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 April 2022 - 31 March 2023

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)
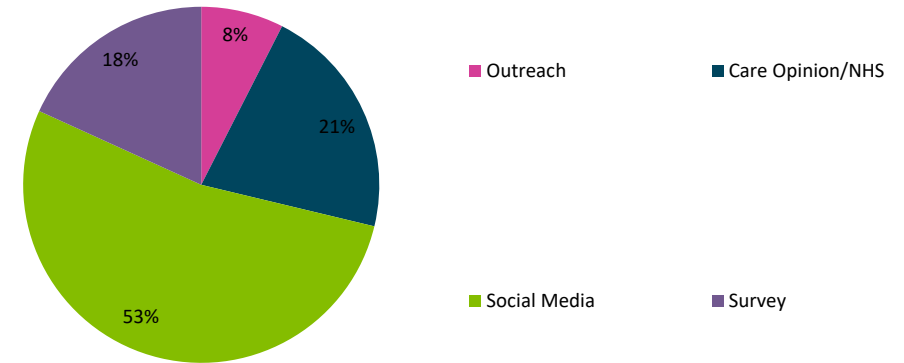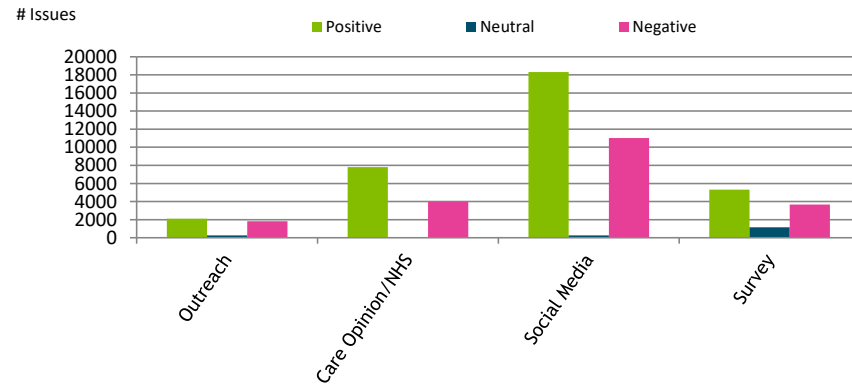
The numbers underpinning the trends.

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: 57811 issues from 13731 people

Issues

Legend: Positive | Neutral | Negative

Categories: Outreach, Care Opinion/NHS, Social Media, Survey

Sources providing the most comments overall

Pie chart:
- Outreach 8%
- Care Opinion/NHS 21%
- Social Media 53%
- Survey 18%

1.2 Feedback by Borough

Issues

Legend: Positive | Neutral | Negative

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

Pie chart:
- Barking 4%
- City 1%
- Hackney 24%
- Havering 8%
- Newham 11%
- Redbridge 7%
- Tower Hamlets 19%
- Waltham Forest 26%
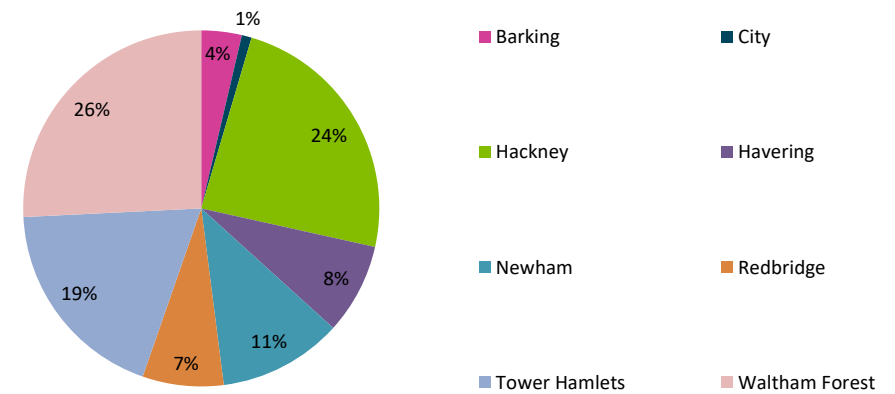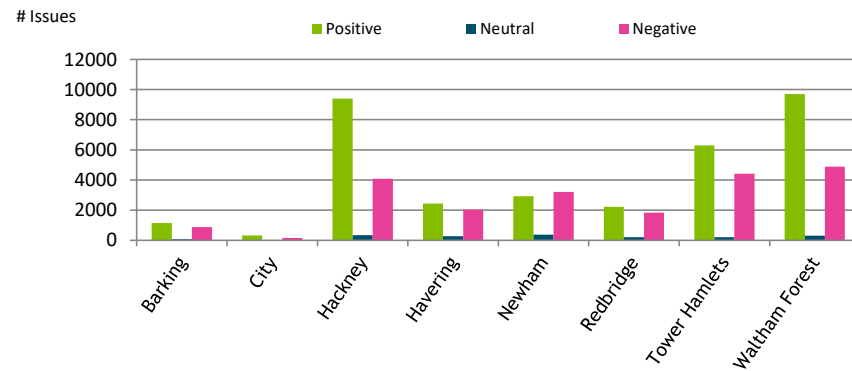
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

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

Service sectors receiving the most comments overall

Pie chart — Community 4%, Hospital 27%, Other Service 0%, Primary Care 69%, Social Care 0%
Legend: Community, Hospital, Other Service, Primary Care, Social Care

2.2 Service Type

Issues

Legend: Positive, Neutral, Negative

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

Service type receiving the most comments overall

Pie chart — Not known 1%, A&E 6%, General Inpatients 1%, Maternity 10%, Hospital (Unknown) 2%, Physiotherapy 1%, Transport 4%, Dentist 17%, GP 52%, Optician 3%, Pharmacy 3%
Legend: Not known, A&E, General Inpatients, Maternity, Hospital (Unknown), Physiotherapy, Transport, Dentist, GP, Optician, Pharmacy

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Cancer, Cardiology, Children's Health, Dentistry, Diabetes, Digital and Online, Eye Health, General Social Care, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Sexual Health, Vaccination

Medical conditions/topics receiving the most comments overall

Pie chart percentages and legend:
- Cancer — 2%
- Cardiology — 2%
- Children's Health — 5%
- Dentistry — 32%
- Diabetes
- Digital and Online — 4%
- Eye Health — 6%
- General Social Care — 1%
- Maternity — 30%
- Mental Health — 4%
- Musculoskeletal Health — 3%
- Older People's Health — 7%
- Sexual Health — 1%
- Vaccination — 2%

(additional labels: 1%, 2%, 1%)

3.2 Top Trends: 57811 issues from 13731 people

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Communication, General Comment, Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart percentages and legend:
- Communication — 7%
- General Comment — 3%
- Involvement — 9%
- Administration — 2%
- Booking — 6%
- Medication — 2%
- Support — 17%
- Telephone — 3%
- Timing — 5%
- Waiting List — 6%
- Choice — 2%
- Quality — 16%
- Staff Attitude — 22%
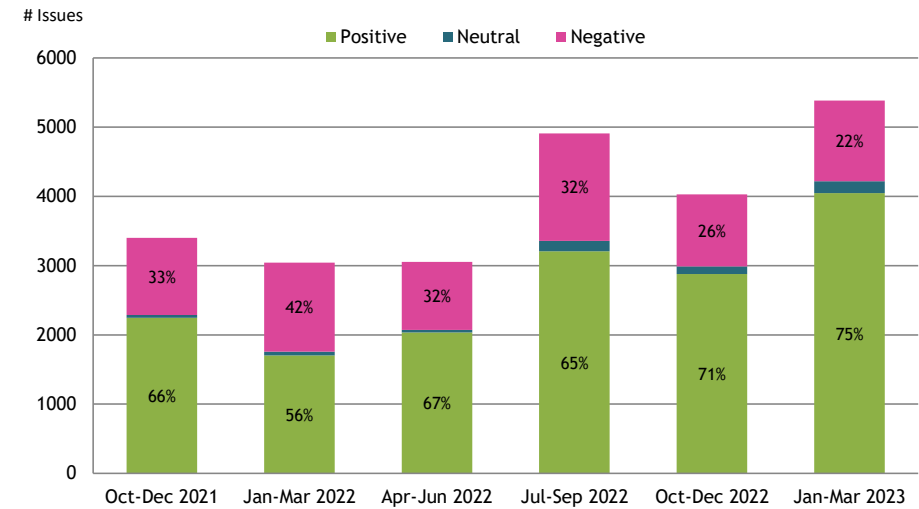
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

