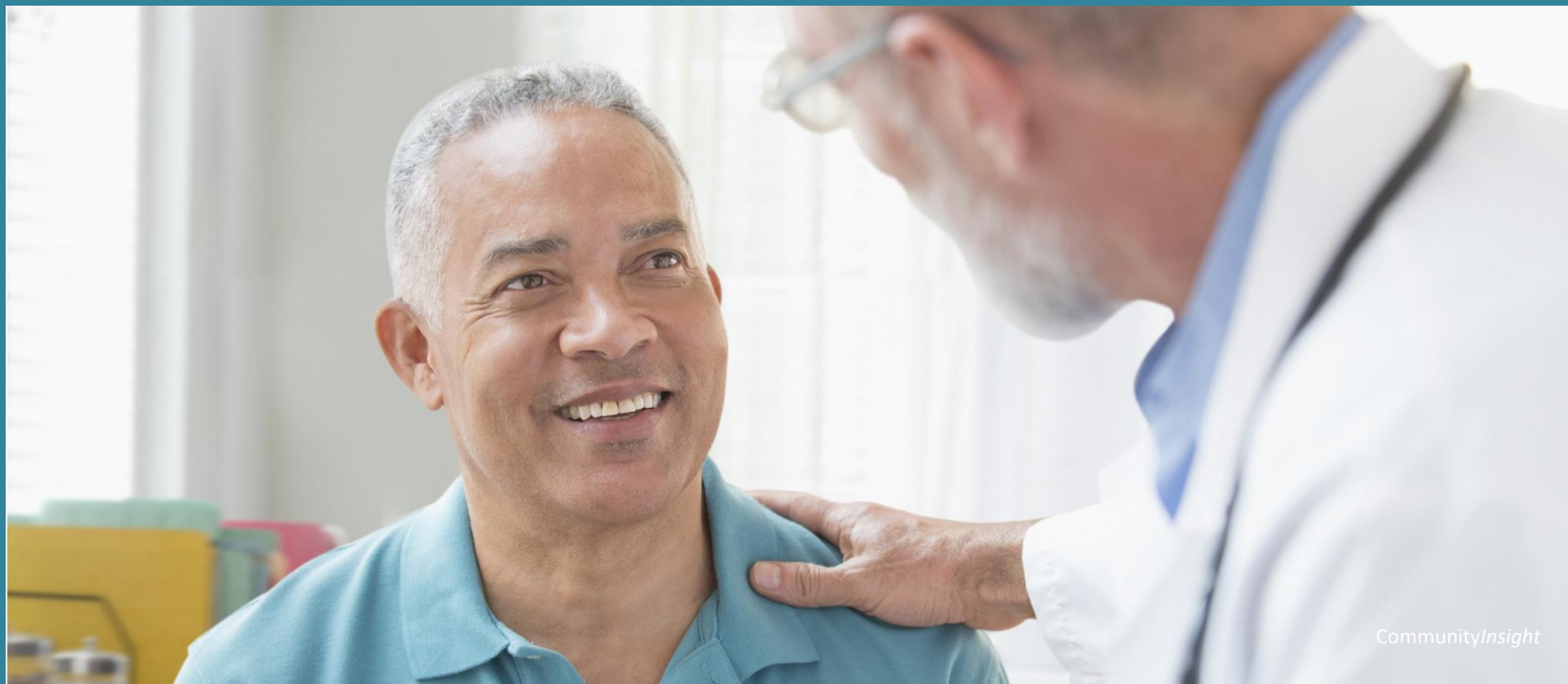# Mental Health Services in North East London (NEL)

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 local mental health services.

Reporting Period: 1 January 2021 - 31 December 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)
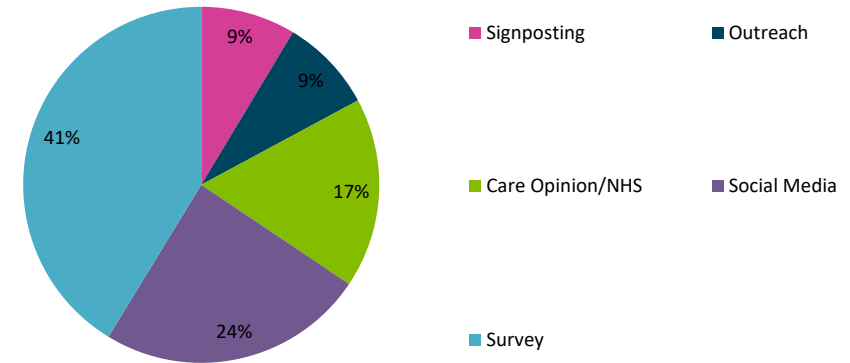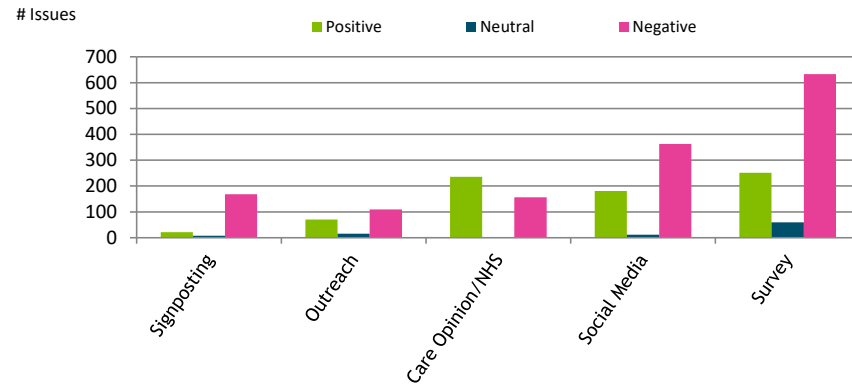
The numbers underpinning the trends.

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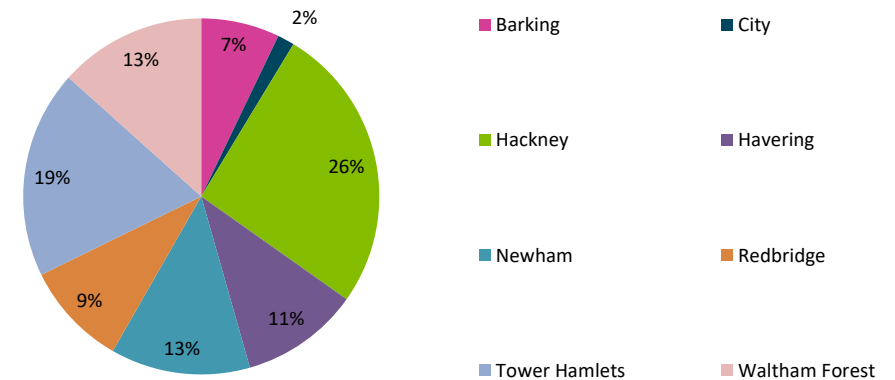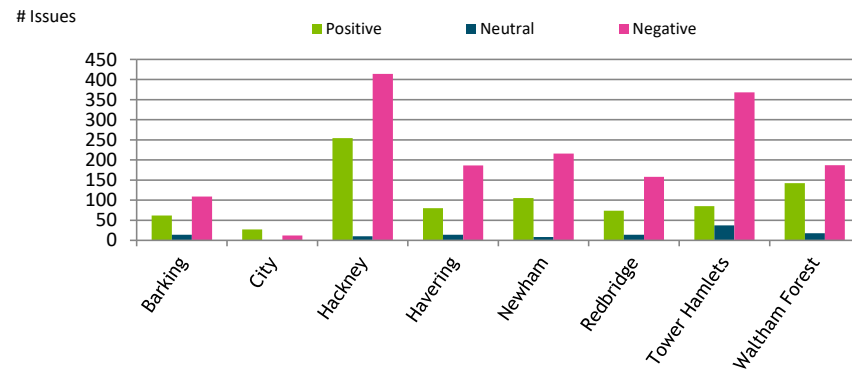
1. Data Source: Where did we collect the feedback?

1.1 Source: 2595 issues from 581 people

Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues by source (Signposting, Outreach, Care Opinion/NHS, Social Media, Survey) with Positive, Neutral, Negative categories. Y-axis from 0 to 700.

Sources providing the most comments overall

Pie chart:
- Signposting 9%
- Outreach 9%
- Care Opinion/NHS 17%
- Social Media 24%
- Survey 41%

1.2 Feedback by Borough

Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues by borough (Barking, City, Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest) with Positive, Neutral, Negative categories. Y-axis from 0 to 450.

