GP Services in North East London (NEL)

Trends Analysis Report

Community*Insight*

10 June 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)
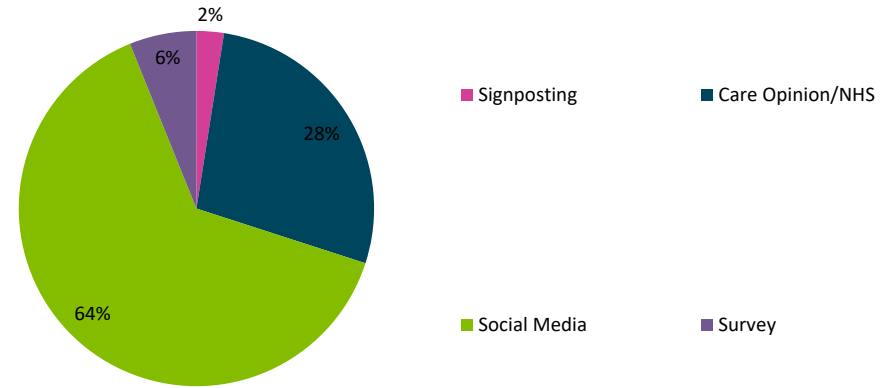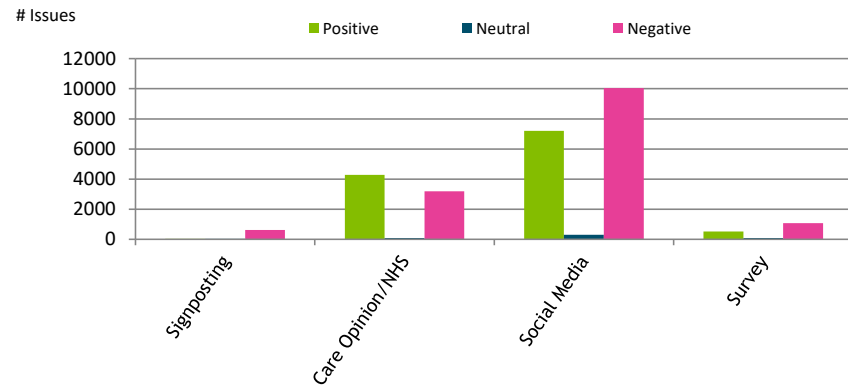The numbers underpinning the trends.

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.

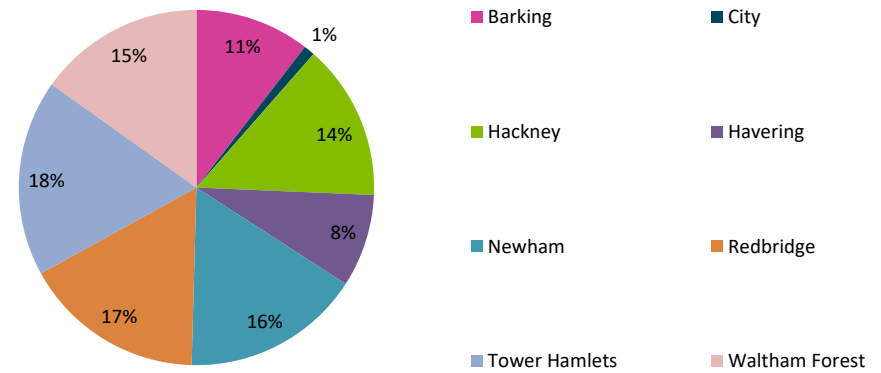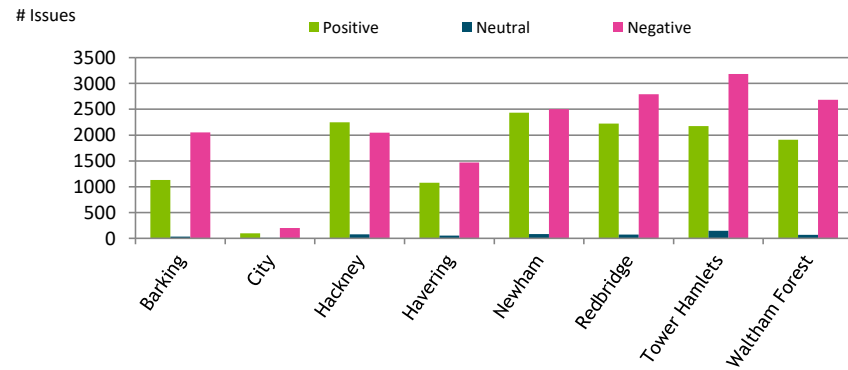# 1. Data Source: Where did we collect the feedback?

