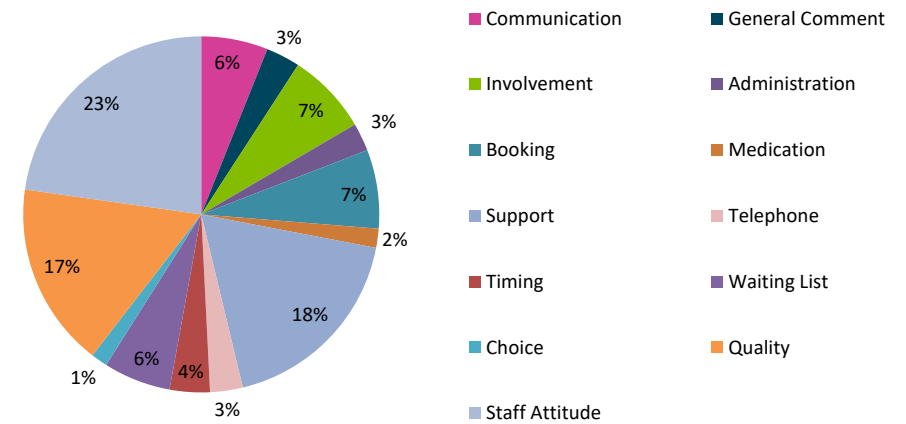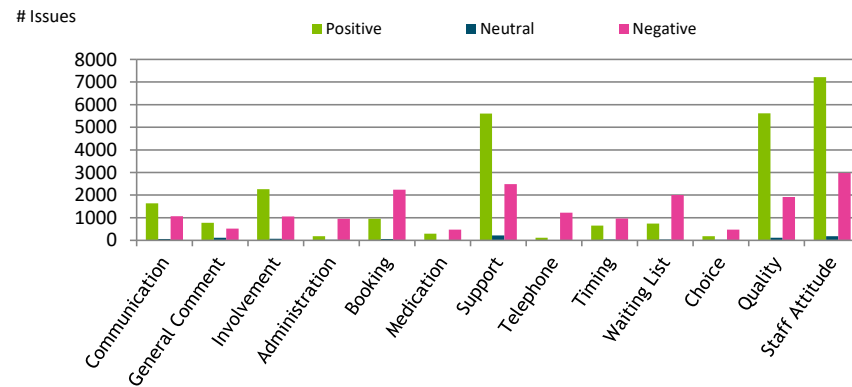
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues
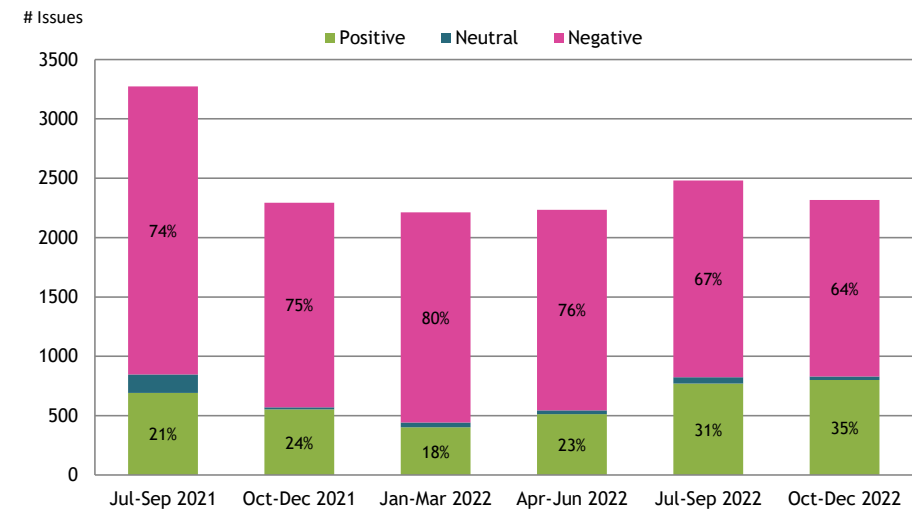
Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jul-Sep 2021	47%	49%
Oct-Dec 2021	54%	45%
Jan-Mar 2022	46%	52%
Apr-Jun 2022	54%	45%
Jul-Sep 2022	58%	39%
Oct-Dec 2022	62%	36%

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jul-Sep 2021	57%	40%
Oct-Dec 2021	66%	33%
Jan-Mar 2022	56%	42%
Apr-Jun 2022	67%	32%
Jul-Sep 2022	65%	32%
Oct-Dec 2022	72%	25%

4.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jul-Sep 2021	67%	30%
Oct-Dec 2021	70%	29%
Jan-Mar 2022	63%	36%
Apr-Jun 2022	69%	29%
Jul-Sep 2022	72%	25%
Oct-Dec 2022	79%	20%

4.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jul-Sep 2021	21%	74%
Oct-Dec 2021	24%	75%
Jan-Mar 2022	18%	80%
Apr-Jun 2022	23%	76%
Jul-Sep 2022	31%	67%
Oct-Dec 2022	35%	64%

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

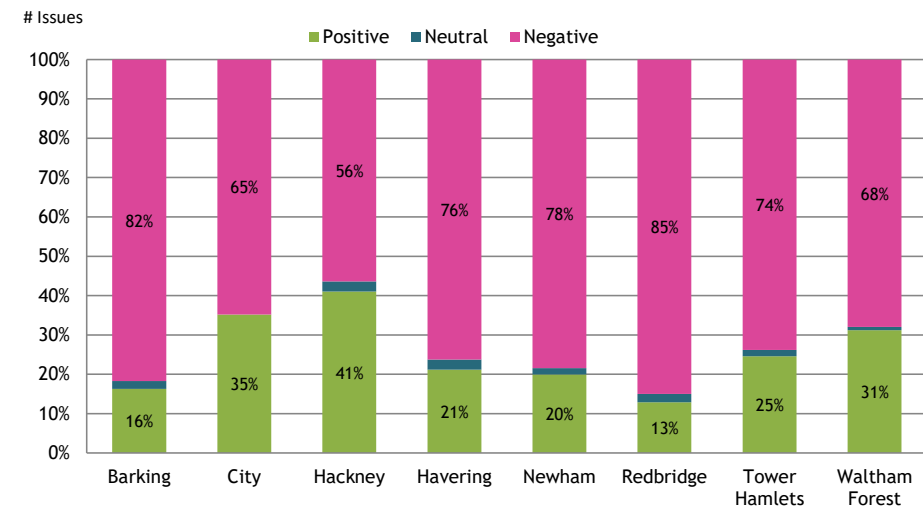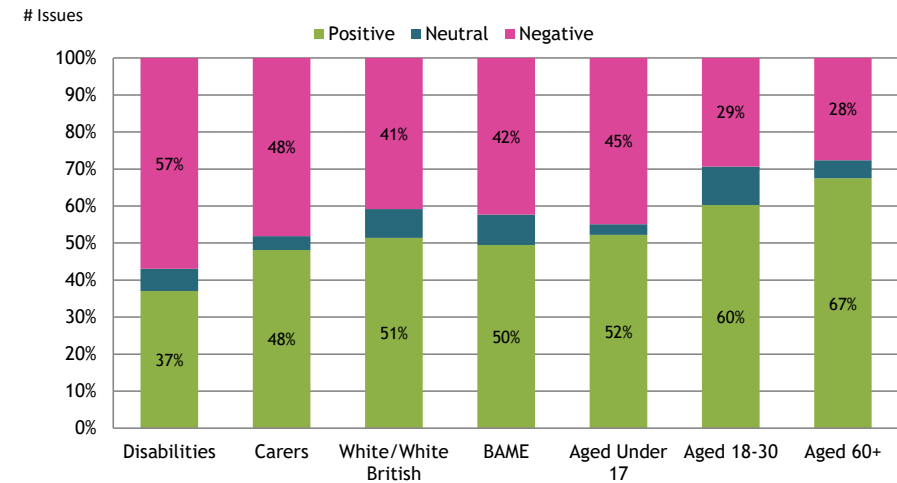Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	45%	53%
City	62%	35%
Hackney	65%	32%
Havering	45%	52%
Newham	43%	53%
Redbridge	41%	55%
Tower Hamlets	58%	41%
Waltham Forest	62%	37%