Pie chart:
- Barking 7%
- City 2%
- Hackney 26%
- Havering 11%
- Newham 13%
- Redbridge 9%
- Tower Hamlets 19%
- Waltham Forest 13%

2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues (0–900) for service sectors: Community, Hospital, Other Service, Primary Care, Social Care

Service sectors receiving the most comments overall

Pie chart:
- Community 25%
- Hospital 17%
- Other Service 1%
- Primary Care 54%
- Social Care 3%

2.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues (0–800) for service types: Not known, Community Mental Health..., District Nurse/Health Visitor, Mental Health Support, Psychotherapy, A&E, Maternity, Mental Health, Dentist, GP

Service type receiving the most comments overall

Pie chart:
- Not known 4%
- Community Mental Health Team (CMHT) 13%
- District Nurse/Health Visitor 2%
- Mental Health Support 4%
- Psychotherapy 5%
- A&E 3%
- Maternity 5%
- Mental Health 5%
- Dentist 3%
- GP 56%

4

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Positive Neutral Negative

Medical conditions/topics receiving the most comments overall

Legend:
- Autism
- COVID-19 (General)
- Dentistry
- Diabetes
- Learning Disability
- Maternity
- Mental Health
- Musculoskeletal Health
- Older People's Health

Pie chart values: 2%, 2%, 2%, 17%, 2%, 2%, 1%, 6%, 66%
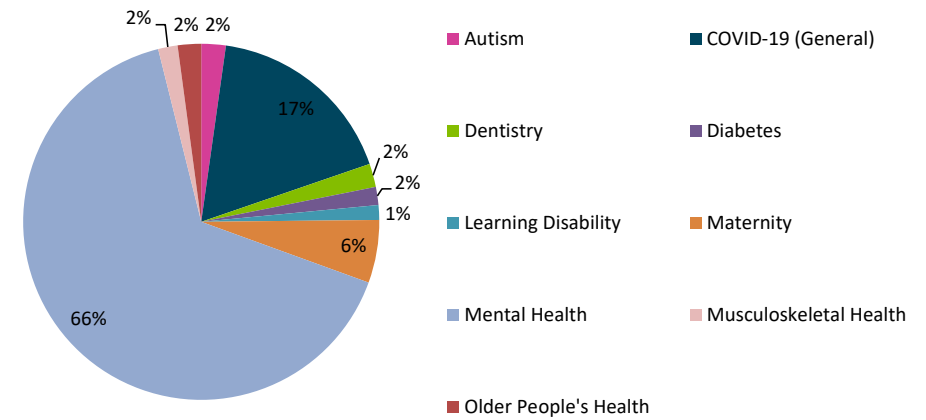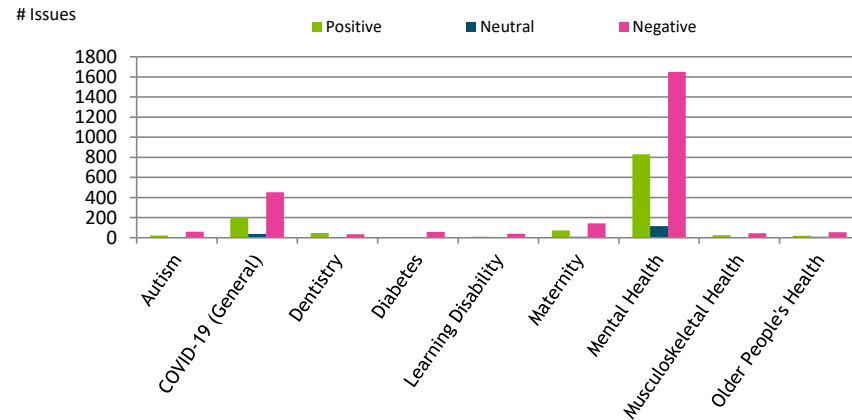
3.2 Top Trends: 2595 issues from 581 people

Issues

Positive Neutral Negative

Issues receiving the most comments overall

Legend:
- Communication
- Involvement
- Administration
- Booking
- Cancellations
- Referral
- Medication
- Registration
- Support
- Waiting List
- Choice
- Quality
- Staff Attitude

Pie chart values: 8%, 11%, 3%, 10%, 2%, 3%, 3%, 3%, 19%, 8%, 3%, 13%, 14%
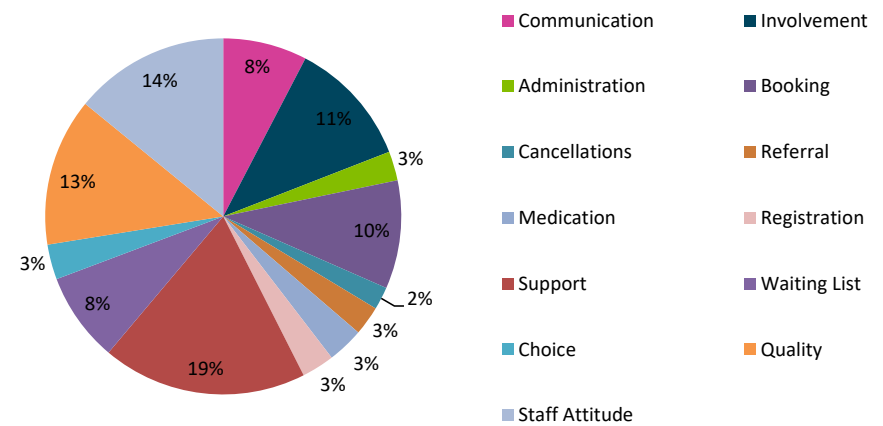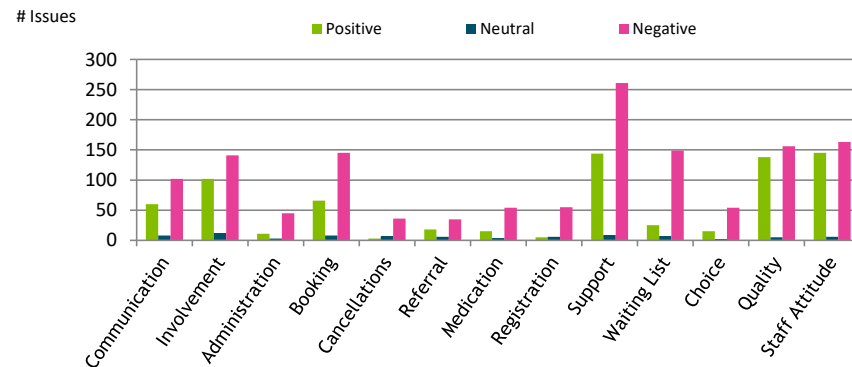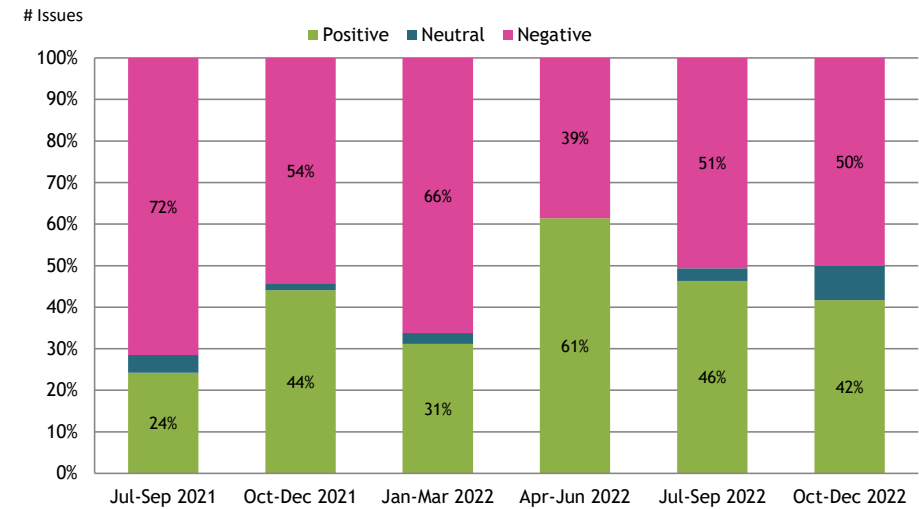
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

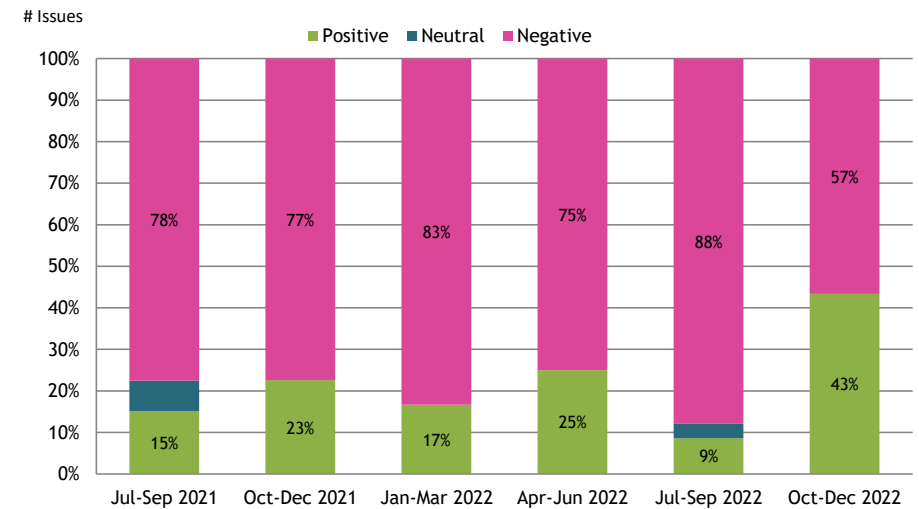| Period	Positive	Negative
Jul-Sep 2021	22%	73%
Oct-Dec 2021	36%	64%
Jan-Mar 2022	25%	73%
Apr-Jun 2022	51%	48%
Jul-Sep 2022	36%	59%
Oct-Dec 2022	38%	50%