1.1 Source: 30756 issues from 6793 people

Sources providing the most comments overall

1.2 Feedback by Borough

2. Which services are people most commenting on?

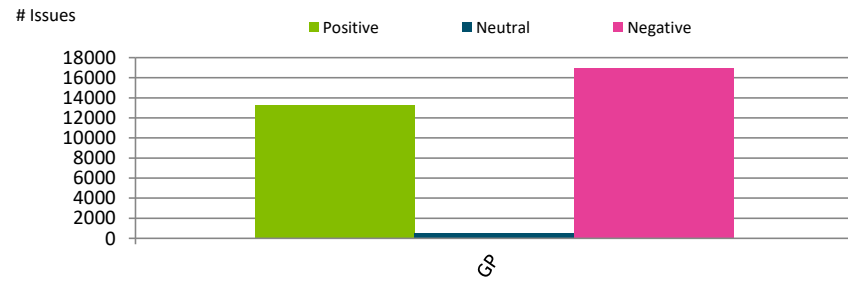### 2.1 Service Sector

Issues

■ Positive   ■ Neutral   ■ Negative

Service sectors receiving the most comments overall

2.2 Service Type

Issues

■ Positive   ■ Neutral   ■ Negative

Service type receiving the most comments overall

3.1 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Medical conditions/topics receiving the most comments overall

Pie chart legend:
- Asthma
- Cancer
- Children's Health
- COVID-19 (General)
- COVID-19 (Vaccine)
- Diabetes
- Digital and Online
- Disabilities (general)
- Learning Disability
- Maternity
- Mental Health
- Musculoskeletal Health
- Older People's Health
- Vaccination

Pie chart values: 2%, 3%, 11%, 24%, 9%, 3%, 19%, 2%, 2%, 2%, 7%, 5%, 6%, 5%

3.2 Top Trends: 30756 issues from 6793 people

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart legend:
- Communication
- General Comment
- Involvement
- Administration
- Booking
- Medication
- Support
- Telephone
- Timing
- Waiting List
- Choice
- Quality
- Staff Attitude

Pie chart values: 5%, 2%, 5%, 4%, 12%, 2%, 17%, 6%, 2%, 8%, 1%, 14%, 22%

5
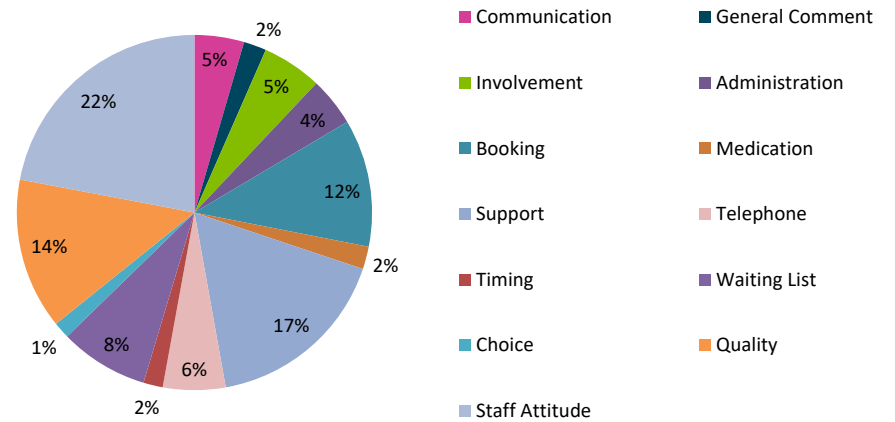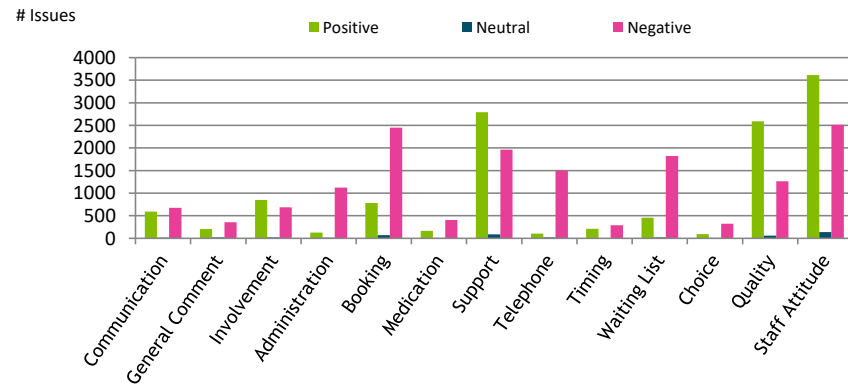
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