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

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	60%	38%
City	67%	31%
Hackney	73%	24%
Havering	55%	42%
Newham	51%	45%
Redbridge	51%	45%
Tower Hamlets	70%	28%
Waltham Forest	72%	27%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	65%	33%
City	74%	24%
Hackney	80%	19%
Havering	59%	38%
Newham	58%	39%
Redbridge	57%	41%
Tower Hamlets	75%	24%
Waltham Forest	76%	23%

5.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	16%	82%
City	35%	65%
Hackney	41%	56%
Havering	21%	76%
Newham	20%	78%
Redbridge	13%	85%
Tower Hamlets	25%	74%
Waltham Forest	31%	68%

6.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	35%	59%
Carers	50%	45%
White/White British	45%	47%
BAME	45%	47%
Aged Under 17	41%	56%
Aged 18-30	52%	40%
Aged 60+	58%	35%

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

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	37%	57%
Carers	48%	48%
White/White British	51%	41%
BAME	50%	42%
Aged Under 17	52%	45%
Aged 18-30	60%	29%
Aged 60+	67%	28%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	48%	47%
Carers	69%	27%
White/White British	59%	36%
BAME	61%	32%
Aged Under 17	52%	45%
Aged 18-30	62%	31%
Aged 60+	76%	18%

6.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	22%	75%
Carers	49%	42%
White/White British	36%	58%
BAME	34%	60%
Aged Under 17	23%	76%
Aged 18-30	40%	56%
Aged 60+	40%	55%

7.1 Service Sector

Issues

Legend: Positive / Neutral / Negative

X-axis: Community Service, Hospital Service, Primary Care Service, Social Care Service

Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: Positive / Neutral / Negative

X-axis: Not known, District Nurse/Health Visitor, A&E, General Outpatients, Maternity, Hospital (Unknown), Ultrasound, GP, Pharmacy, Hospice Care, Social Worker
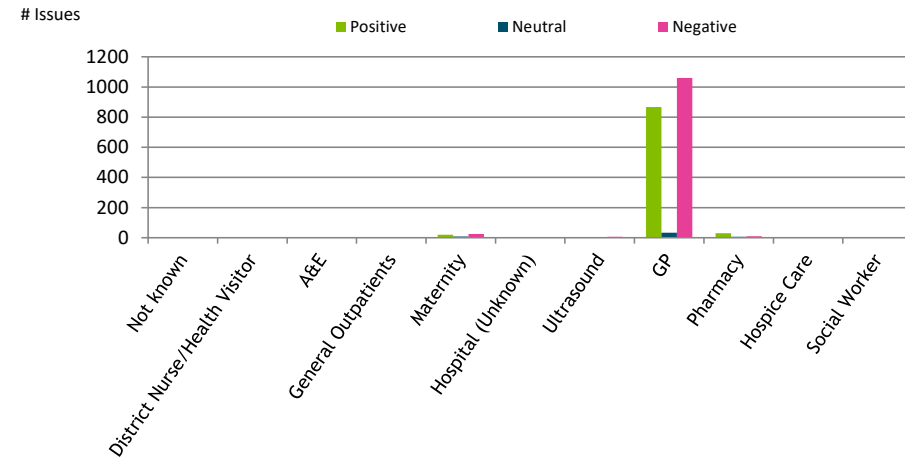
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: Positive / Neutral / Negative

X-axis: Asthma, Children's Health, COVID-19 (General), Diet and Nutrition, Digital and Online, General Social Care, Learning Disability, Maternity, Mental Health, Older People's Health, Vaccination
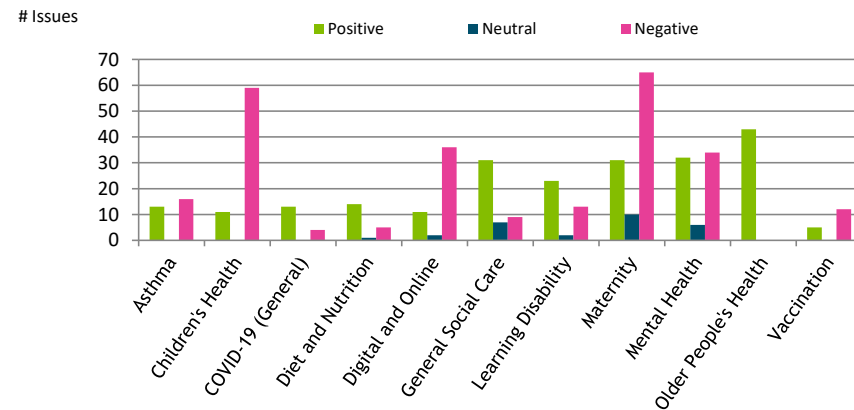
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 2120 issues from 451 people
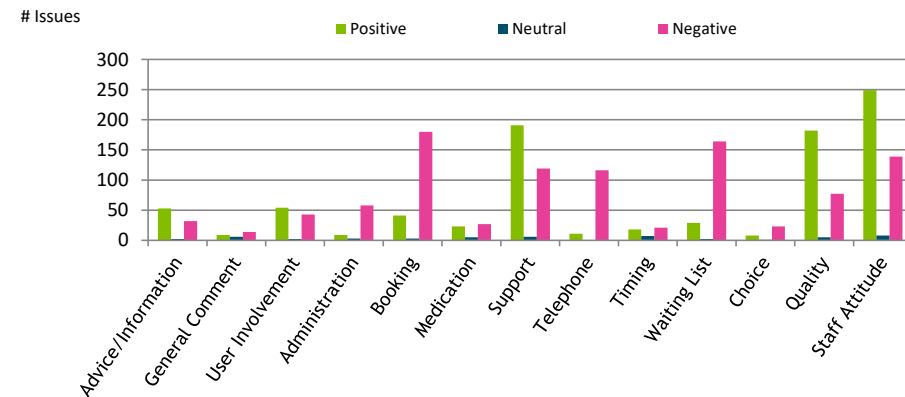
Issues