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

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul-Sep 2021	24%	72%
Oct-Dec 2021	44%	54%
Jan-Mar 2022	31%	66%
Apr-Jun 2022	61%	39%
Jul-Sep 2022	46%	51%
Oct-Dec 2022	42%	50%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul-Sep 2021	41%	59%
Oct-Dec 2021	44%	56%
Jan-Mar 2022	27%	73%
Apr-Jun 2022	60%	39%
Jul-Sep 2022	52%	45%
Oct-Dec 2022	44%	52%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

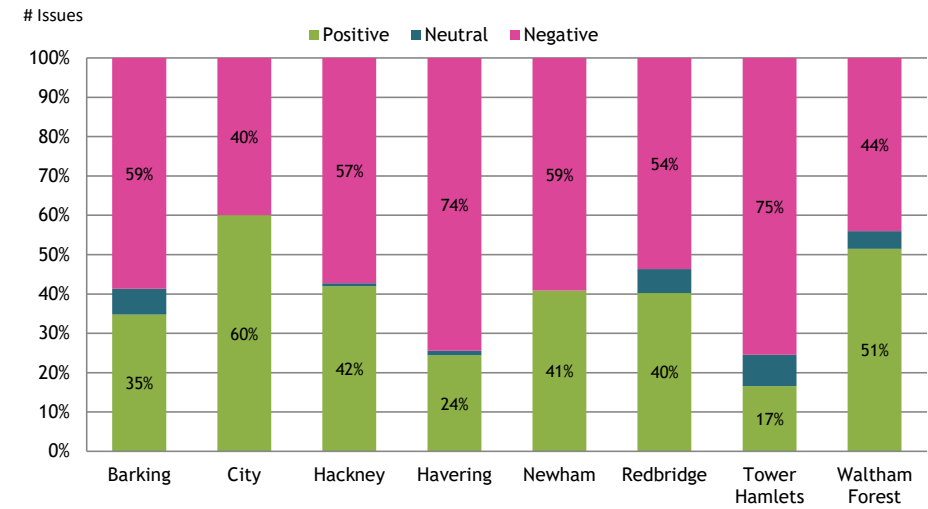| Period	Positive	Negative
Jul-Sep 2021	15%	78%
Oct-Dec 2021	23%	77%
Jan-Mar 2022	17%	83%
Apr-Jun 2022	25%	75%
Jul-Sep 2022	9%	88%
Oct-Dec 2022	43%	57%

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

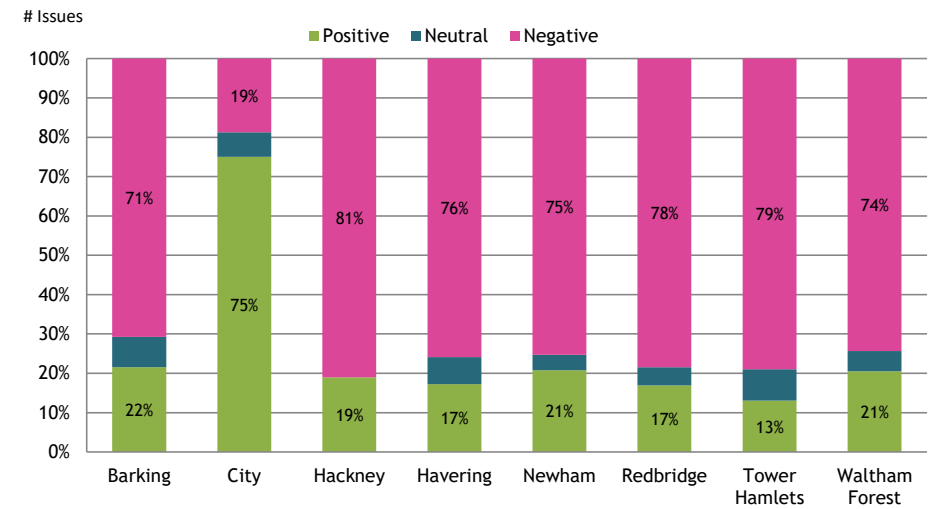Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	34%	59%
City	68%	30%
Hackney	37%	61%
Havering	29%	66%
Newham	32%	66%
Redbridge	30%	64%
Tower Hamlets	17%	75%
Waltham Forest	41%	54%

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

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	35%	59%
City	60%	40%
Hackney	42%	57%
Havering	24%	74%
Newham	41%	59%
Redbridge	40%	54%
Tower Hamlets	17%	75%
Waltham Forest	51%	44%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	48%	48%
City	67%	33%
Hackney	51%	48%
Havering	48%	52%
Newham	41%	58%
Redbridge	43%	57%
Tower Hamlets	34%	64%
Waltham Forest	50%	45%

5.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	22%	71%
City	75%	19%
Hackney	19%	81%
Havering	17%	76%
Newham	21%	75%
Redbridge	17%	78%
Tower Hamlets	13%	79%
Waltham Forest	21%	74%

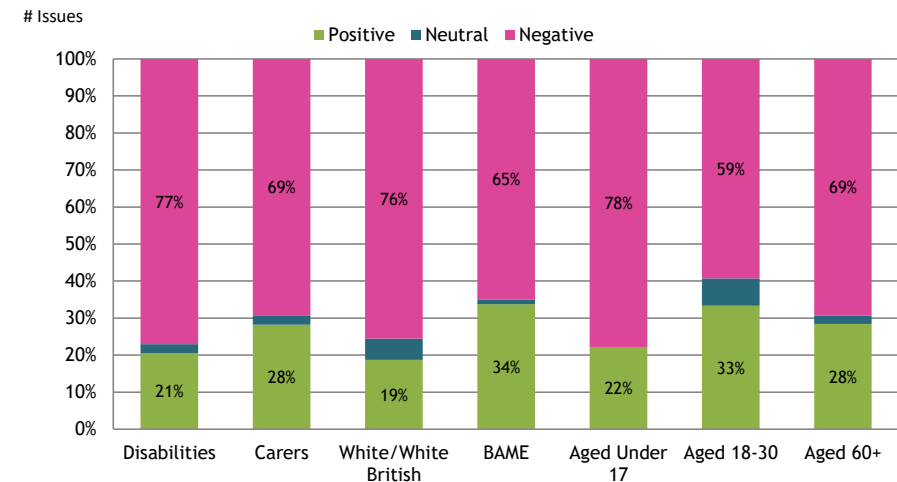## 6. Equalities: On the whole, how do people feel about Health and Care services?

6.1 How do people feel about services overall?

Issues

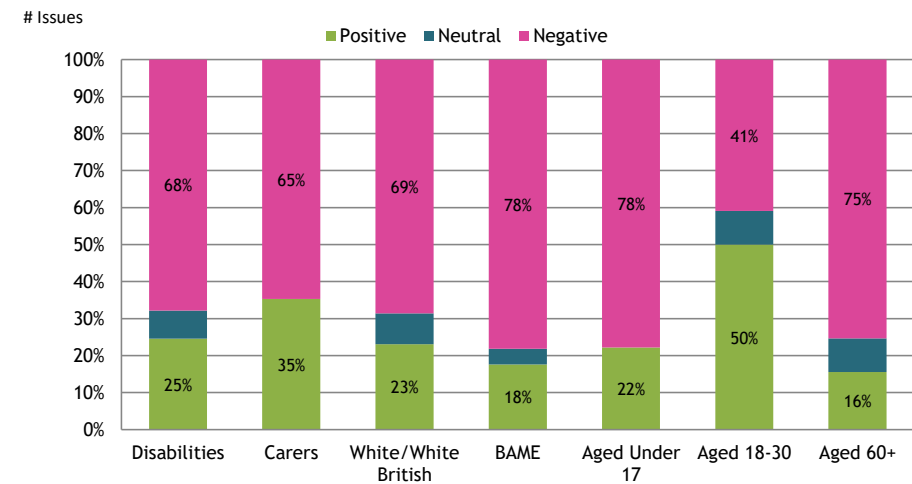Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	26%	68%
Carers	32%	63%
White/White British	24%	68%
BAME	31%	66%
Aged Under 17	23%	77%
Aged 18-30	39%	51%
Aged 60+	26%	67%

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

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	21%	77%
Carers	28%	69%
White/White British	19%	76%
BAME	34%	65%
Aged Under 17	22%	78%
Aged 18-30	33%	59%
Aged 60+	28%	69%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	44%	53%
Carers	47%	53%
White/White British	43%	51%
BAME	53%	44%
Aged Under 17	25%	75%
Aged 18-30	60%	20%
Aged 60+	44%	51%

6.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	25%	68%
Carers	35%	65%
White/White British	23%	69%
BAME	18%	78%
Aged Under 17	22%	78%
Aged 18-30	50%	41%
Aged 60+	16%	75%