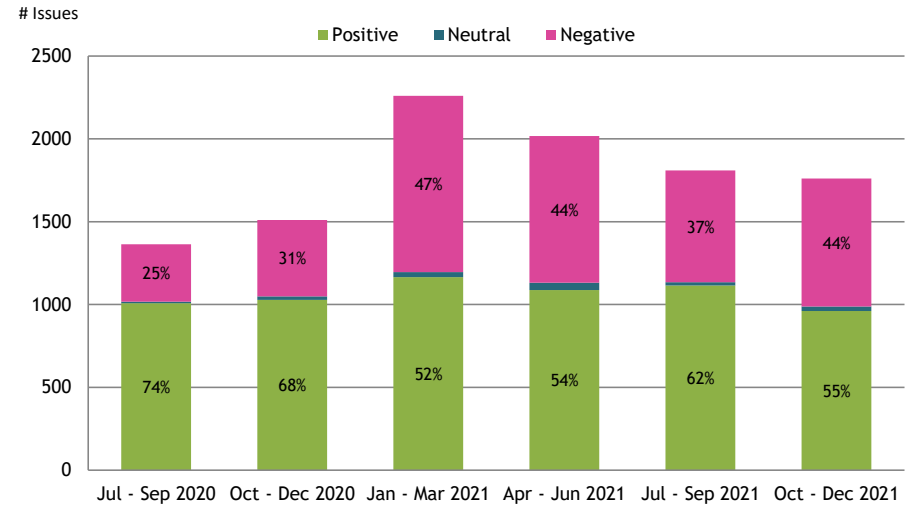|	Jul - Sep 2020	Oct - Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	Oct - Dec 2021
Negative	31%	37%	57%	56%	51%	56%
Positive	68%	61%	42%	42%	48%	43%

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

Issues

Legend: Positive, Neutral, Negative

	Jul - Sep 2020	Oct - Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	Oct - Dec 2021
Negative	25%	31%	47%	44%	37%	44%
Positive	74%	68%	52%	54%	62%	55%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

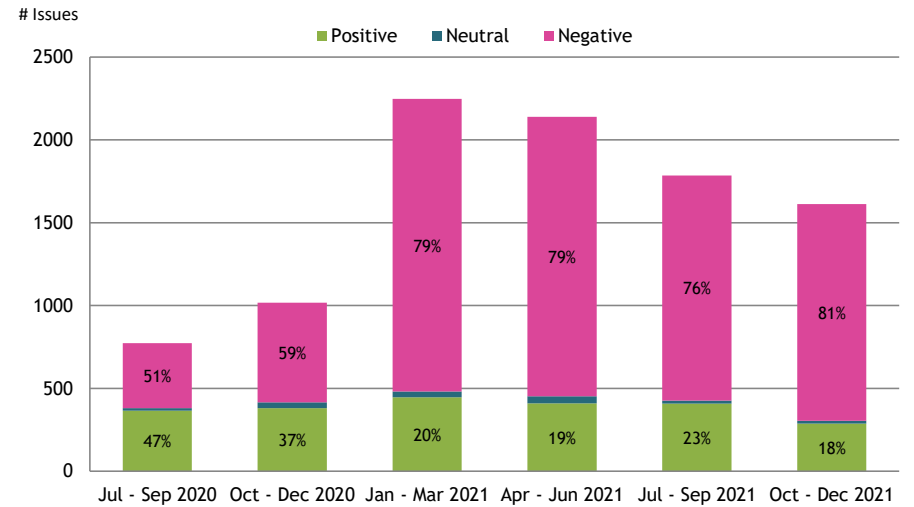|	Jul - Sep 2020	Oct - Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	Oct - Dec 2021
Negative	18%	21%	39%	37%	33%	39%
Positive	80%	78%	60%	60%	65%	59%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

	Jul - Sep 2020	Oct - Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	Oct - Dec 2021
Negative	51%	59%	79%	79%	76%	81%
Positive	47%	37%	20%	19%	23%	18%

5.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	35%	64%
City	32%	65%
Hackney	51%	47%
Havering	41%	56%
Newham	48%	50%
Redbridge	44%	55%
Tower Hamlets	39%	58%
Waltham Forest	41%	58%

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

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	54%	46%
City	38%	58%
Hackney	55%	44%
Havering	54%	44%
Newham	63%	35%
Redbridge	58%	40%
Tower Hamlets	50%	47%
Waltham Forest	52%	47%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	57%	42%
City	62%	33%
Hackney	67%	31%
Havering	62%	36%
Newham	67%	31%
Redbridge	60%	38%
Tower Hamlets	58%	39%
Waltham Forest	55%	43%

5.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	10%	88%
City	13%	85%
Hackney	34%	65%
Havering	18%	79%
Newham	22%	77%
Redbridge	17%	82%
Tower Hamlets	22%	77%
Waltham Forest	19%	79%