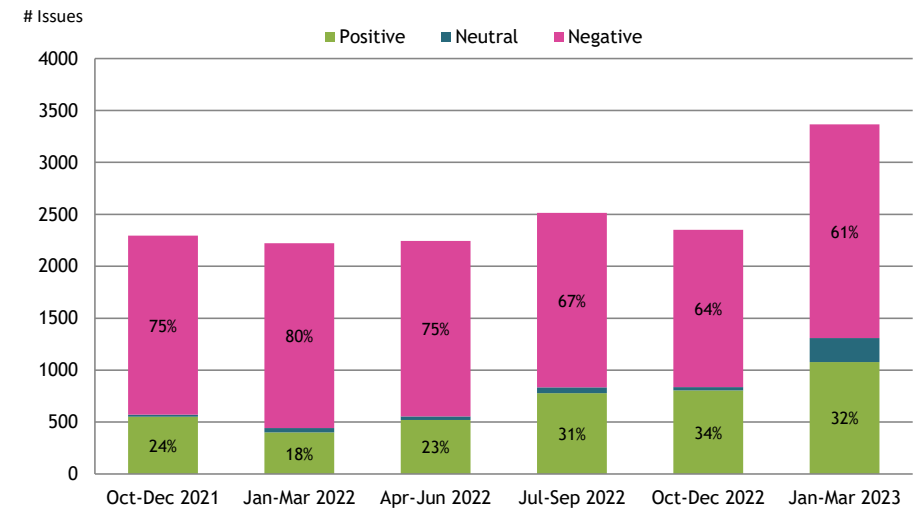Legend: Positive, Neutral, Negative

Period	Positive	Negative
Oct-Dec 2021	54%	45%
Jan-Mar 2022	46%	53%
Apr-Jun 2022	53%	45%
Jul-Sep 2022	58%	39%
Oct-Dec 2022	61%	36%
Jan-Mar 2023	63%	32%

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

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Oct-Dec 2021	66%	33%
Jan-Mar 2022	56%	42%
Apr-Jun 2022	67%	32%
Jul-Sep 2022	65%	32%
Oct-Dec 2022	71%	26%
Jan-Mar 2023	75%	22%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Oct-Dec 2021	70%	29%
Jan-Mar 2022	62%	36%
Apr-Jun 2022	69%	29%
Jul-Sep 2022	72%	25%
Oct-Dec 2022	78%	20%
Jan-Mar 2023	80%	18%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

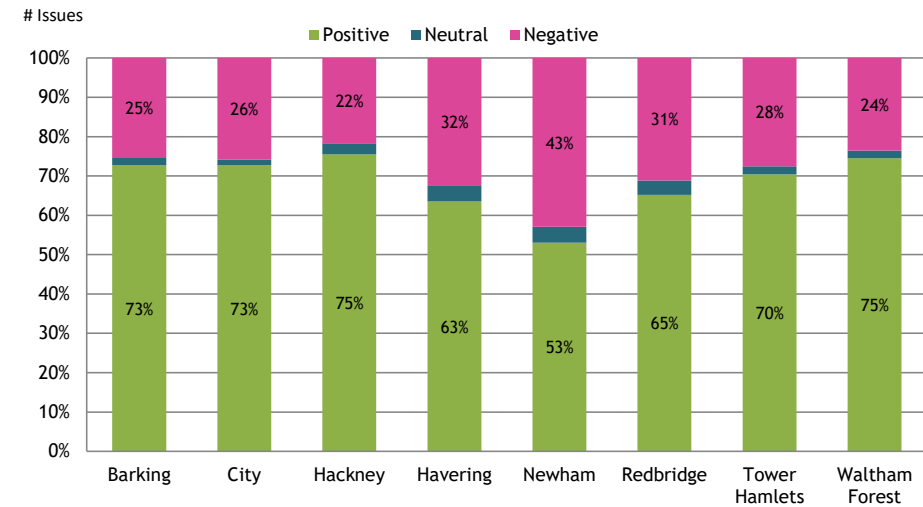| Period	Positive	Negative
Oct-Dec 2021	24%	75%
Jan-Mar 2022	18%	80%
Apr-Jun 2022	23%	75%
Jul-Sep 2022	31%	67%
Oct-Dec 2022	34%	64%
Jan-Mar 2023	32%	61%

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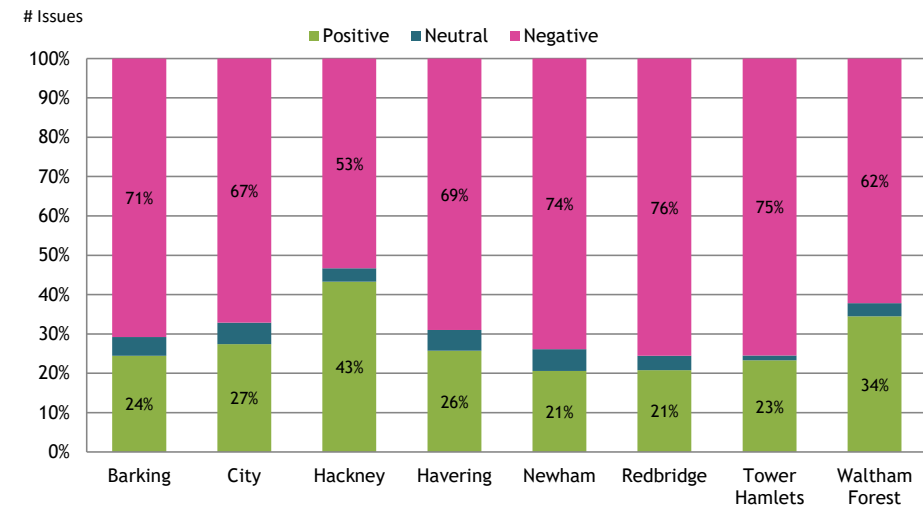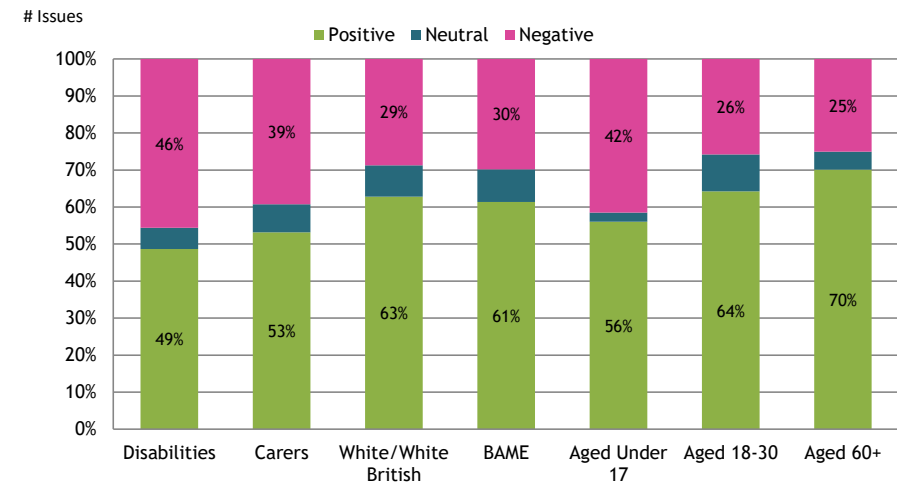
5.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	54%	42%
City	64%	31%
Hackney	68%	29%
Havering	51%	43%
Newham	45%	49%
Redbridge	52%	43%
Tower Hamlets	58%	40%
Waltham Forest	65%	33%