7. Trends by Borough: Barking

7.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Chart showing service sectors (Community Service, Hospital Service, Primary Care Service, Social Care Service) with values on y-axis from 0 to 70.
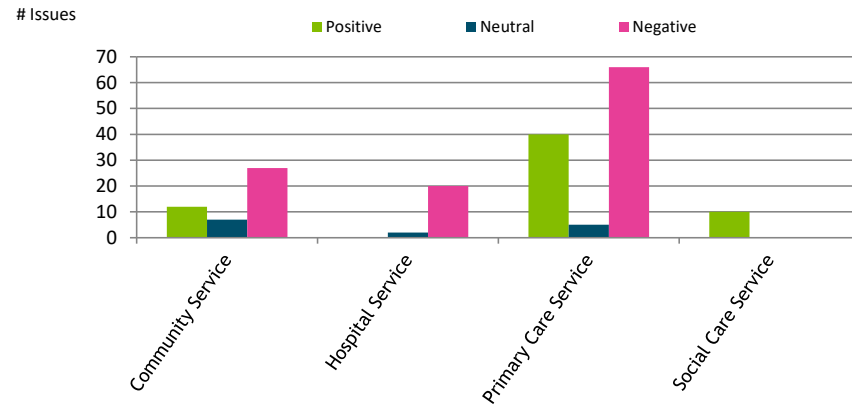
Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Chart showing service types (Community Mental Health..., District Nurse/Health Visitor, Mental Health Support, Psychotherapy, General Outpatients, Mental Health, Hospital (Unknown), GP, Care at Home) with values on y-axis from 0 to 70.
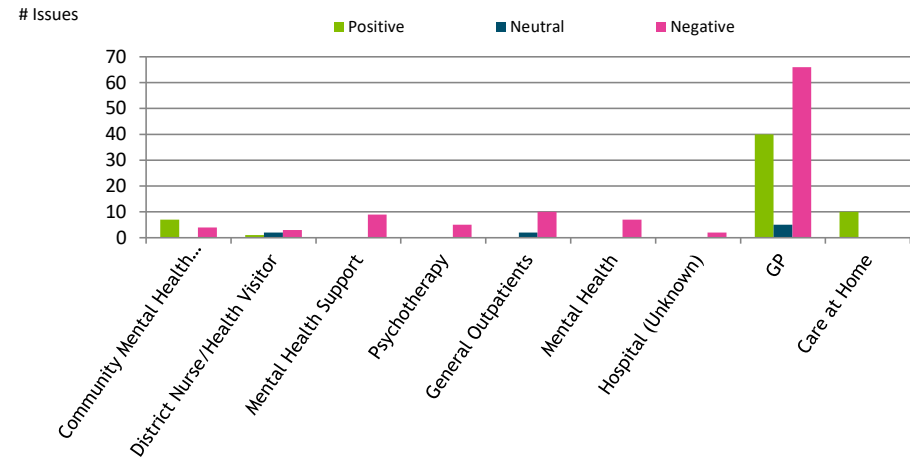
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Chart showing medical conditions/topics (Arthritis, Asthma, Autism, Cancer, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Diabetes, Diet and Nutrition, Maternity, Mental Health, Musculoskeletal Health, Neurology) with values on y-axis from 0 to 120.
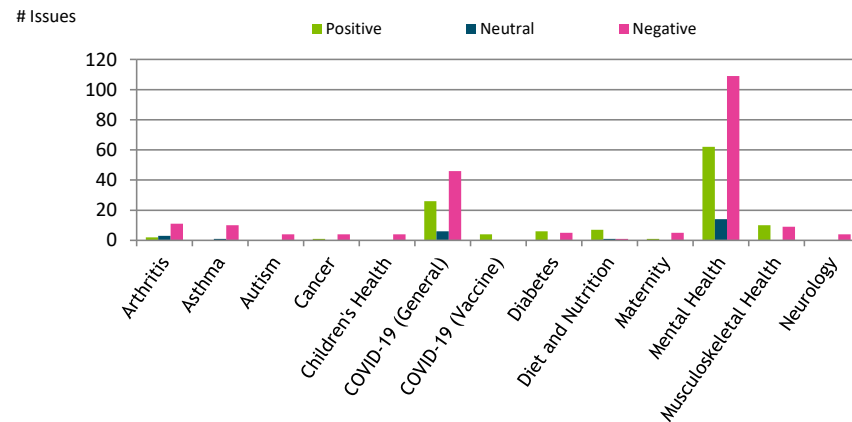
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 185 issues from 45 people
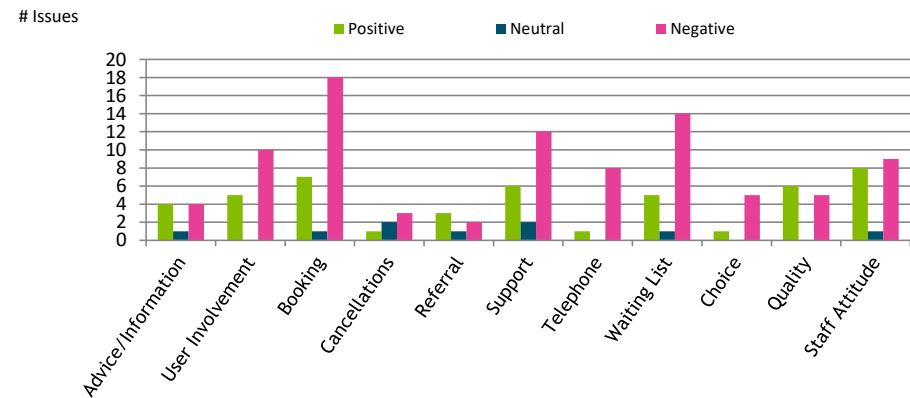
Issues

Legend: Positive, Neutral, Negative

Chart showing top trends (Advice/Information, User Involvement, Booking, Cancellations, Referral, Support, Telephone, Waiting List, Choice, Quality, Staff Attitude) with values on y-axis from 0 to 20.

Issues receiving the most comments overall

9

7.5 Service Sector

Issues

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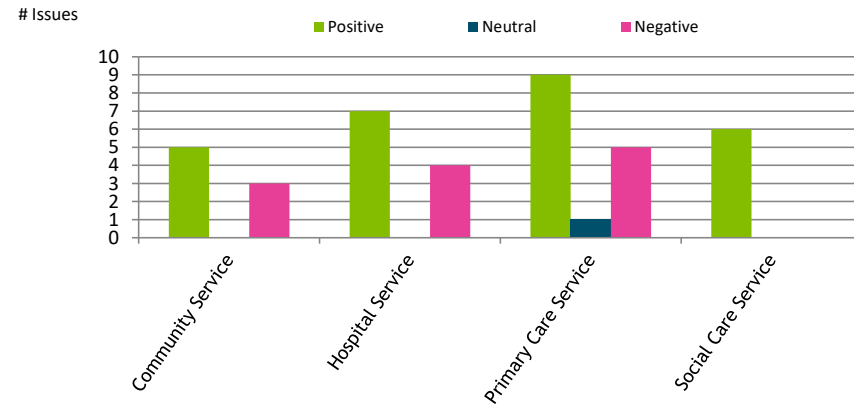
Service sectors receiving the most comments overall

7.6 Service Type

Issues

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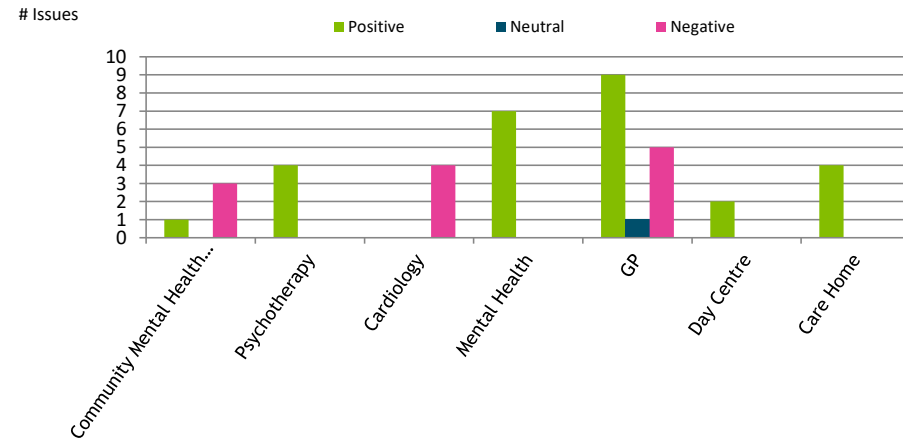
Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