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

6.1 How do people feel about services overall?

Issues

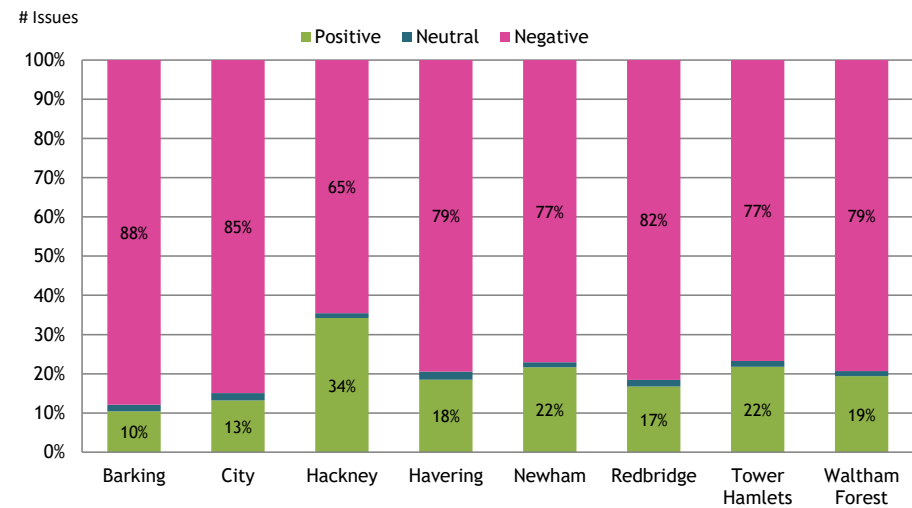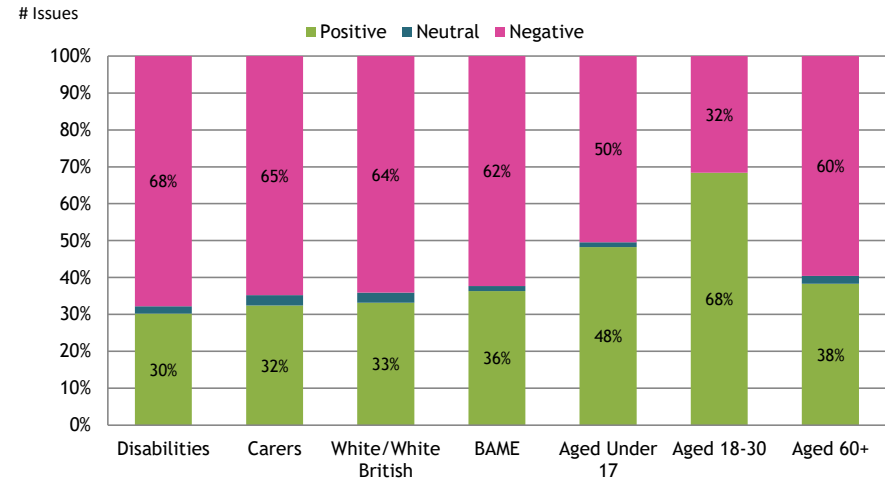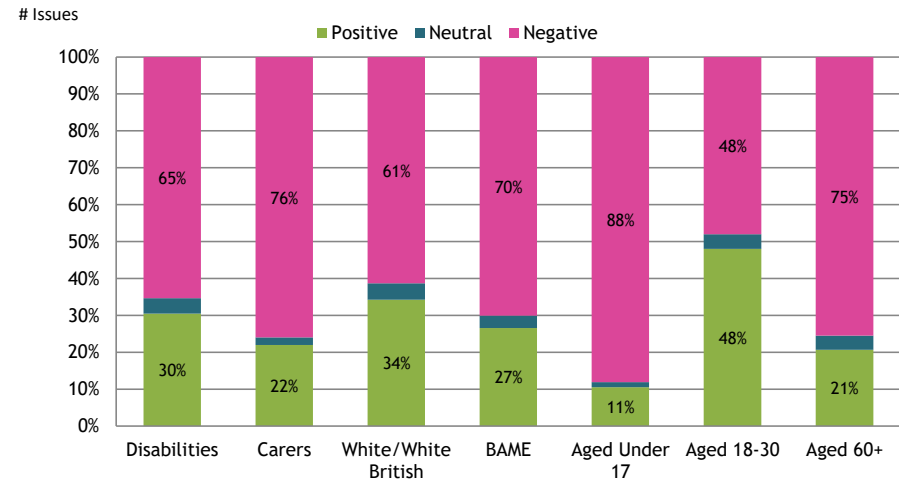Legend: Positive · Neutral · Negative