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

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	73%	25%
City	73%	26%
Hackney	75%	22%
Havering	63%	32%
Newham	53%	43%
Redbridge	65%	31%
Tower Hamlets	70%	28%
Waltham Forest	75%	24%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	71%	26%
City	80%	17%
Hackney	83%	16%
Havering	65%	31%
Newham	58%	38%
Redbridge	67%	30%
Tower Hamlets	76%	23%
Waltham Forest	78%	21%

5.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	24%	71%
City	27%	67%
Hackney	43%	53%
Havering	26%	69%
Newham	21%	74%
Redbridge	21%	76%
Tower Hamlets	23%	75%
Waltham Forest	34%	62%

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

Group	Negative	Positive
Disabilities	48%	44%
Carers	42%	52%
White/White British	38%	52%
BAME	38%	52%
Aged Under 17	53%	45%
Aged 18-30	34%	57%
Aged 60+	33%	59%

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

Issues

Legend: Positive, Neutral, Negative

Group	Negative	Positive
Disabilities	46%	49%
Carers	39%	53%
White/White British	29%	63%
BAME	30%	61%
Aged Under 17	42%	56%
Aged 18-30	26%	64%
Aged 60+	25%	70%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Group	Negative	Positive
Disabilities	35%	61%
Carers	22%	72%
White/White British	28%	65%
BAME	26%	67%
Aged Under 17	40%	58%
Aged 18-30	28%	65%
Aged 60+	15%	79%

6.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Group	Negative	Positive
Disabilities	72%	21%
Carers	52%	42%
White/White British	56%	33%
BAME	56%	33%
Aged Under 17	75%	24%
Aged 18-30	44%	43%
Aged 60+	58%	35%

7.1 Service Sector

Issues

Service sectors receiving the most comments overall

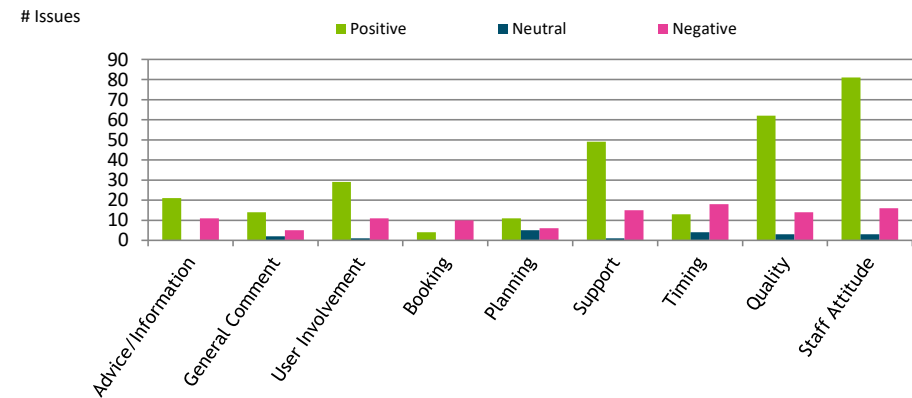## 7.2 Service Type
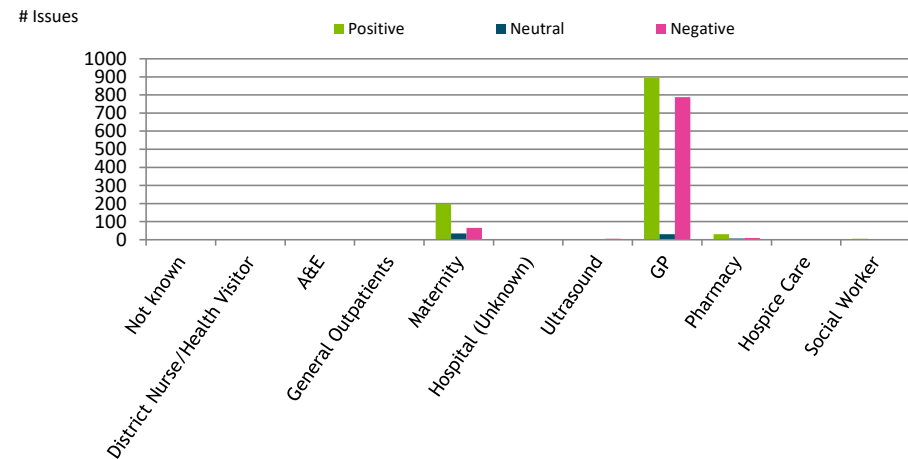
Issues