Legend: Positive / Neutral / Negative

X-axis: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

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7.5 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative
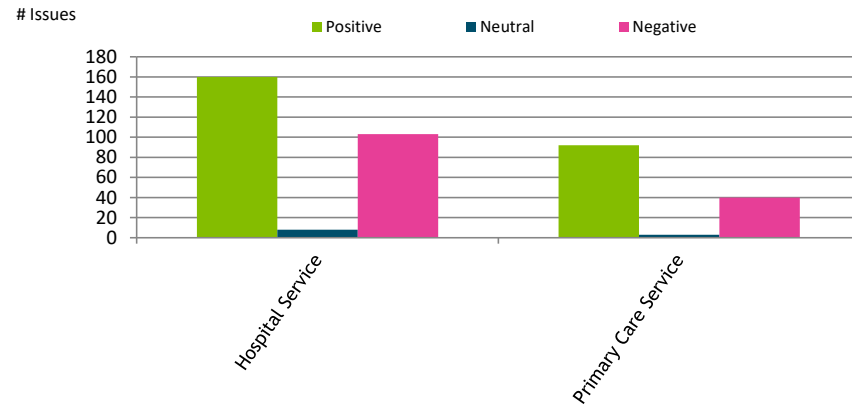
Service sectors receiving the most comments overall

7.6 Service Type

Issues

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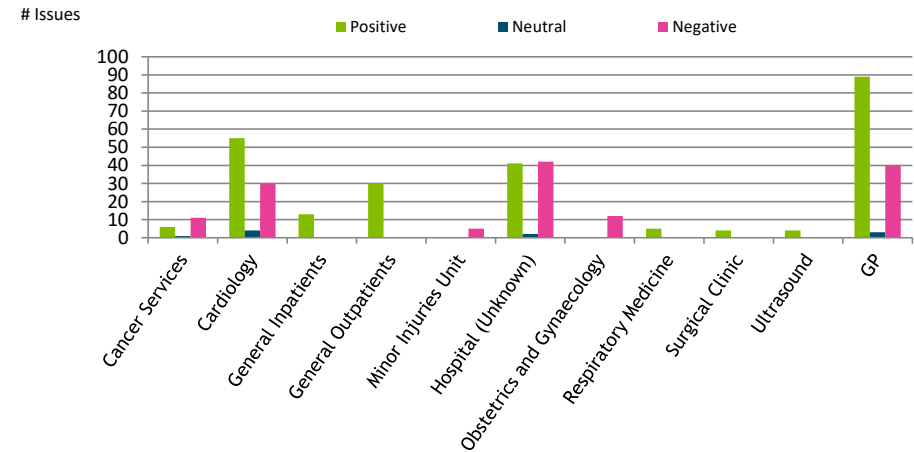
Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

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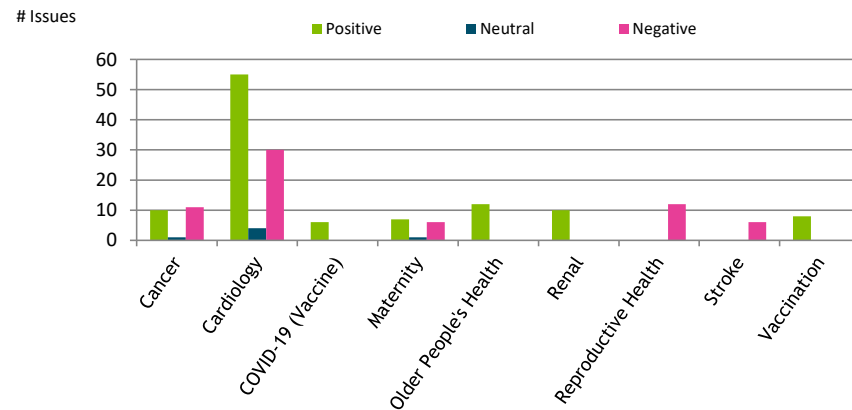
Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 405 issues from 96 people
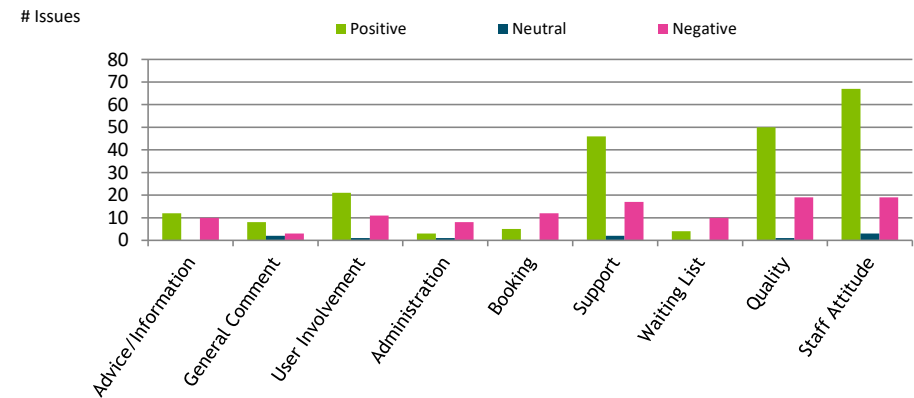
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