Group	Positive	Negative
Disabilities	33%	63%
Carers	31%	67%
White/White British	38%	57%
BAME	35%	63%
Aged Under 17	34%	65%
Aged 18-30	54%	45%
Aged 60+	34%	62%

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

Issues

Legend: Positive · Neutral · Negative

Group	Positive	Negative
Disabilities	30%	68%
Carers	32%	65%
White/White British	33%	64%
BAME	36%	62%
Aged Under 17	48%	50%
Aged 18-30	68%	32%
Aged 60+	38%	60%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive · Neutral · Negative

Group	Positive	Negative
Disabilities	54%	44%
Carers	55%	45%
White/White British	63%	32%
BAME	59%	38%
Aged Under 17	56%	42%
Aged 18-30	61%	39%
Aged 60+	61%	37%

6.4 How do people feel about access to services?

Issues

Legend: Positive · Neutral · Negative

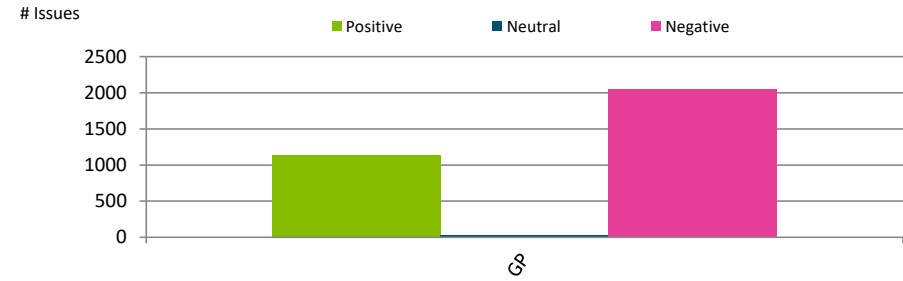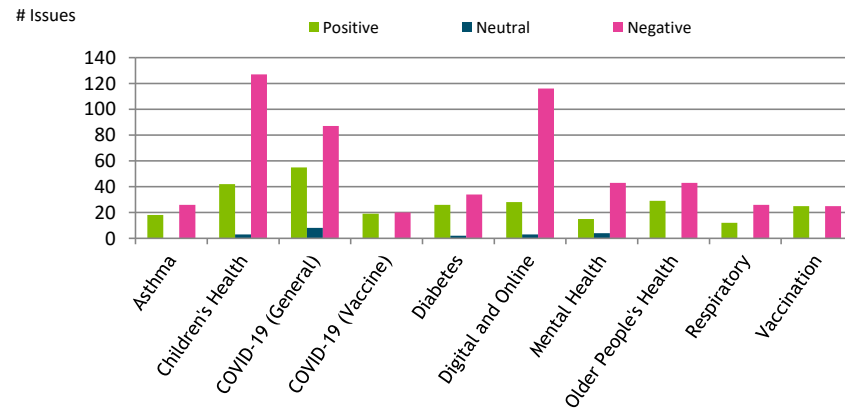| Group	Positive	Negative
Disabilities	30%	65%
Carers	22%	76%
White/White British	34%	61%
BAME	27%	70%
Aged Under 17	11%	88%
Aged 18-30	48%	48%
Aged 60+	21%	75%

7.1 Service Sector

Issues

Service sectors receiving the most comments overall
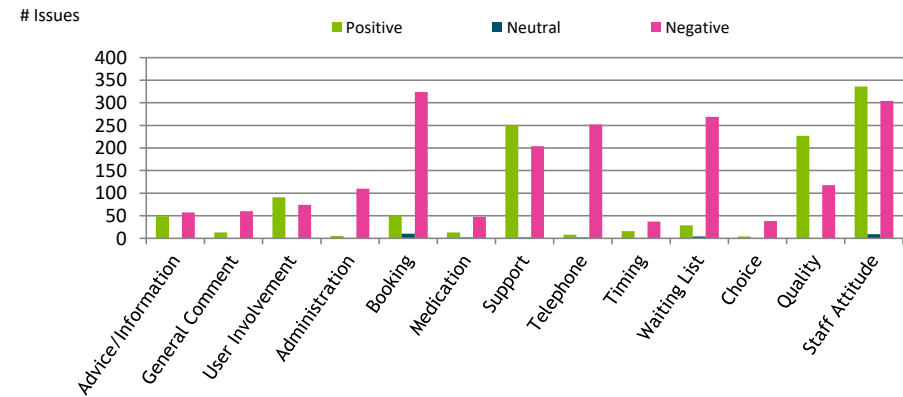
7.2 Service Type