Service type receiving the most comments overall

7.3 Stated medical conditions/topics
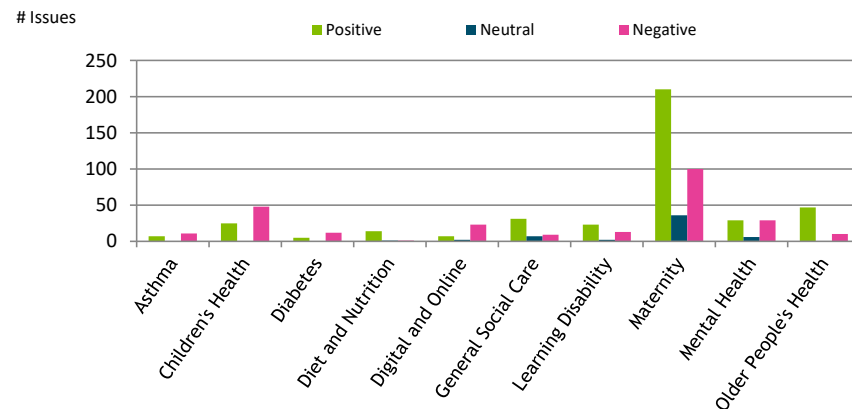
Issues

Medical conditions/topics receiving the most comments overall

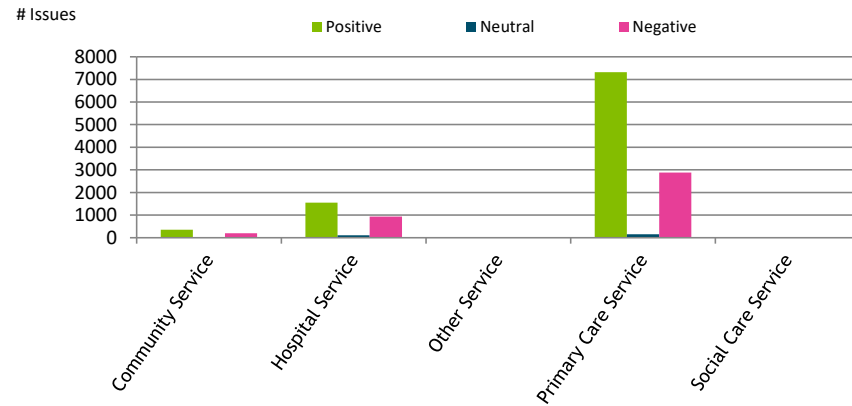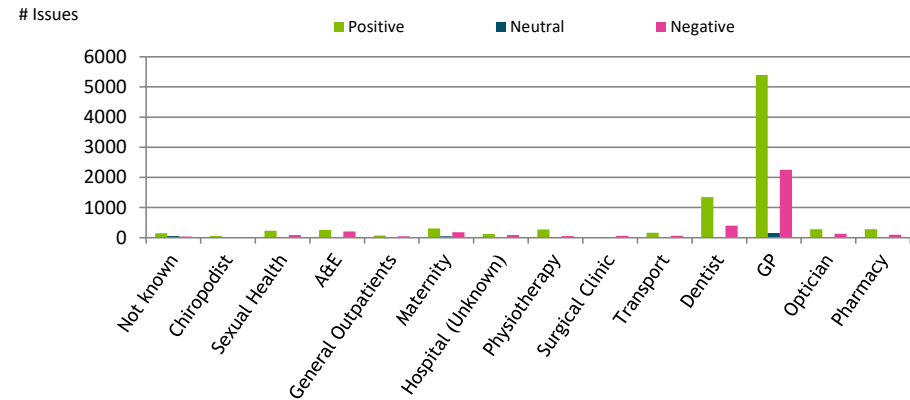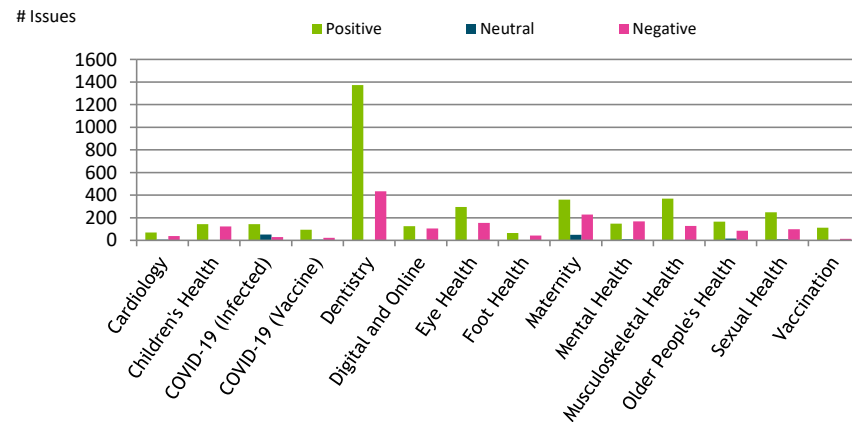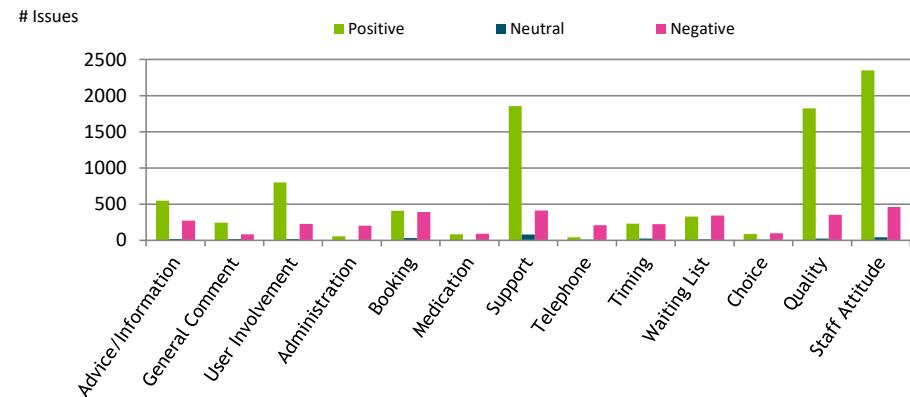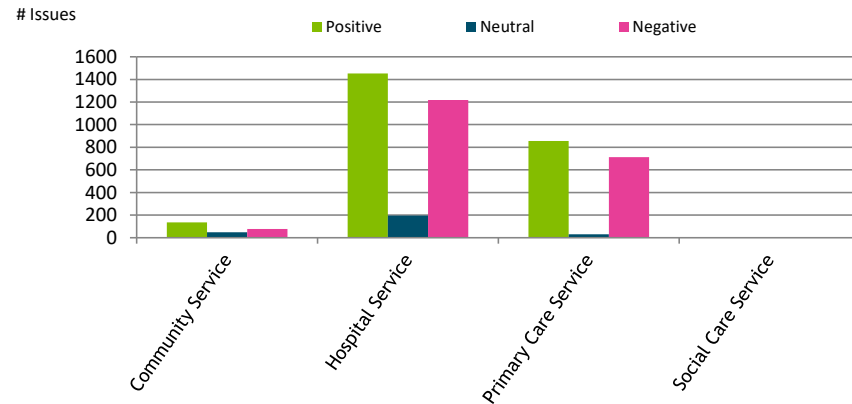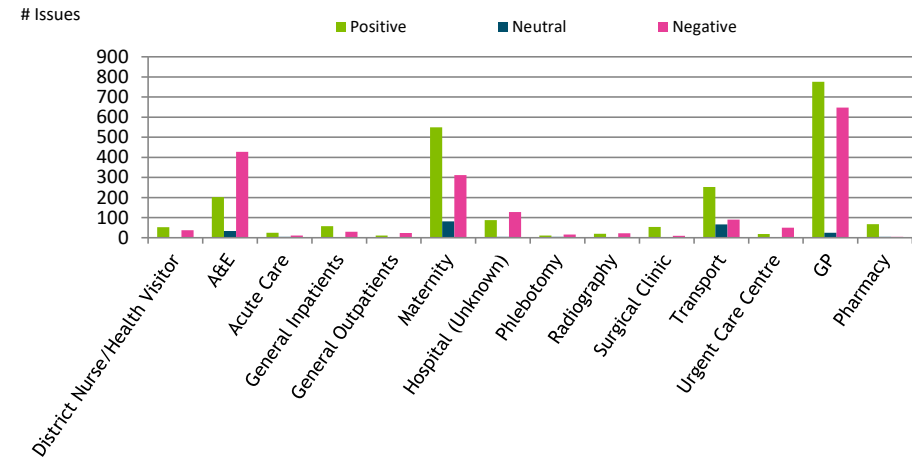## 7.4 Top Trends: 2121 issues from 462 people
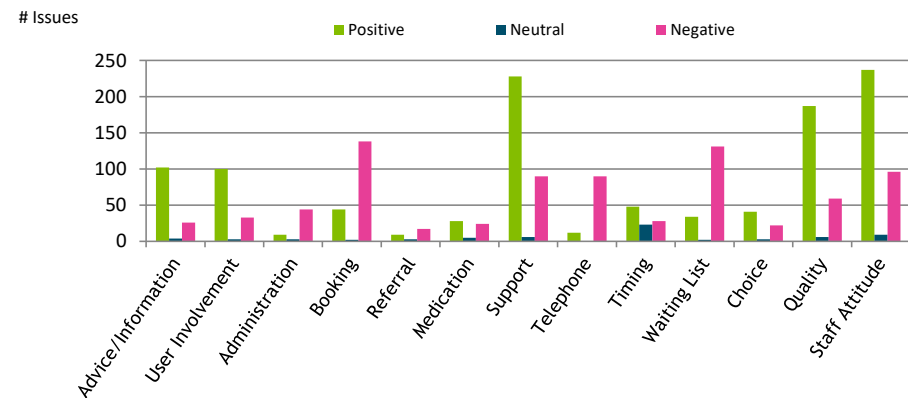
Issues