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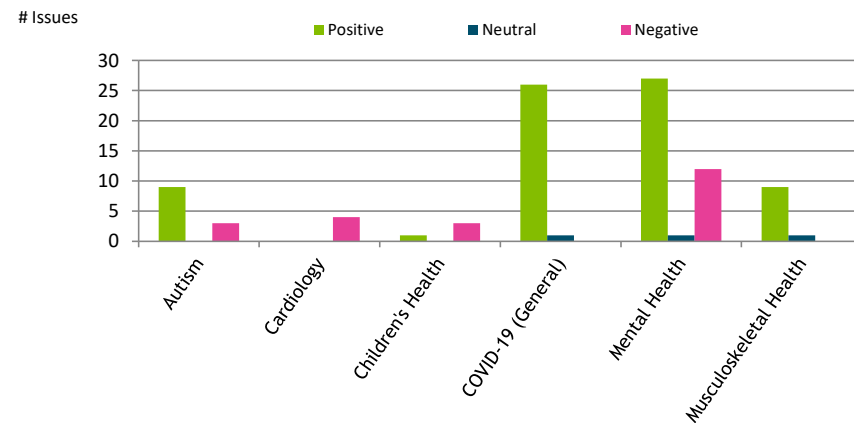
Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 40 issues from 9 people
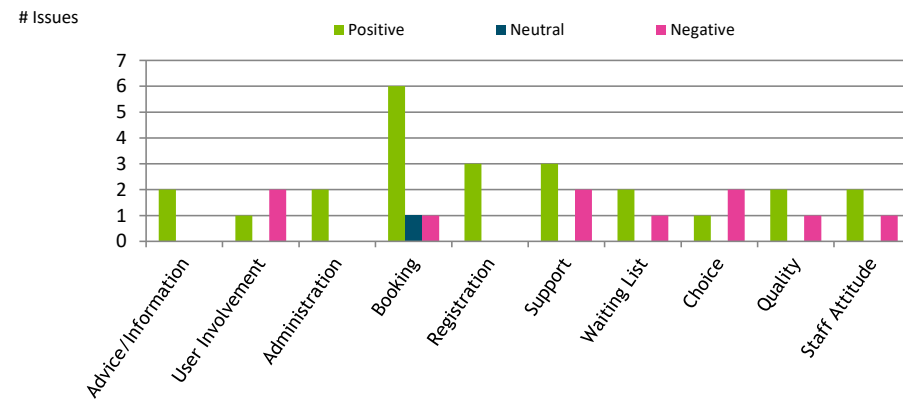
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall
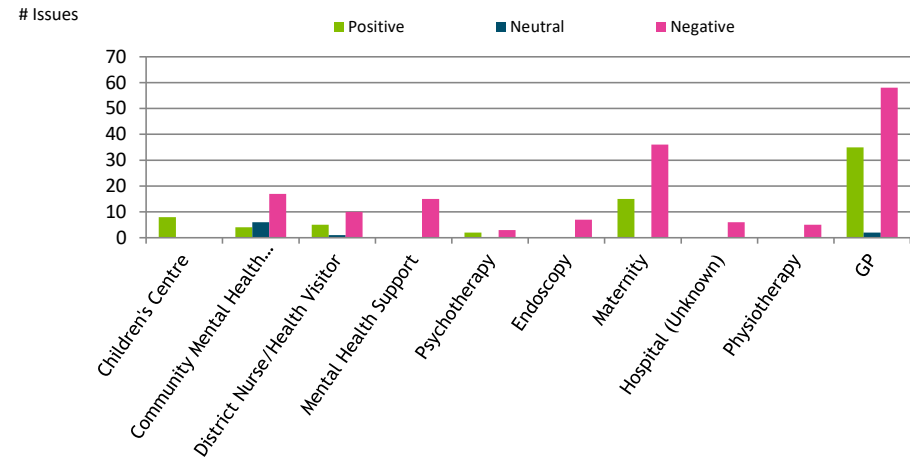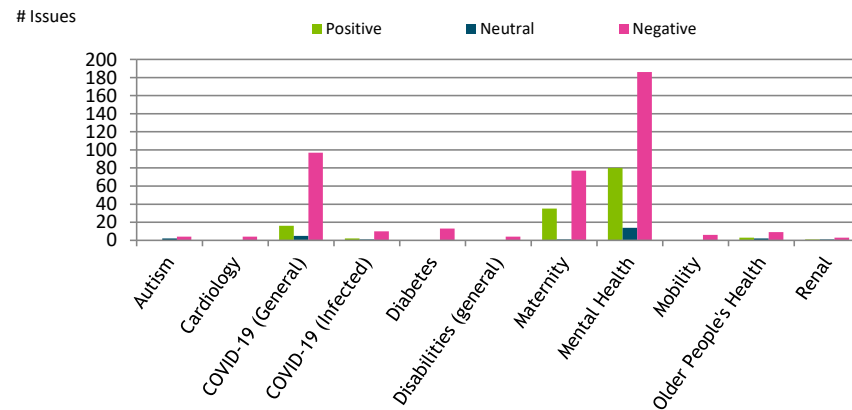
7.9 Service Sector

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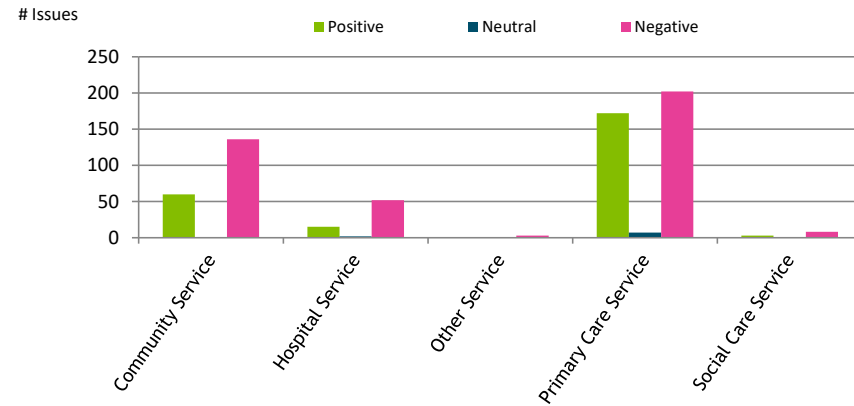
Service sectors receiving the most comments overall
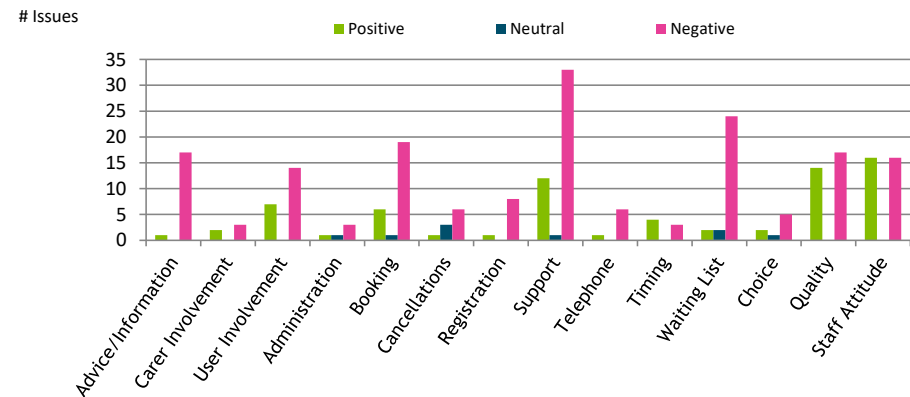
7.10 Service Type
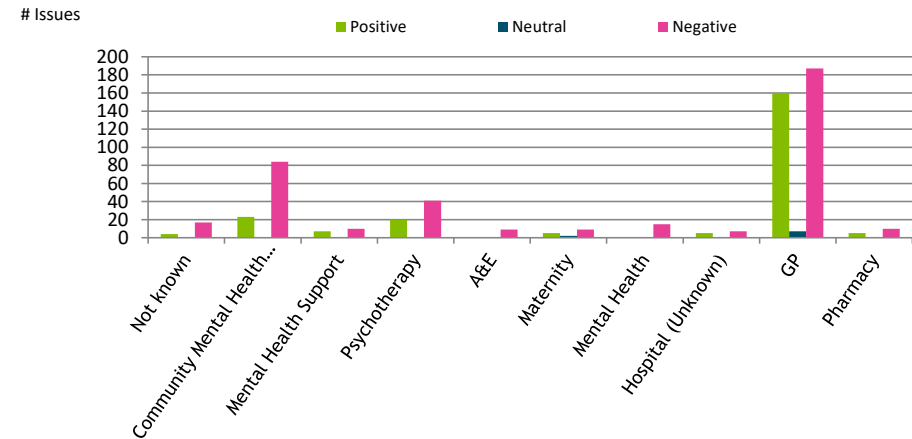
Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics
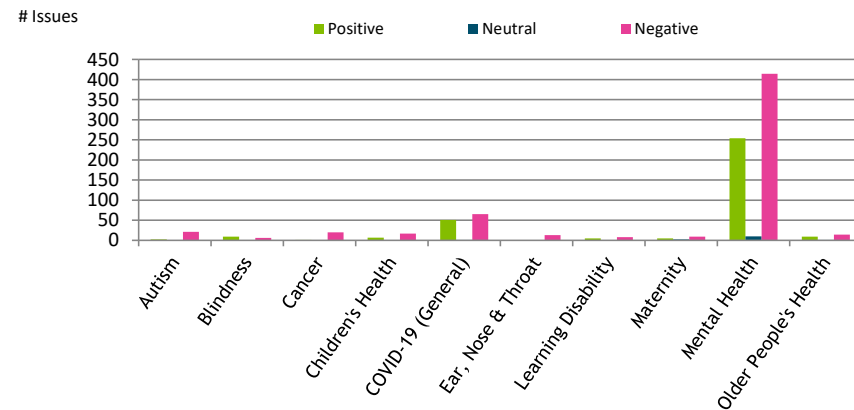
Issues