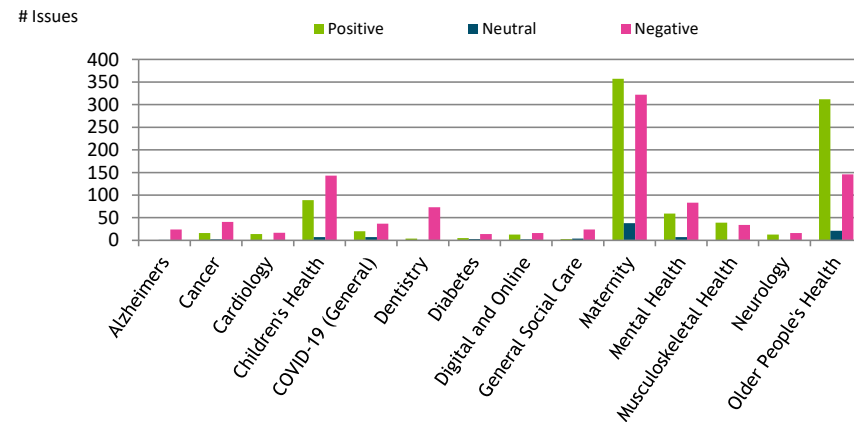**7.9 Service Sector**

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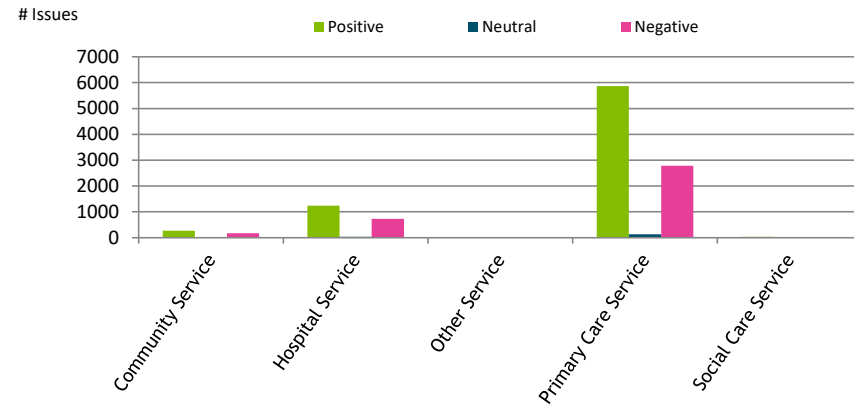
Service sectors receiving the most comments overall
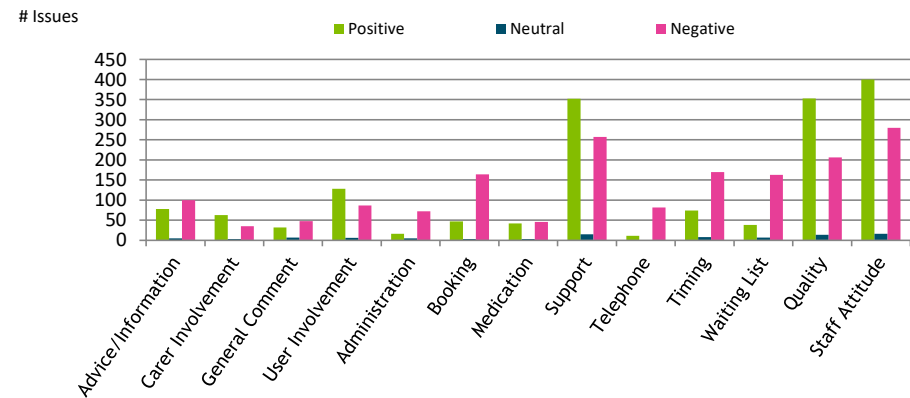
7.10 Service Type
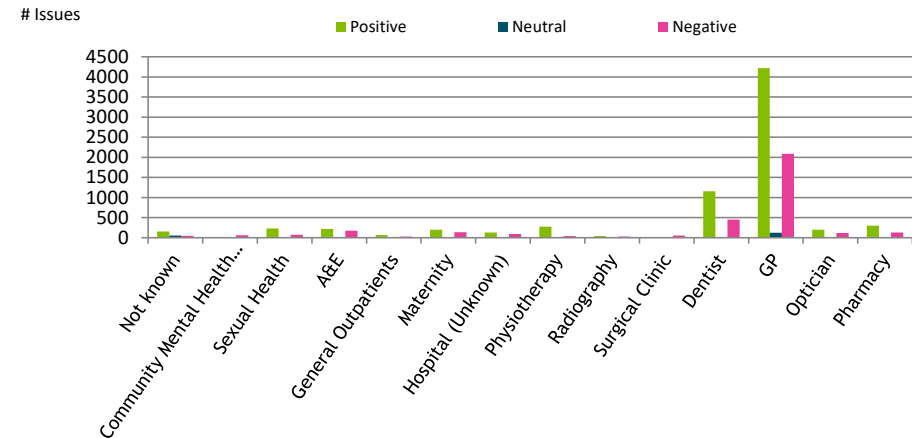
Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics
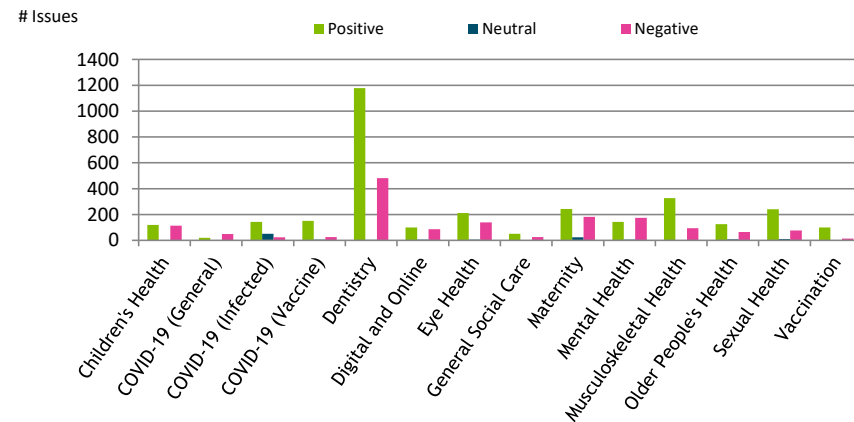
Issues

Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 11560 issues from 2616 people
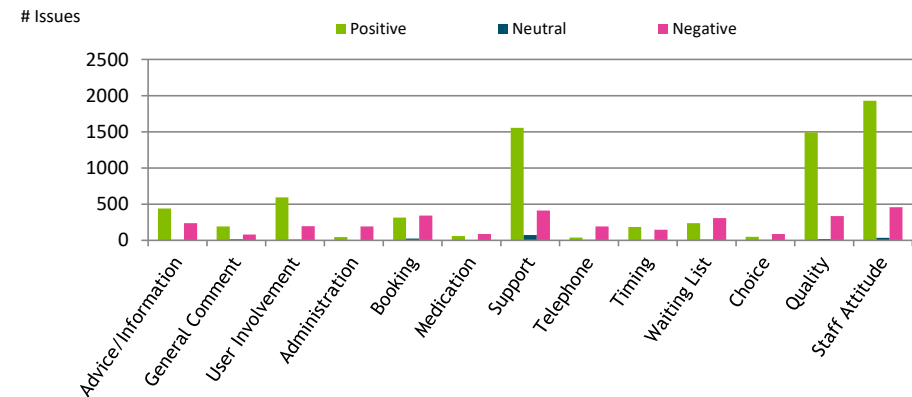
Issues