Issues receiving the most comments overall
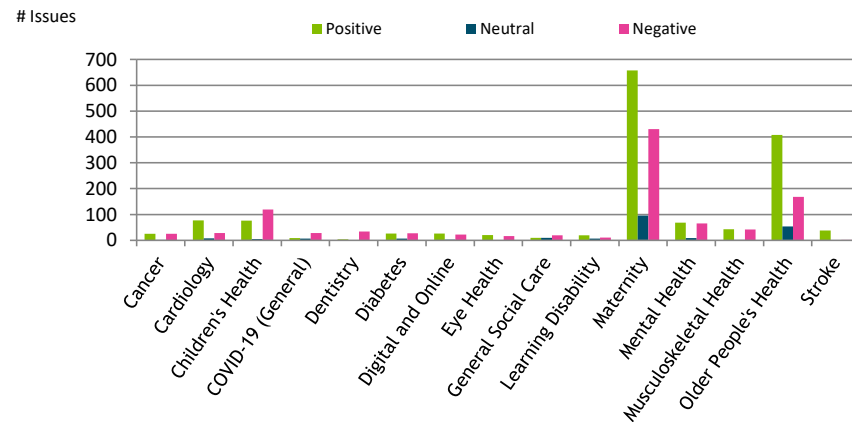
7.5 Service Sector

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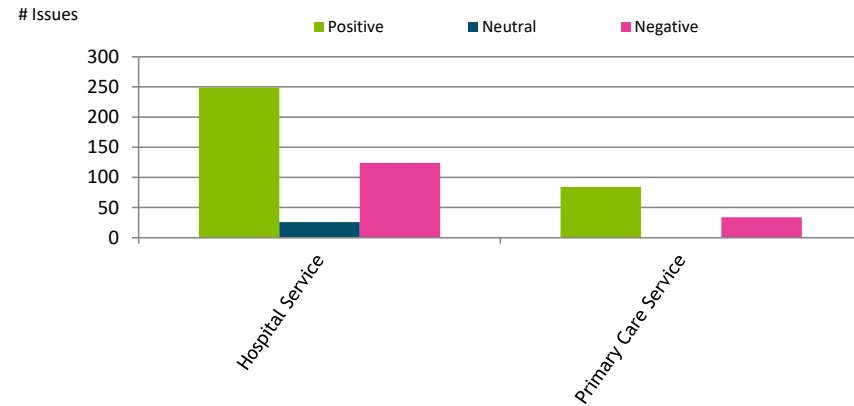
Service sectors receiving the most comments overall
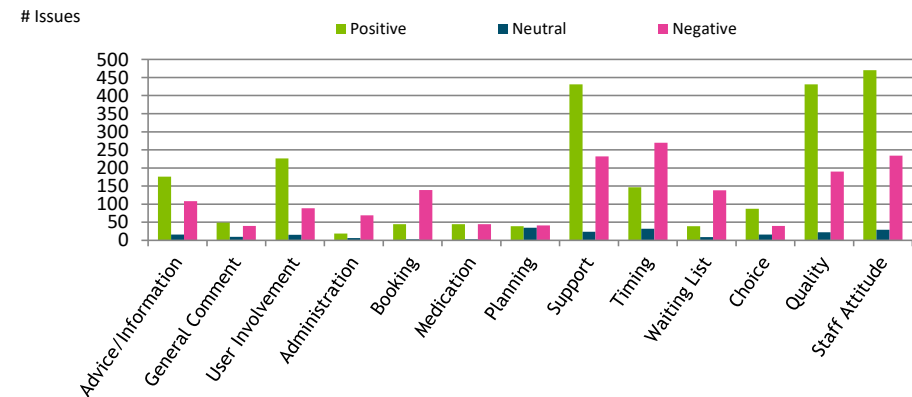
7.6 Service Type
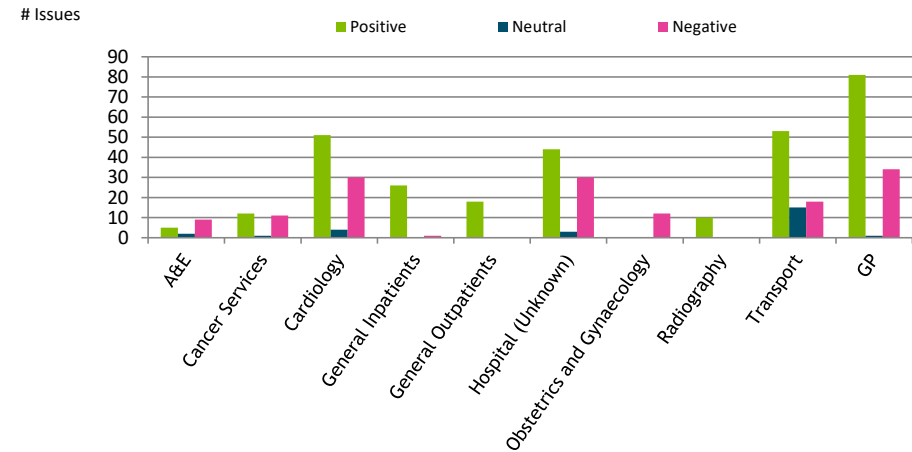
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
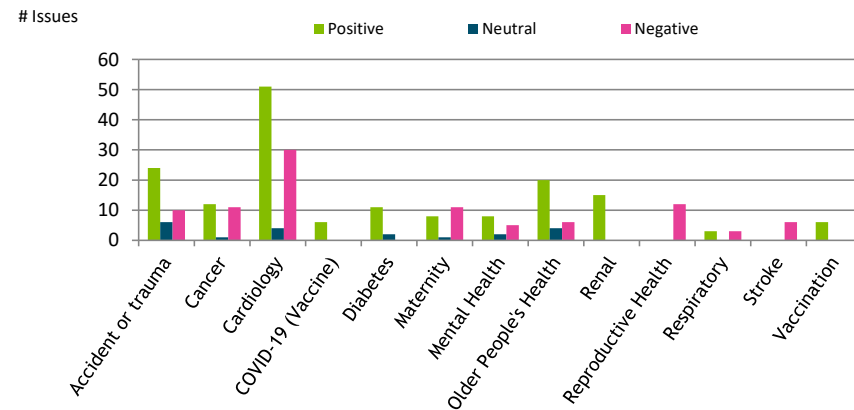
Issues

Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 517 issues from 118 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
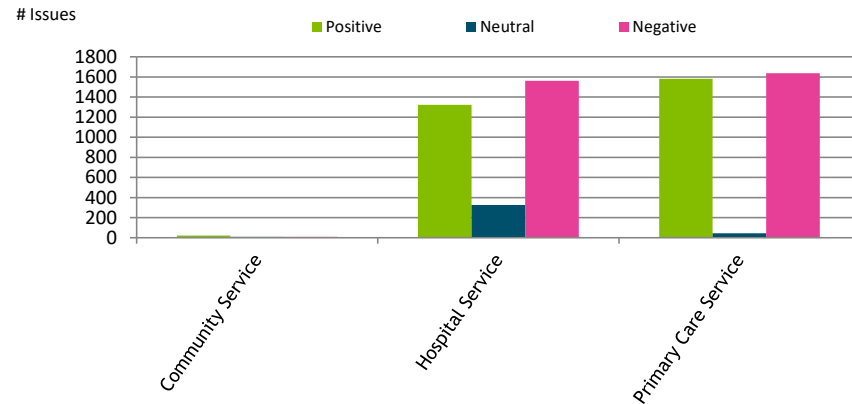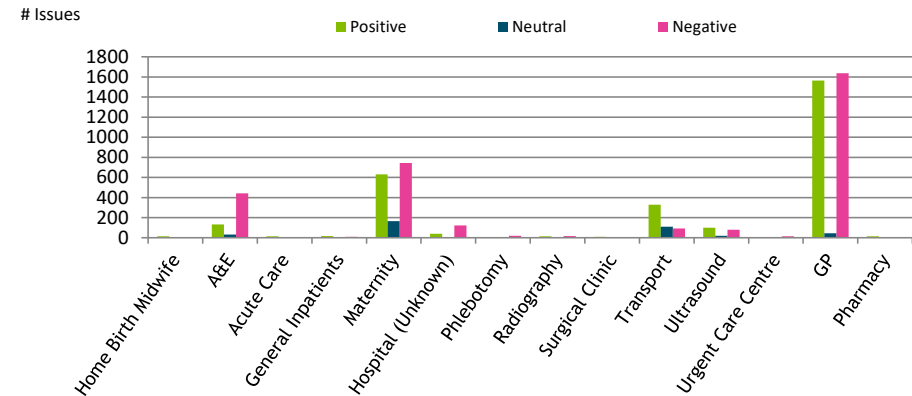
7.12 Top Trends: 13826 issues from 3125 people

Issues

Issues receiving the most comments overall

11

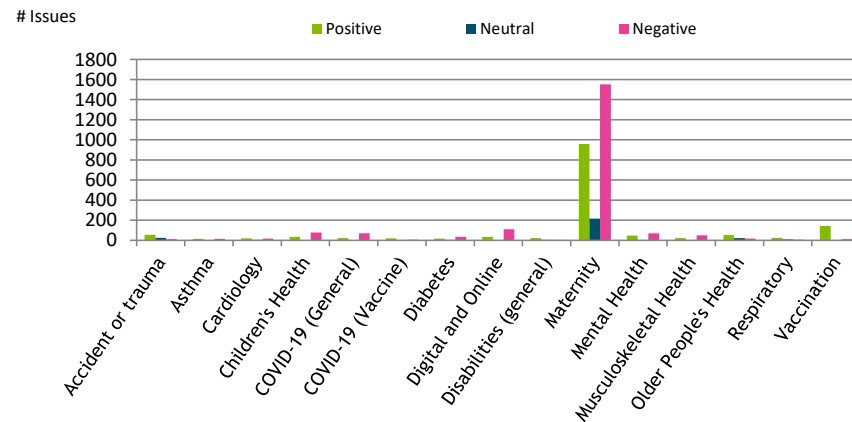## 7.13 Service Sector

Issues

Service sectors receiving the most comments overall
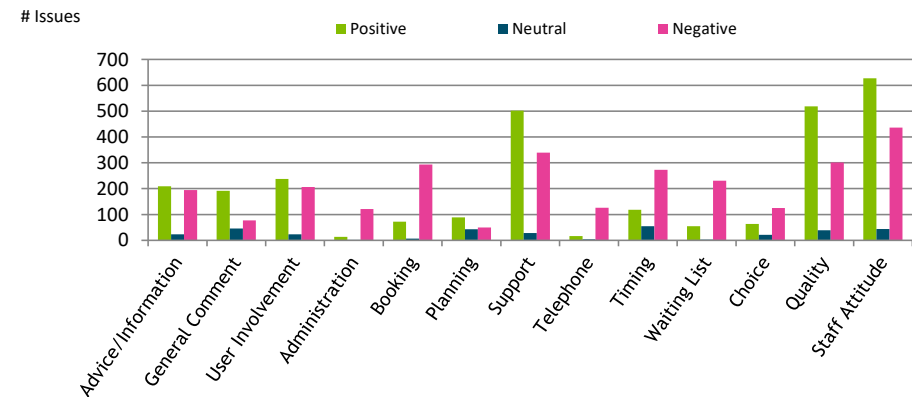
7.14 Service Type

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: 4762 issues from 1088 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
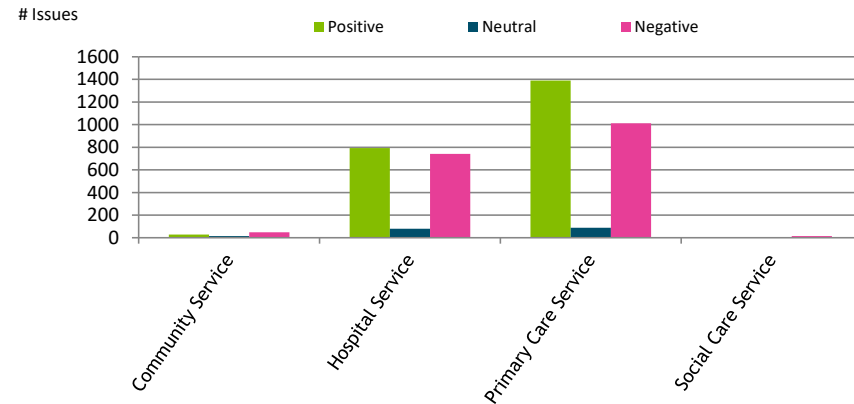
7.20 Top Trends: 6510 issues from 1725 people

Issues

Issues receiving the most comments overall
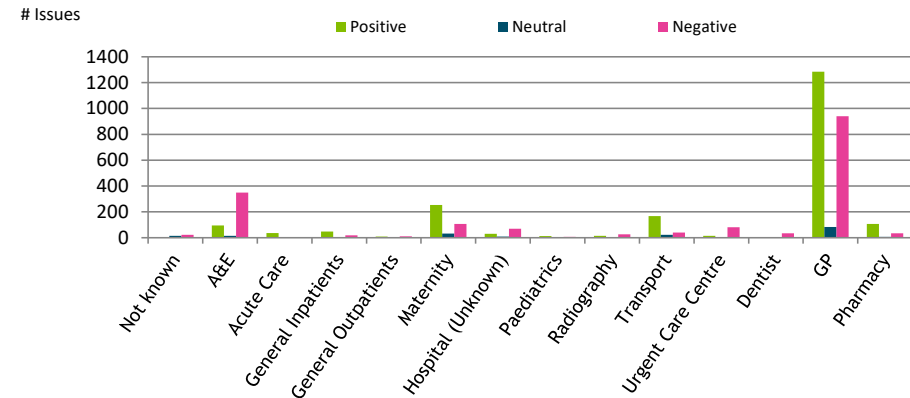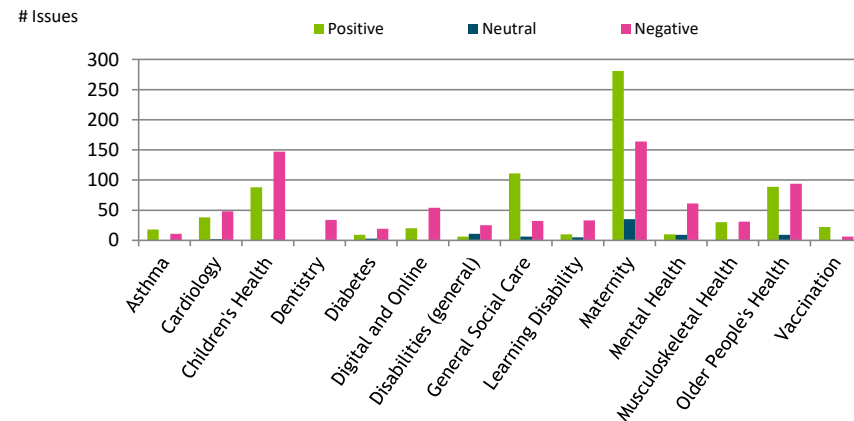
7.21 Service Sector