Medical conditions/topics receiving the most comments overall
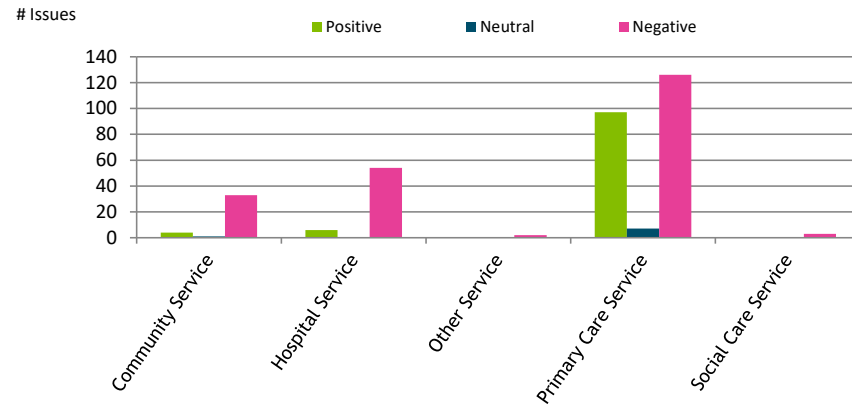
7.12 Top Trends: 678 issues from 124 people
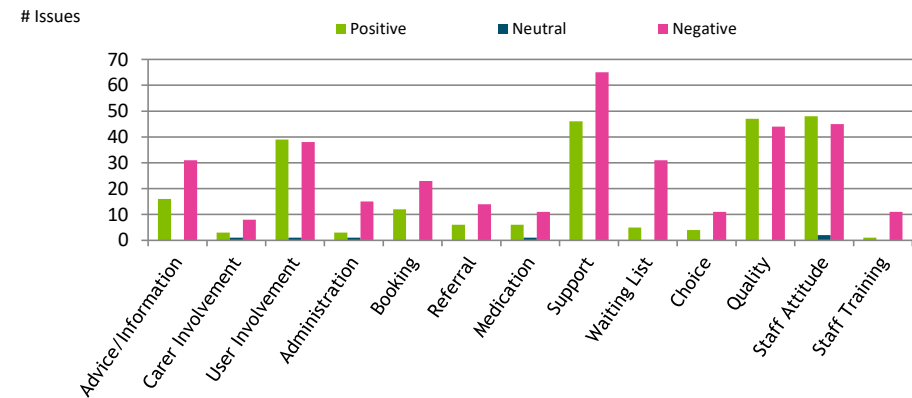
Issues

Issues receiving the most comments overall
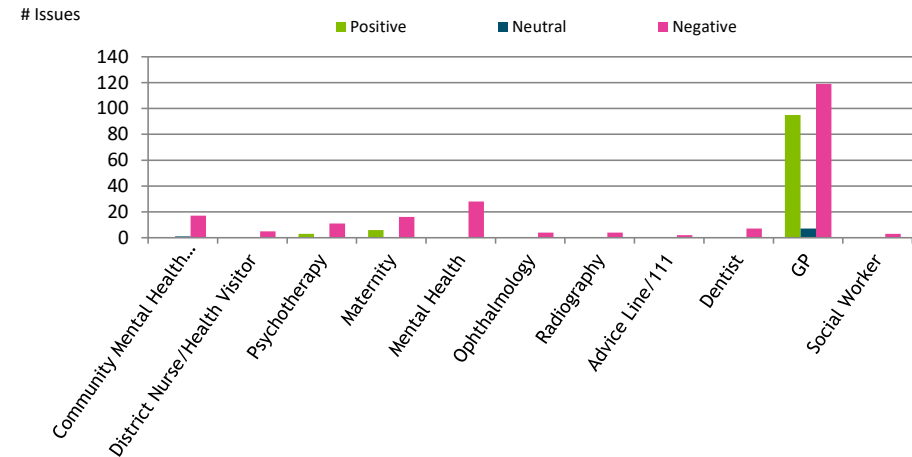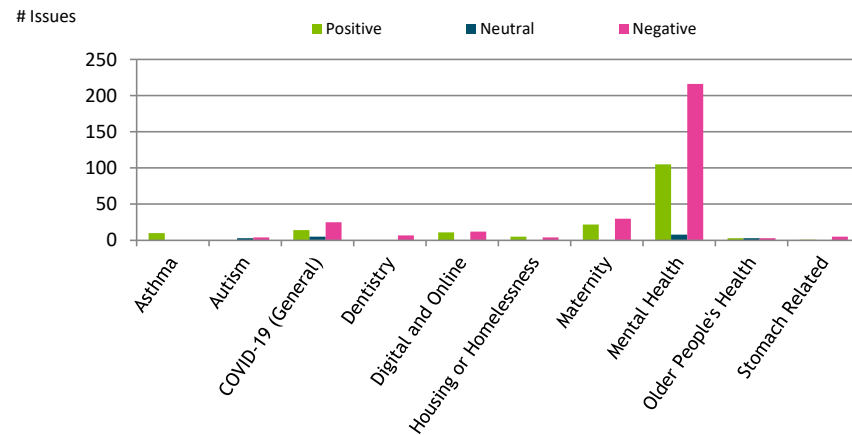
7.13 Service Sector

Issues
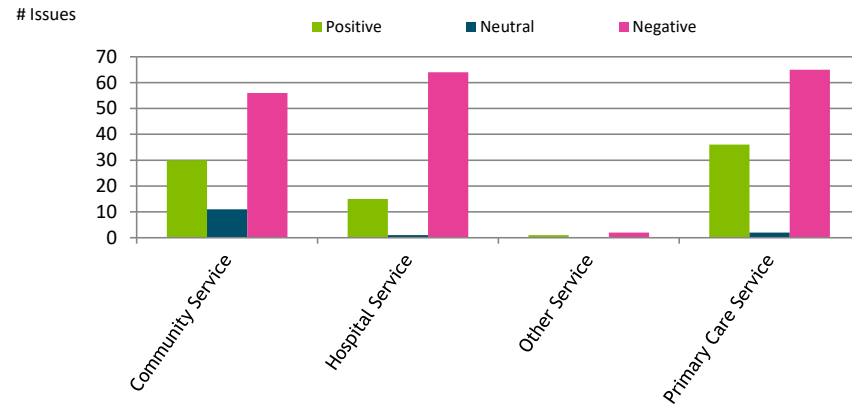
Service sectors receiving the most comments overall

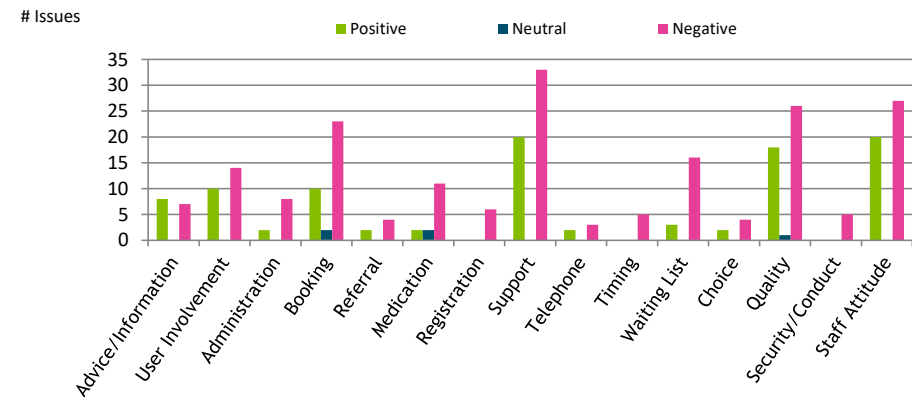## 7.14 Service Type

Issues

Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

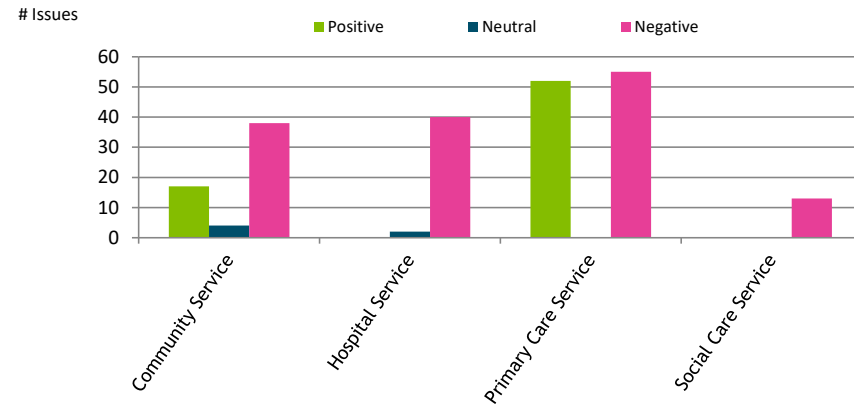## 7.16 Top Trends: 280 issues from 58 people