Issues receiving the most comments overall

7.13 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative
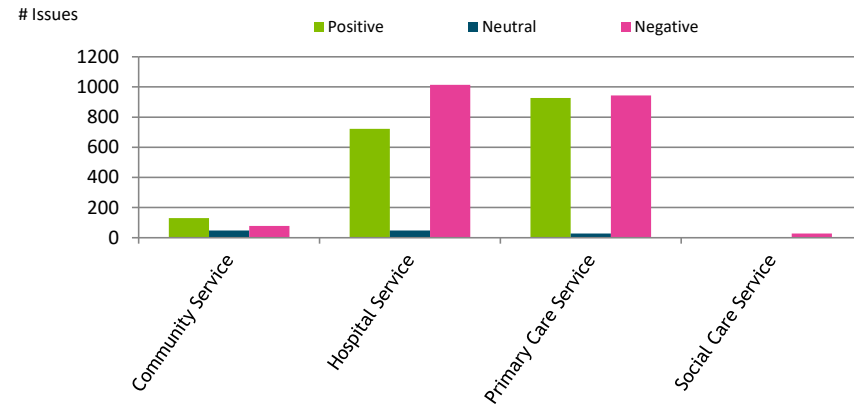
Service sectors receiving the most comments overall

7.14 Service Type

Issues

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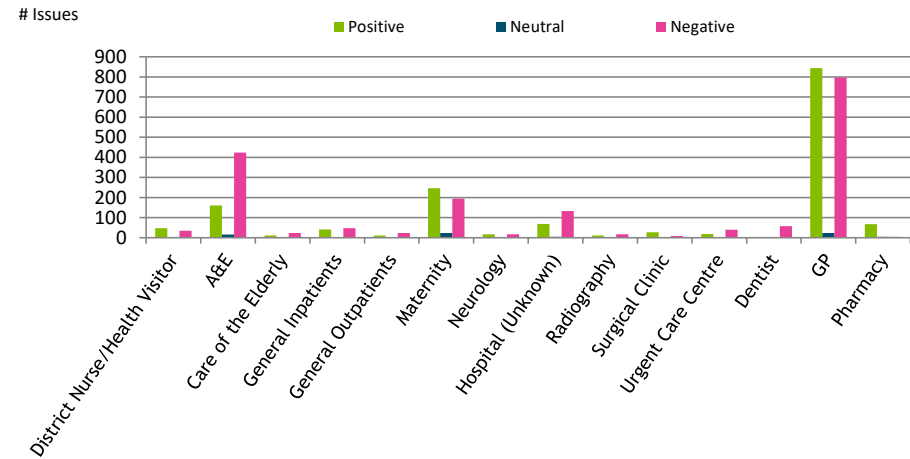
Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 3996 issues from 948 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

7.17 Service Sector

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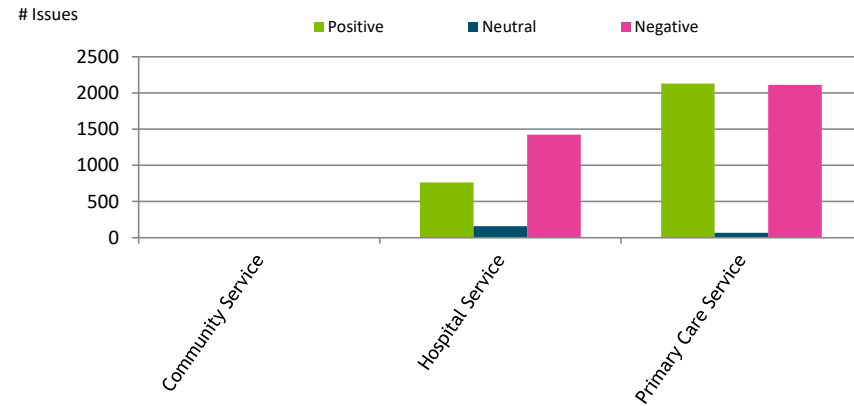
Service sectors receiving the most comments overall
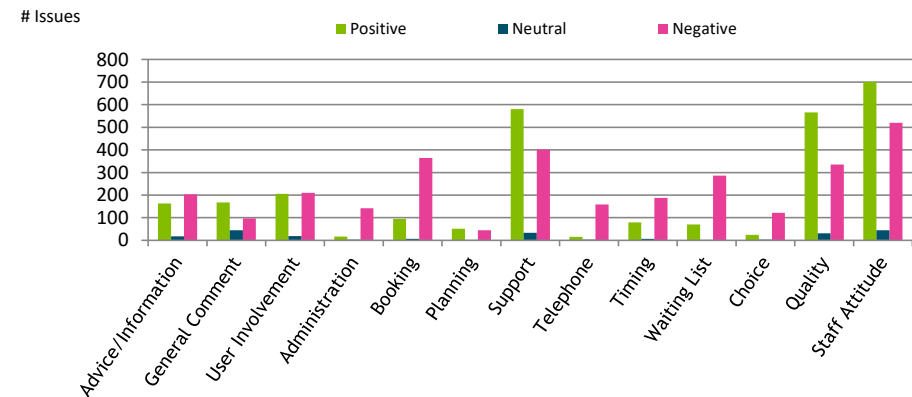
7.18 Service Type
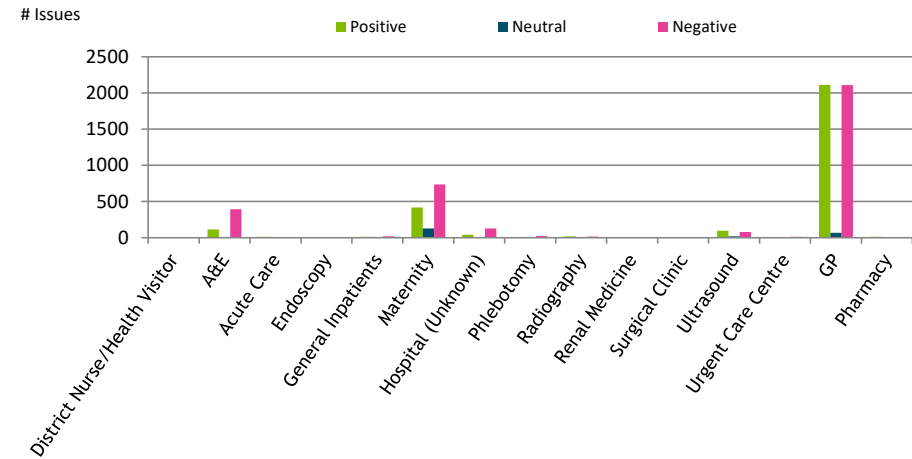
Issues