Issues

Service sectors receiving the most comments overall
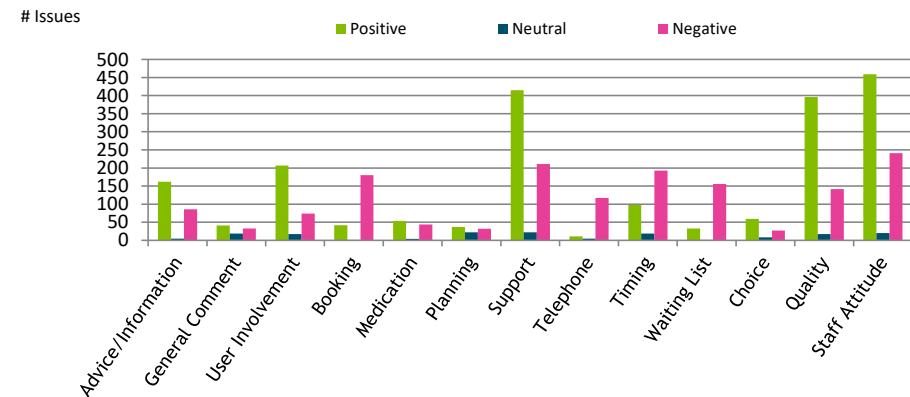
7.22 Service Type

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: 4254 issues from 993 people

Issues

Issues receiving the most comments overall

7.25 Service Sector

Issues

Service sectors receiving the most comments overall

7.26 Service Type
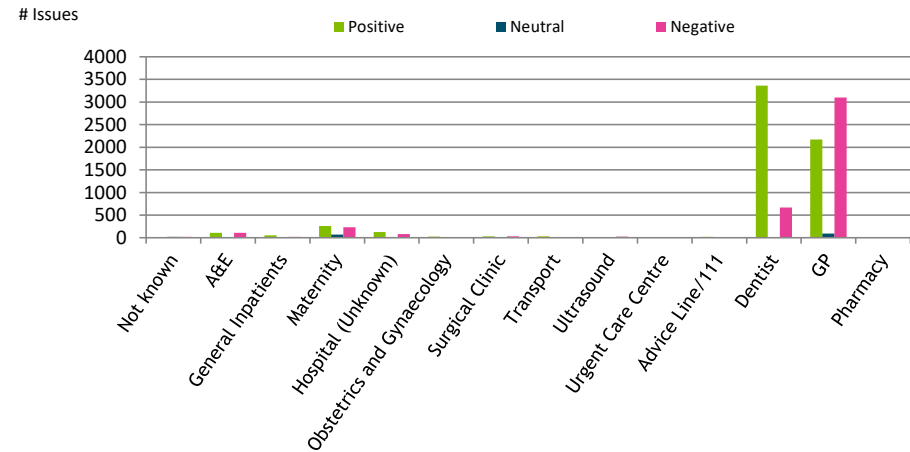
Issues

Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
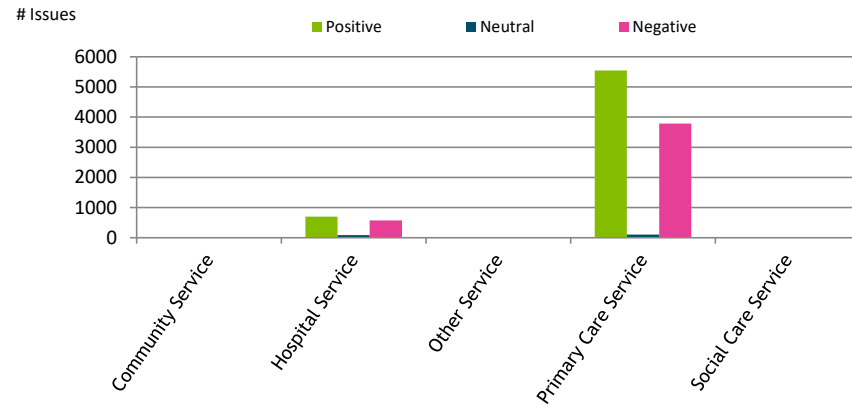
7.28 Top Trends: 10924 issues from 2704 people

Issues

Issues receiving the most comments overall

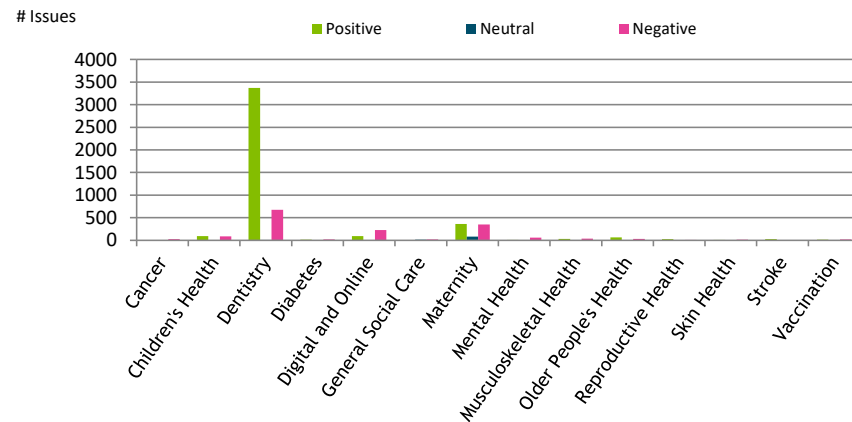**7.29 Service Sector**

Issues

Service sectors receiving the most comments overall
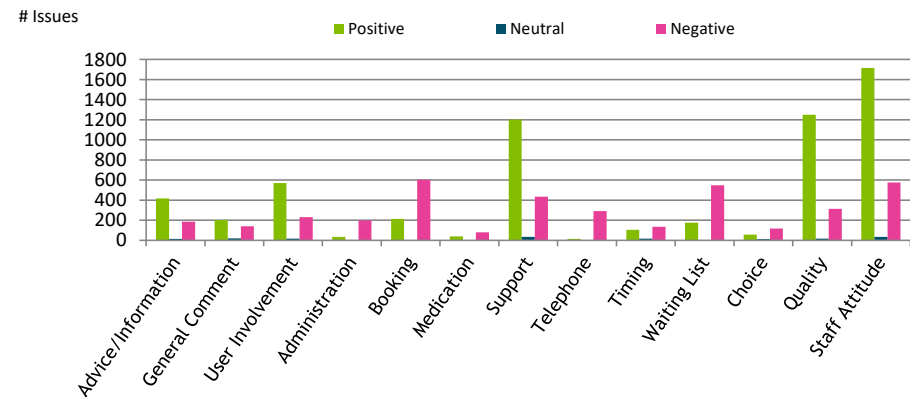
7.30 Service Type

Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
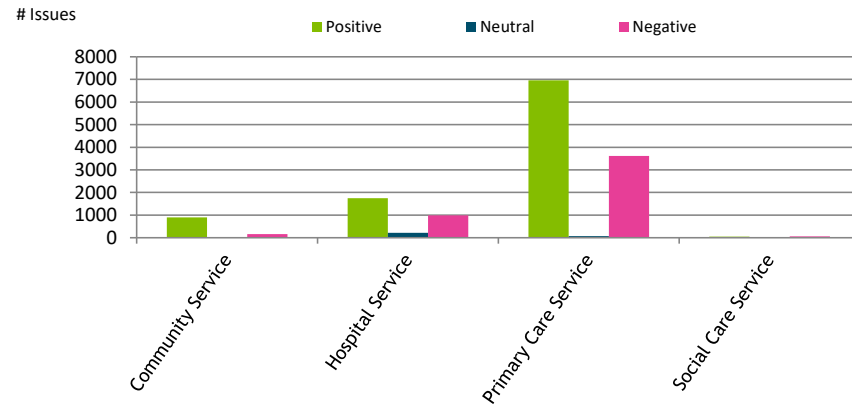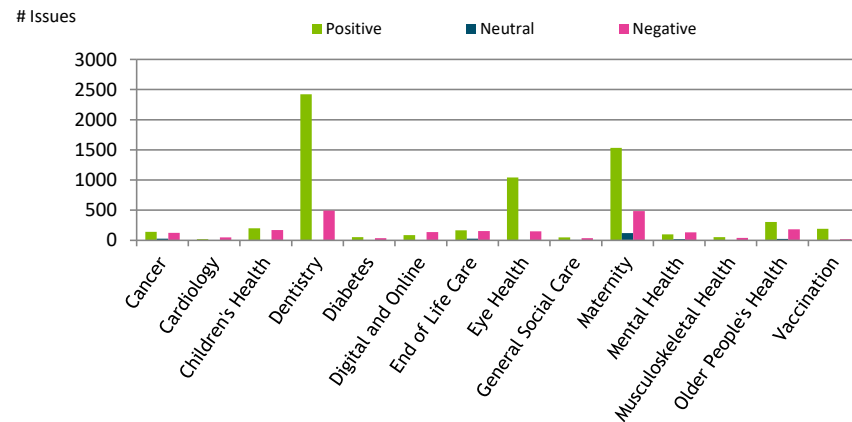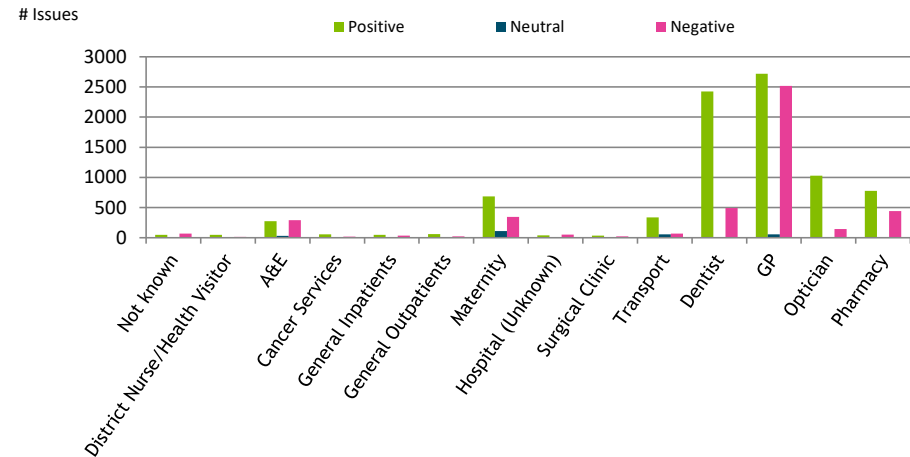
7.32 Top Trends: 14900 issues from 3516 people
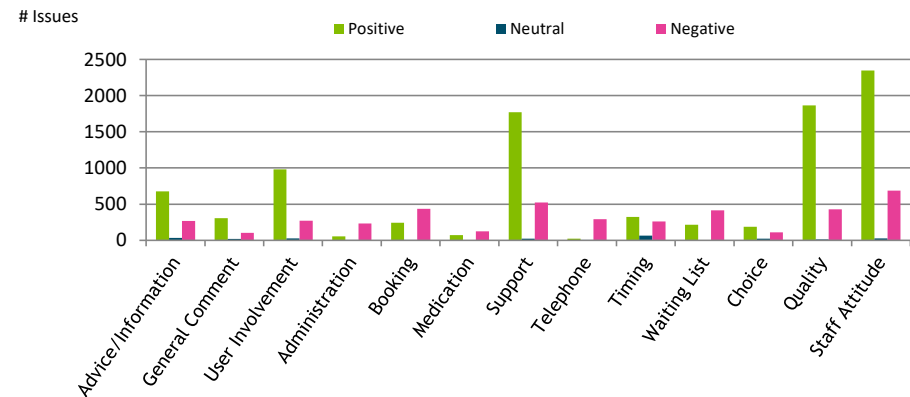
Issues

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.*	2314	115	1152	3581
	Carer Involvement	*Involvement or influence of carers and family members.*	307	16	189	512
	Peer Involvement	*Involvement or Influence of friends.*	8	4	2	14
	General Comment	*A generalised statement (ie; "The doctor was good.")*	1060	140	486	1686
	User Involvement	*Involvement or influence of the service user.*	3151	119	1142	4412
Systems	Administration	*Administrative processes and delivery.*	206	27	943	1176
	Admission	*Physical admission to a hospital ward, or other service.*	16	4	57	77
	Booking	*Ability to book, reschedule or cancel appointments.*	1072	53	2190	3315
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	122	122
	Data Protection	*General data protection (including GDPR).*	1	0	34	35
	Referral	*Referral to a service.*	187	28	217	432
	Medical Records	*Management of medical records.*	69	8	86	163
	Medication	*Prescription and management of medicines.*	365	22	460	847
	Opening Times	*Opening times of a service.*	35	4	90	129
	Planning	*Leadership and general organisation.*	391	150	296	837
	Registration	*Ability to register for a service.*	50	19	234	303
	Support	*Levels of support provided.*	6452	220	2259	8931
	Telephone	*Ability to contact a service by telephone.*	128	27	1203	1358
	Timing	*Physical timing (ie; length of wait at appointments).*	1082	237	1400	2719
	Waiting List	*Length of wait while on a list.*	881	34	1967	2882
Values	Choice	*General choice.*	585	95	546	1226
	Cost	*General cost.*	99	4	258	361
	Language	*Language, including terminology.*	50	15	113	178
	Nutrition	*Provision of sustainance.*	35	2	40	77
	Privacy	*Privacy, personal space and property.*	127	10	81	218
	Quality	*General quality of a service, or staff.*	6532	139	1803	8474
	Sensory	*Deaf/blind or other sensory issues.*	5	2	15	22
	Stimulation	*General stimulation, including access to activities.*	45	4	12	61

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	98	23	80	201
	Environment/Layout	*Physical environment of a service.*	292	55	203	550
	Equipment	*General equipment issues.*	46	3	78	127
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	19	2	41	62
	Hygiene	*Levels of hygiene and general cleanliness.*	276	13	64	353
	Mobility	*Physical mobility to, from and within services.*	13	2	46	61
	Travel/Parking	*Ability to travel or park.*	22	6	45	73
Staff	Omission	*General omission (ie; transport did not arrive).*	1	0	145	146
	Security/Conduct	*General security of a service, including conduct of staff.*	101	8	56	165
	Staff Attitude	*Attitude, compassion and empathy of staff.*	8284	207	2747	11238
	Complaints	*Ability to log and resolve a complaint.*	8	2	103	113
	Staff Training	*Training of staff.*	26	14	237	277
	Staffing Levels	*General availability of staff.*	6	17	274	297
	Total:		**34445**	**1850**	**21516**	**57811**

Community*Insight* CRM