Issues

Issues receiving the most comments overall

7.17 Service Sector

Issues

Legend: Positive, Neutral, Negative

(Bar chart — X-axis: Community Service, Hospital Service, Other Service, Primary Care Service, Social Care Service; Y-axis: 0–140)

Service sectors receiving the most comments overall

7.18 Service Type

Issues

Legend: Positive, Neutral, Negative

(Bar chart — X-axis: Community Mental Health..., District Nurse/Health Visitor, Psychotherapy, Maternity, Mental Health, Ophthalmology, Radiography, Advice Line/111, Dentist, GP, Social Worker; Y-axis: 0–140)

Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

(Bar chart — X-axis: Asthma, Autism, COVID-19 (General), Dentistry, Digital and Online, Housing or Homelessness, Maternity, Mental Health, Older People's Health, Stomach Related; Y-axis: 0–250)

Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 329 issues from 67 people

Issues

Legend: Positive, Neutral, Negative

(Bar chart — X-axis: Advice/Information, User Involvement, Administration, Booking, Referral, Medication, Registration, Support, Telephone, Timing, Waiting List, Choice, Quality, Security/Conduct, Staff Attitude; Y-axis: 0–35)

Issues receiving the most comments overall
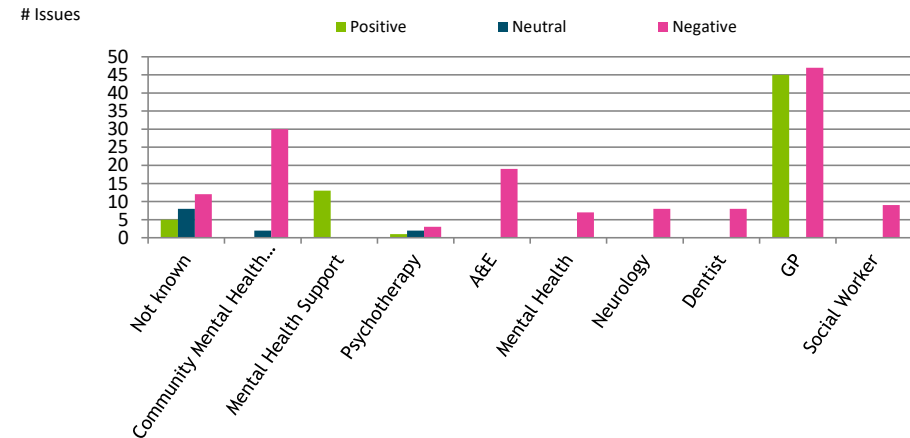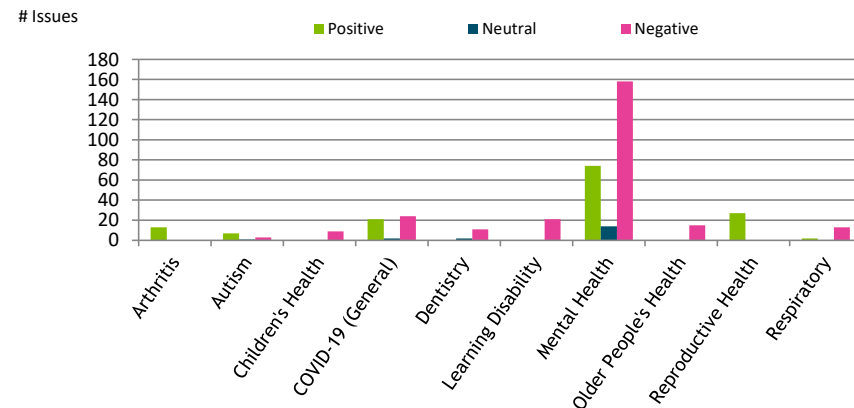
7.21 Service Sector

Issues

Service sectors receiving the most comments overall
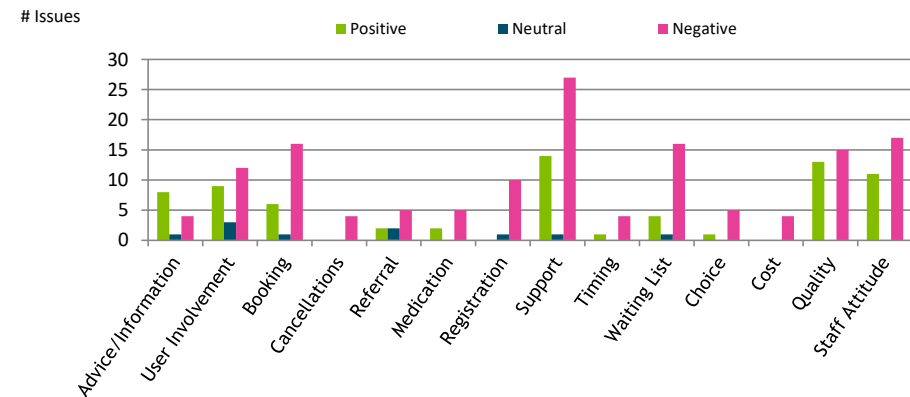
7.22 Service Type

Issues

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
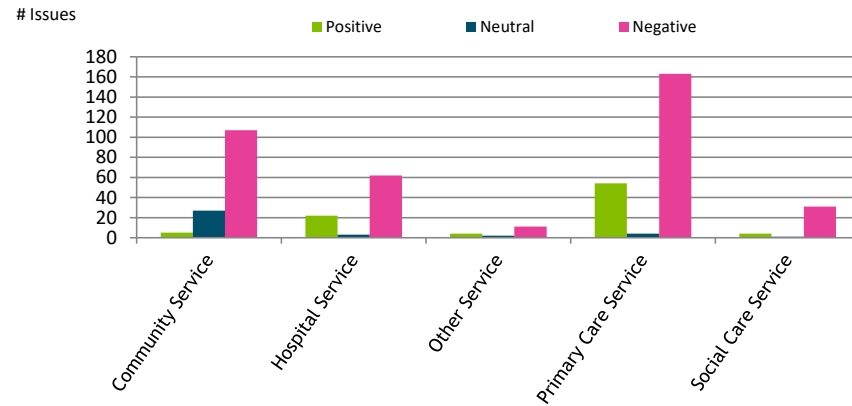
7.24 Top Trends: 246 issues from 70 people

Issues

Issues receiving the most comments overall

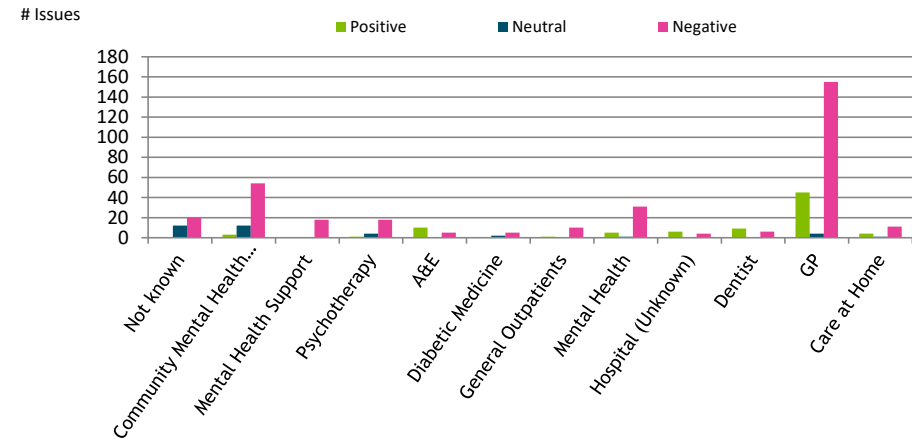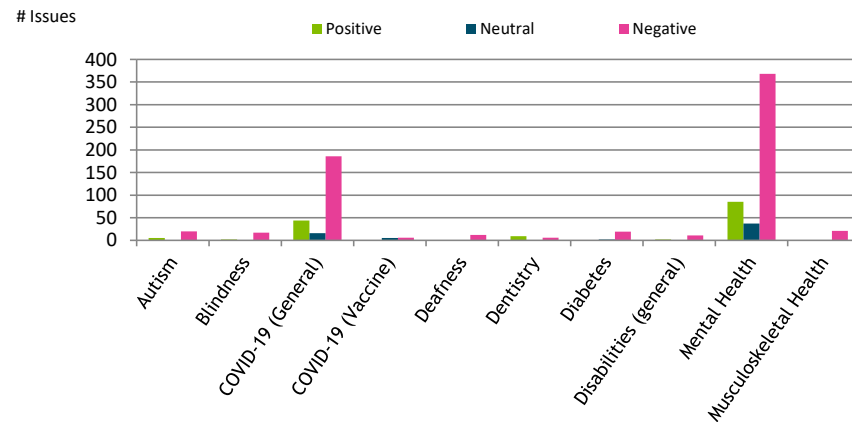## 7.25 Service Sector