Issues

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

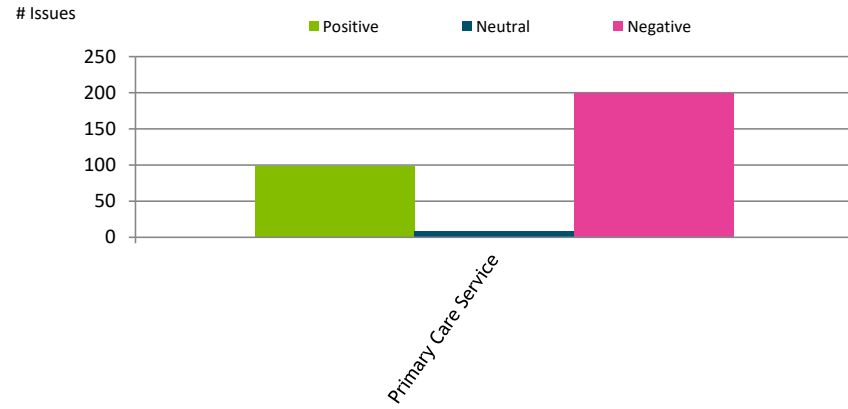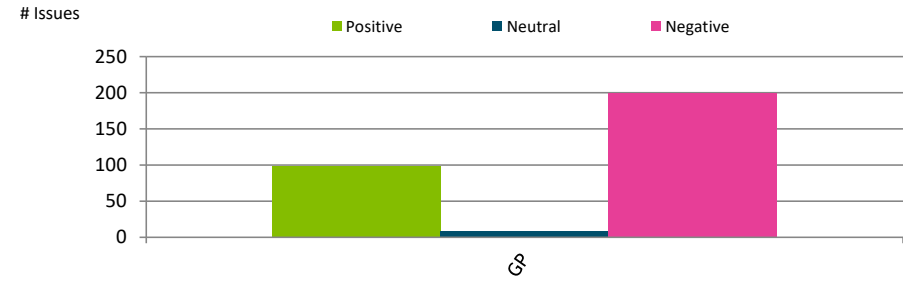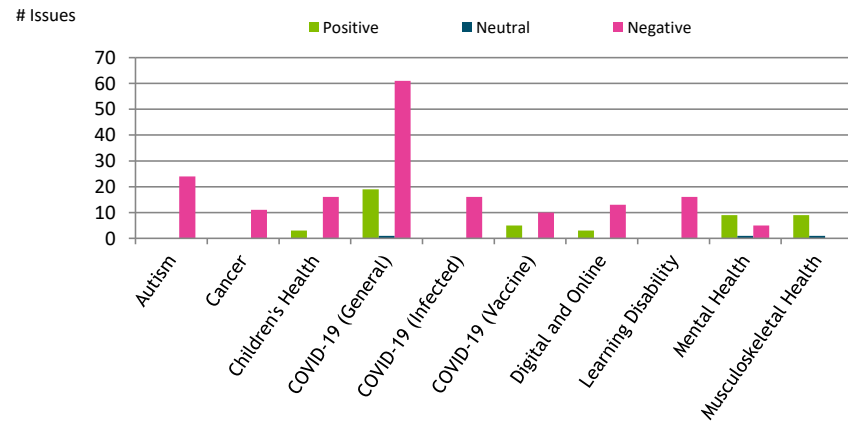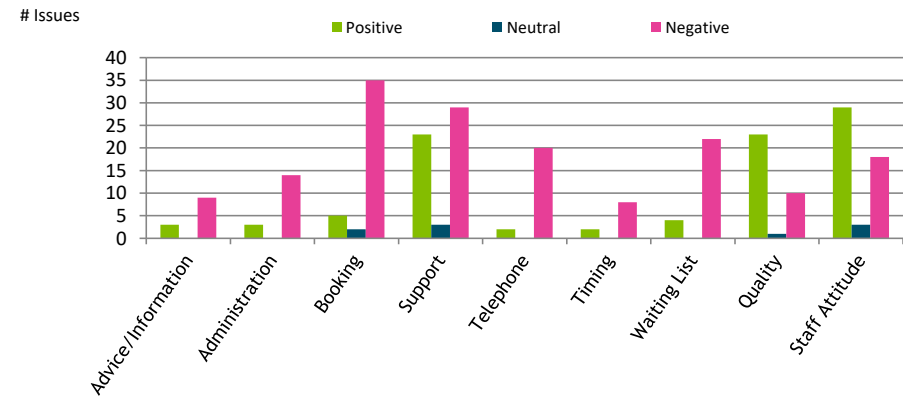### 7.4 Top Trends: 3216 issues from 633 people