Service type receiving the most comments overall

7.19 Stated medical conditions/topics
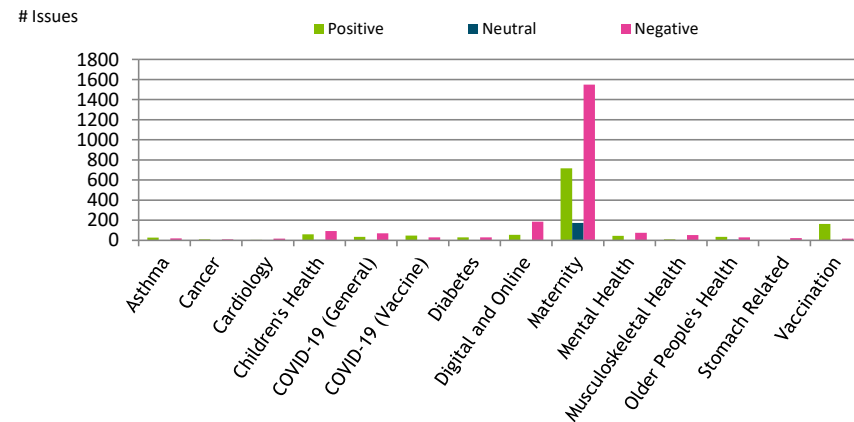
Issues

Medical conditions/topics receiving the most comments overall
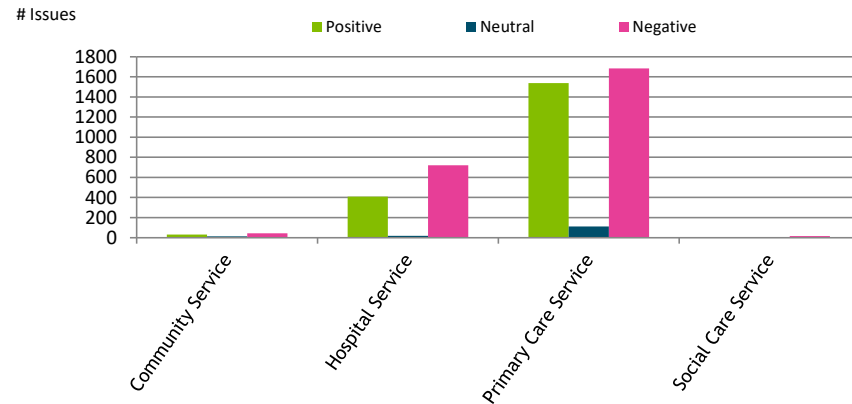
7.20 Top Trends: 6684 issues from 1780 people

Issues

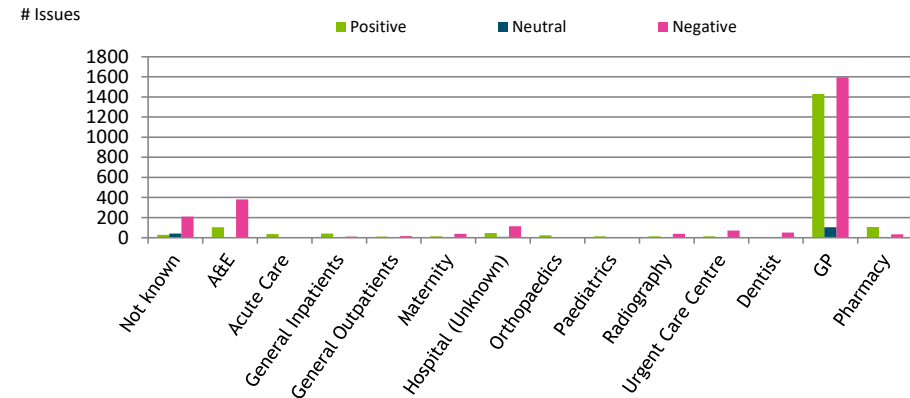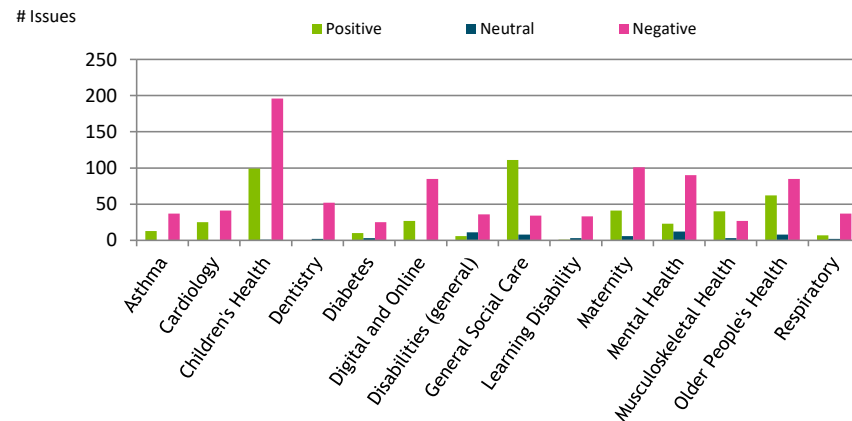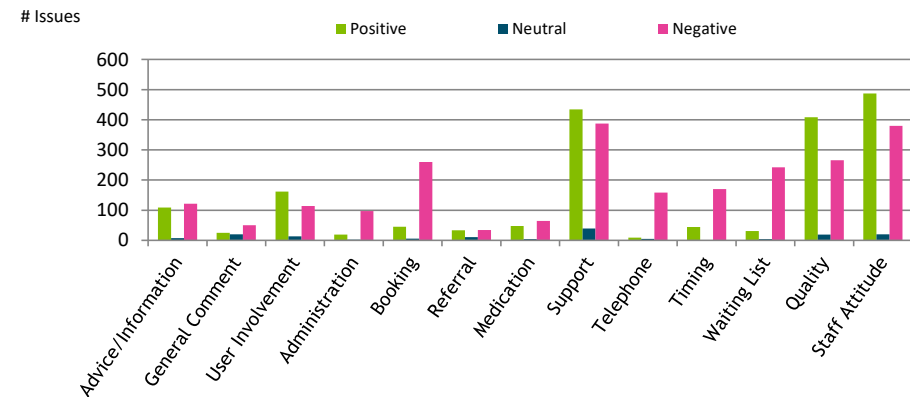*Issues receiving the most comments overall*

7.21 Service Sector

Issues

Legend: Positive, Neutral, Negative

Service sectors receiving the most comments overall

7.22 Service Type

Issues

Legend: Positive, Neutral, Negative

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 4874 issues from 1265 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