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: 490 issues from 138 people

Issues

Issues receiving the most comments overall

7.29 Service Sector

Issues

Service sectors receiving the most comments overall

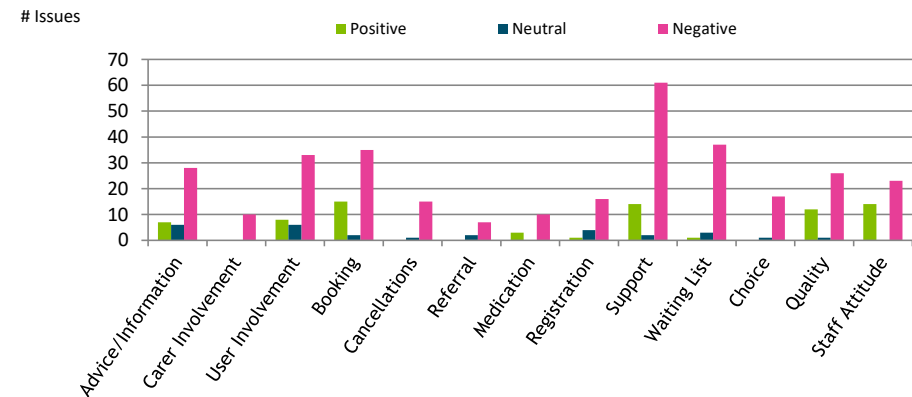## 7.30 Service Type

Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
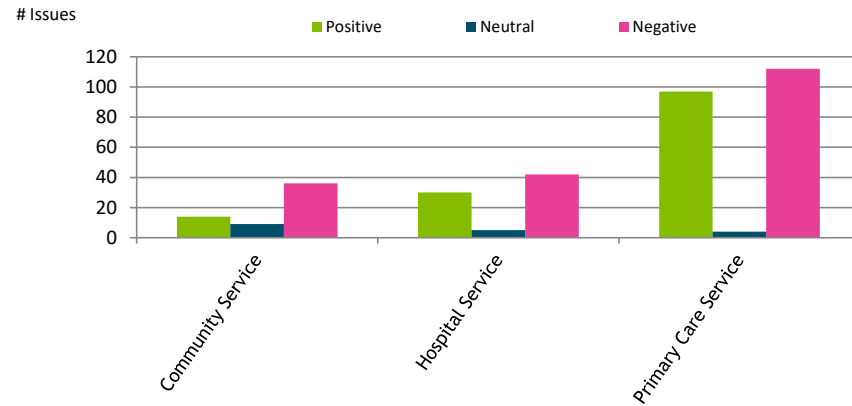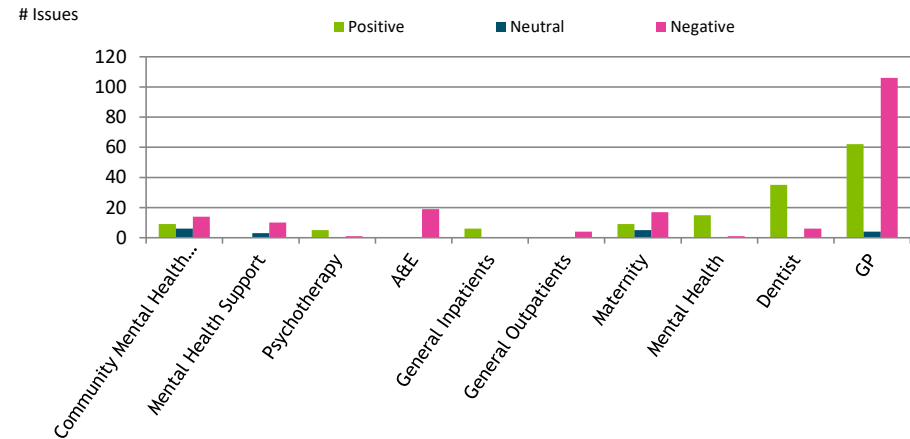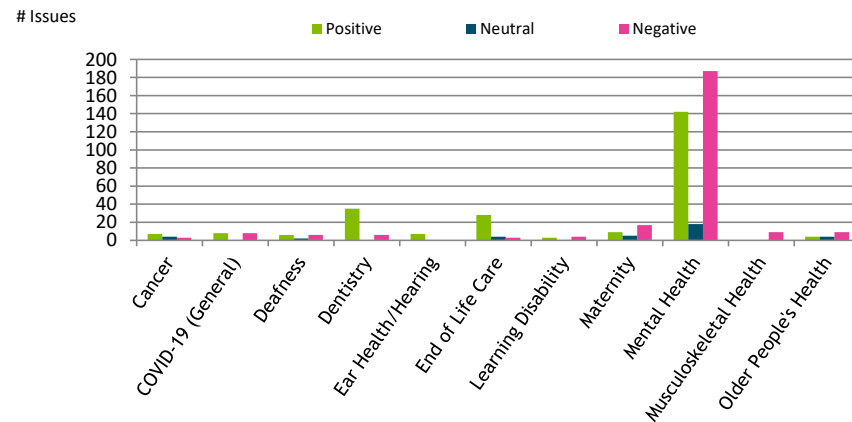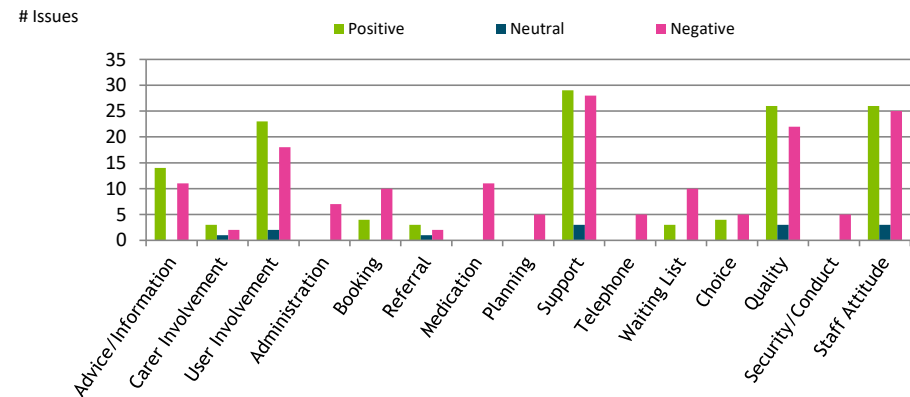
7.32 Top Trends: 347 issues from 70 people

Issues

Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	60	8	102	170
	Carer Involvement	*Involvement or influence of carers and family members.*	11	2	26	39
	Peer Involvement	*Involvement or Influence of friends.*	2	1	3	6
	General Comment	*A generalised statement (ie; "The doctor was good.")*	6	6	9	21
	User Involvement	*Involvement or influence of the service user.*	102	12	141	255
Systems	Administration	*Administrative processes and delivery.*	11	3	45	59
	Admission	*Physical admission to a hospital ward, or other service.*	1	0	4	5
	Booking	*Ability to book, reschedule or cancel appointments.*	66	8	145	219
	Cancellations	*Cancellation of appointment by the service provider.*	3	7	36	46
	Data Protection	*General data protection (including GDPR).*	2	0	3	5
	Referral	*Referral to a service.*	18	6	35	59
	Medical Records	*Management of medical records.*	0	3	17	20
	Medication	*Prescription and management of medicines.*	15	4	54	73
	Opening Times	*Opening times of a service.*	1	3	2	6
	Planning	*Leadership and general organisation.*	4	1	13	18
	Registration	*Ability to register for a service.*	5	6	55	66
	Support	*Levels of support provided.*	144	9	261	414
	Telephone	*Ability to contact a service by telephone.*	5	1	37	43
	Timing	*Physical timing (ie; length of wait at appointments).*	8	2	17	27
	Waiting List	*Length of wait while on a list.*	25	7	149	181
Values	Choice	*General choice.*	15	2	54	71
	Cost	*General cost.*	1	2	15	18
	Language	*Language, including terminology.*	4	3	6	13
	Nutrition	*Provision of sustainance.*	0	0	3	3
	Privacy	*Privacy, personal space and property.*	4	1	4	9
	Quality	*General quality of a service, or staff.*	138	5	156	299
	Sensory	*Deaf/blind or other sensory issues.*	1	0	1	2
	Stimulation	*General stimulation, including access to activities.*	3	0	3	6

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).*	13	2	2	17
	Environment/Layout	*Physical environment of a service.*	2	0	9	11
	Equipment	*General equipment issues.*	2	1	3	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	7	1	5	13
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	4	7
	Mobility	*Physical mobility to, from and within services.*	0	0	4	4
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	7	7
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	15	15
	Staff Attitude	*Attitude, compassion and empathy of staff.*	145	6	163	314
	Complaints	*Ability to log and resolve a complaint.*	1	0	17	18
	Staff Training	*Training of staff.*	1	3	20	24
	Staffing Levels	*General availability of staff.*	0	1	5	6
	Total:		**829**	**116**	**1650**	**2595**

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