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
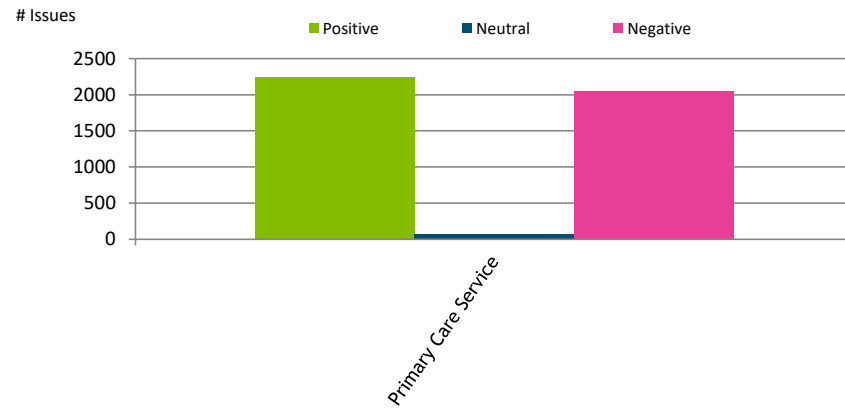
7.8 Top Trends: 308 issues from 59 people

Issues
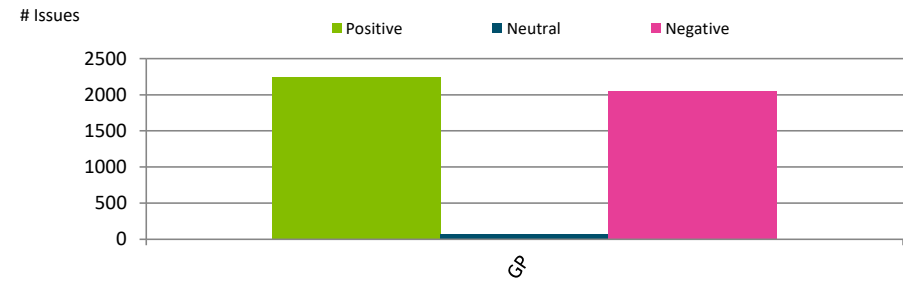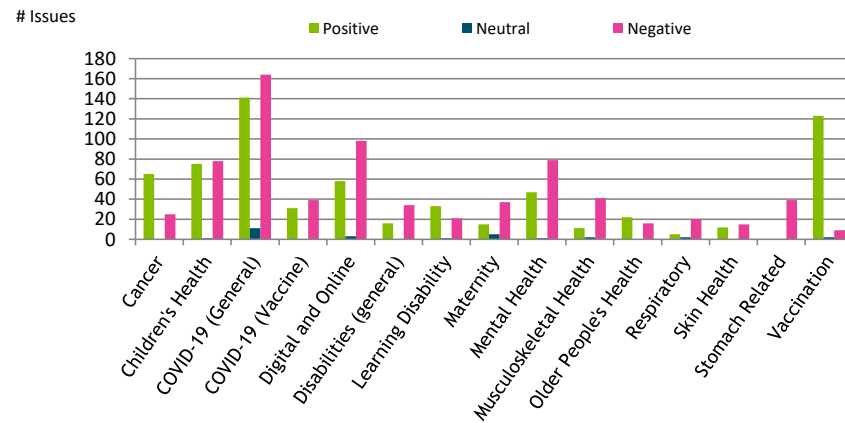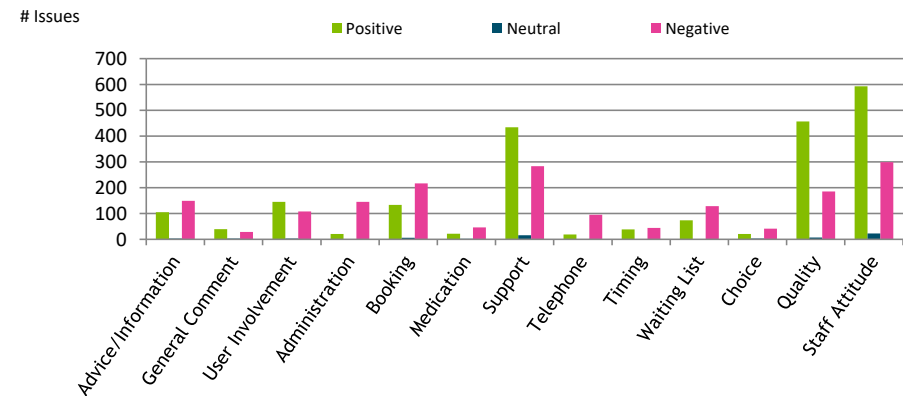