7.25 Service Sector

Issues

Legend: Positive, Neutral, Negative
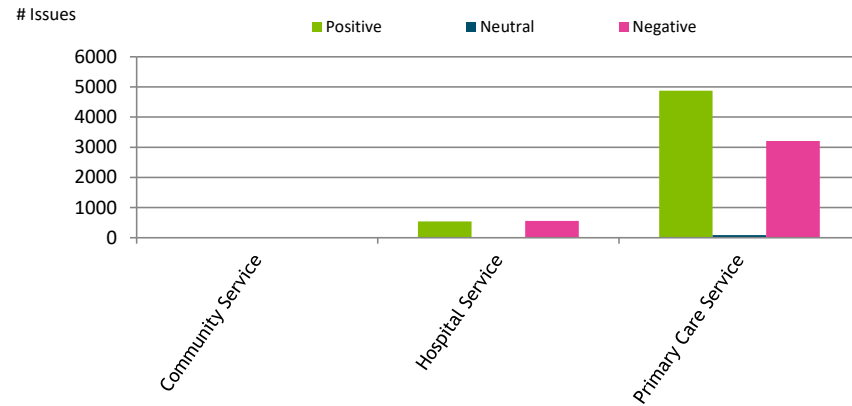
Service sectors receiving the most comments overall

7.26 Service Type

Issues

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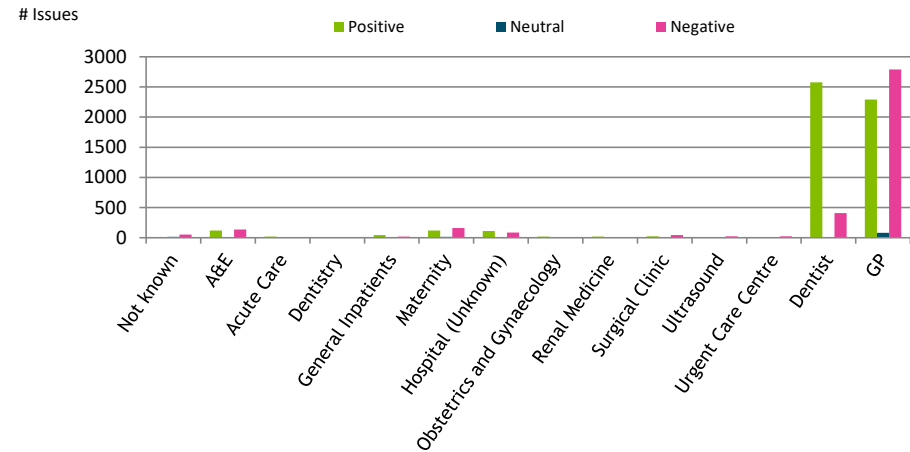
Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 9407 issues from 2266 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

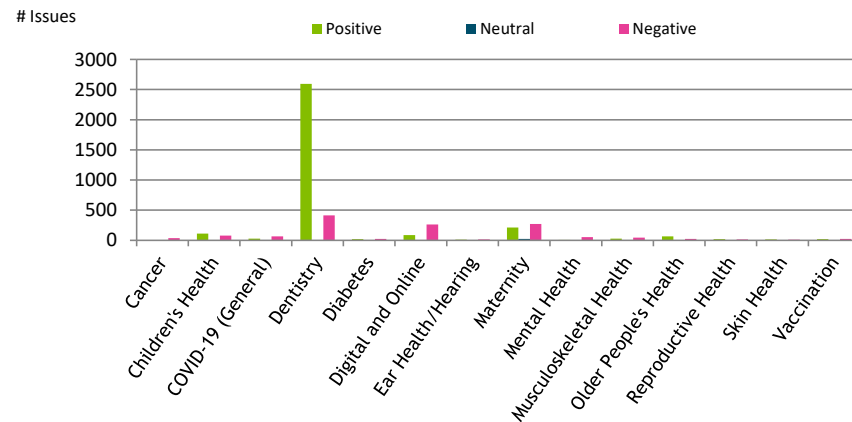## 7.29 Service Sector

Issues

Service sectors receiving the most comments overall
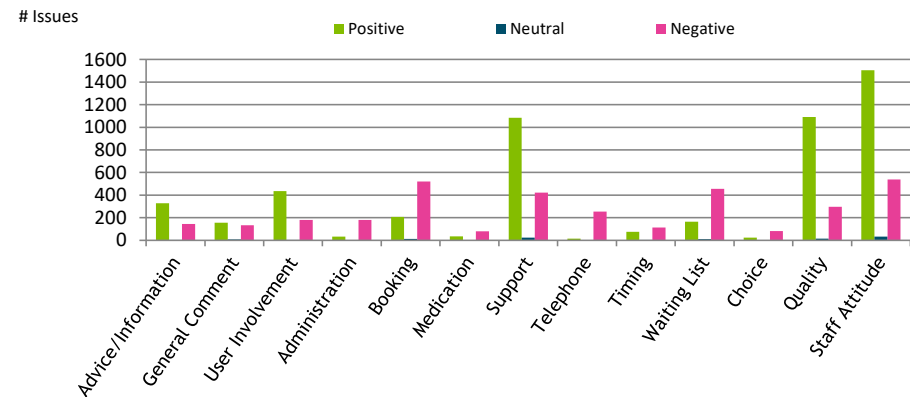
7.30 Service Type

Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
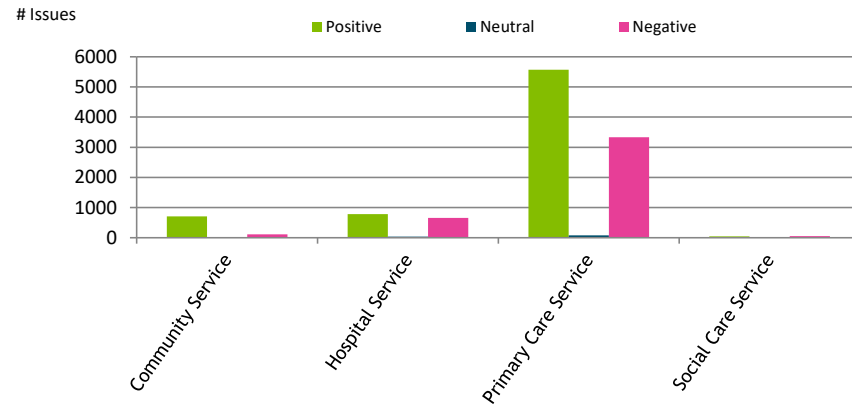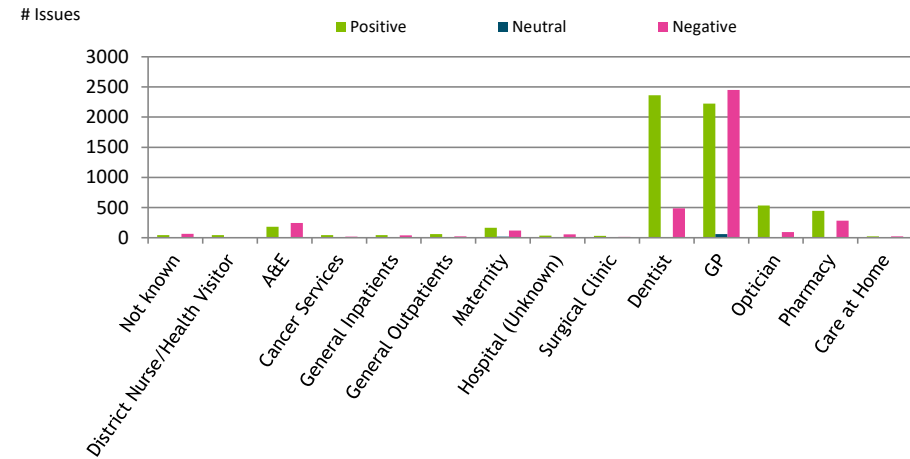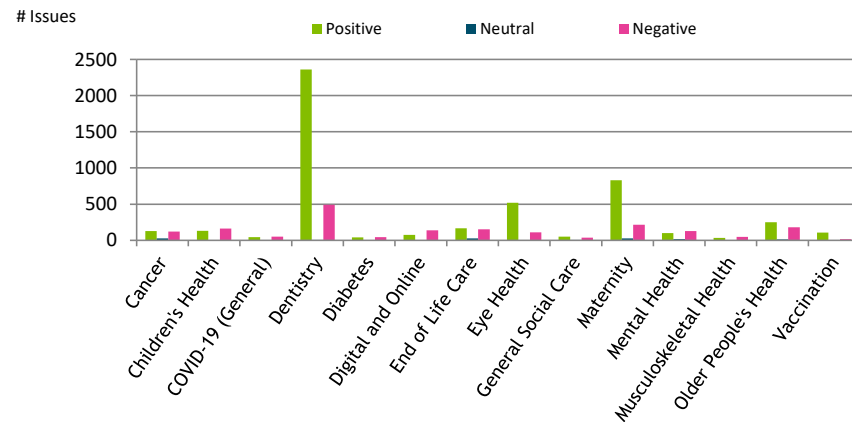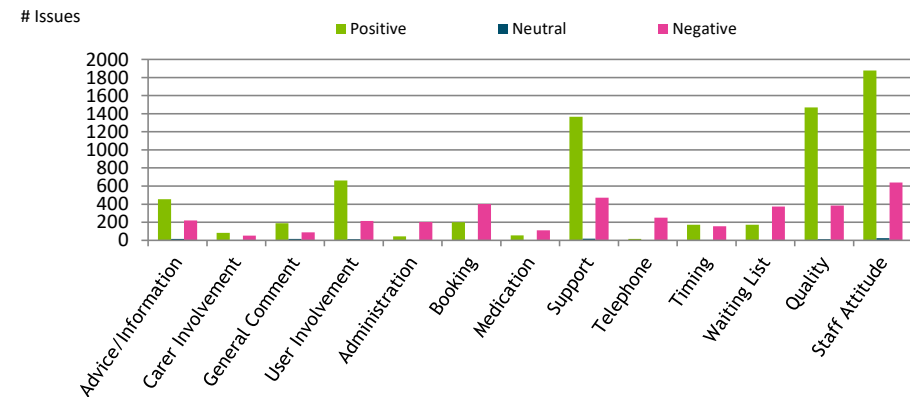
7.32 Top Trends: 11519 issues from 2725 people

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.*	1640	56	1065	2761
	Carer Involvement	*Involvement or influence of carers and family members.*	293	13	192	498
	Peer Involvement	*Involvement or Influence of friends.*	8	0	2	10
	General Comment	*A generalised statement (ie; "The doctor was good.")*	779	117	513	1409
	User Involvement	*Involvement or influence of the service user.*	2261	69	1056	3386
Systems	Administration	*Administrative processes and delivery.*	184	22	952	1158
	Admission	*Physical admission to a hospital ward, or other service.*	11	2	39	52
	Booking	*Ability to book, reschedule or cancel appointments.*	955	61	2245	3261
	Cancellations	*Cancellation of appointment by the service provider.*	0	1	132	133
	Data Protection	*General data protection (including GDPR).*	3	0	30	33
	Referral	*Referral to a service.*	185	26	228	439
	Medical Records	*Management of medical records.*	68	5	91	164
	Medication	*Prescription and management of medicines.*	298	18	474	790
	Opening Times	*Opening times of a service.*	26	3	81	110
	Planning	*Leadership and general organisation.*	220	11	273	504
	Registration	*Ability to register for a service.*	45	15	223	283
	Support	*Levels of support provided.*	5609	212	2488	8309
	Telephone	*Ability to contact a service by telephone.*	116	18	1219	1353
	Timing	*Physical timing (ie; length of wait at appointments).*	657	38	965	1660
	Waiting List	*Length of wait while on a list.*	746	37	2003	2786
Values	Choice	*General choice.*	180	24	474	678
	Cost	*General cost.*	64	3	228	295
	Language	*Language, including terminology.*	40	8	109	157
	Nutrition	*Provision of sustainance.*	32	1	34	67
	Privacy	*Privacy, personal space and property.*	22	2	74	98
	Quality	*General quality of a service, or staff.*	5611	116	1919	7646
	Sensory	*Deaf/blind or other sensory issues.*	4	0	15	19
	Stimulation	*General stimulation, including access to activities.*	44	1	14	59

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).*	93	17	69	179
	Environment/Layout	*Physical environment of a service.*	213	12	172	397
	Equipment	*General equipment issues.*	44	3	79	126
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	28	3	43	74
	Hygiene	*Levels of hygiene and general cleanliness.*	170	1	62	233
	Mobility	*Physical mobility to, from and within services.*	13	2	53	68
	Travel/Parking	*Ability to travel or park.*	20	6	34	60
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	150	150
	Security/Conduct	*General security of a service, including conduct of staff.*	99	9	55	163
	Staff Attitude	*Attitude, compassion and empathy of staff.*	7215	185	2974	10374
	Complaints	*Ability to log and resolve a complaint.*	9	2	128	139
	Staff Training	*Training of staff.*	24	11	211	246
	Staffing Levels	*General availability of staff.*	6	12	217	235
	Total:		**28035**	**1142**	**21385**	**50562**

Community*Insight* CRM