Issues receiving the most comments overall

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
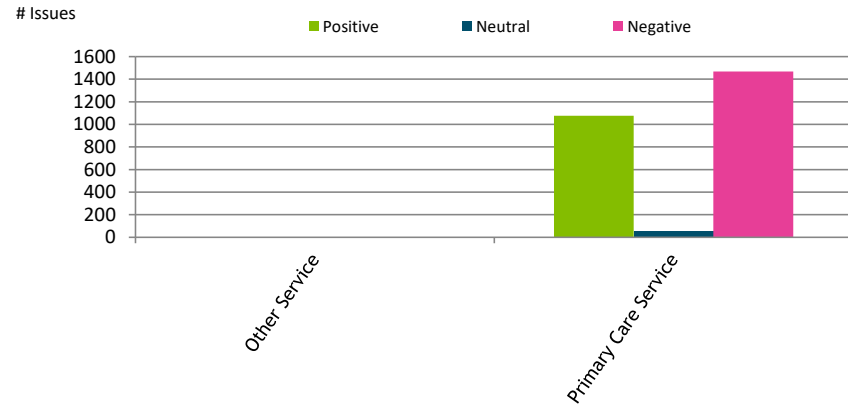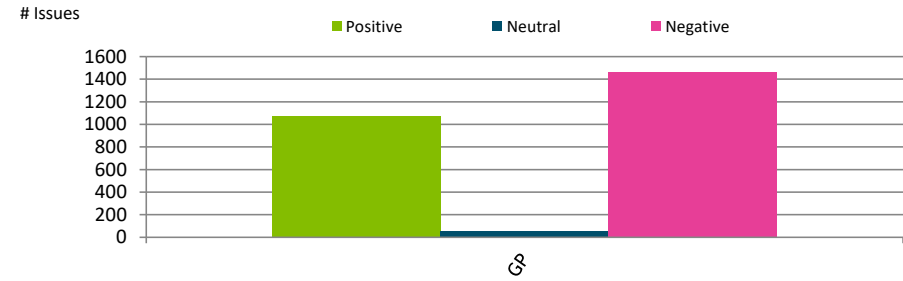
7.12 Top Trends: 4371 issues from 871 people

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: 2600 issues from 583 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall
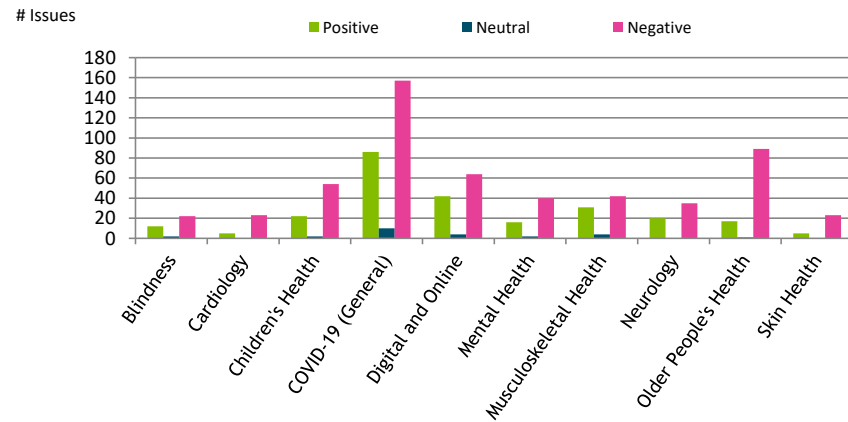
7.17 Service Sector

Service sectors receiving the most comments overall
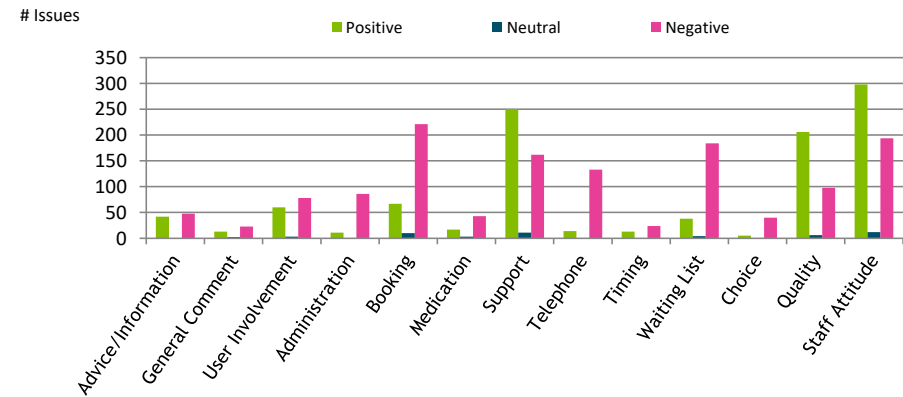
7.18 Service Type

Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Medical conditions/topics receiving the most comments overall
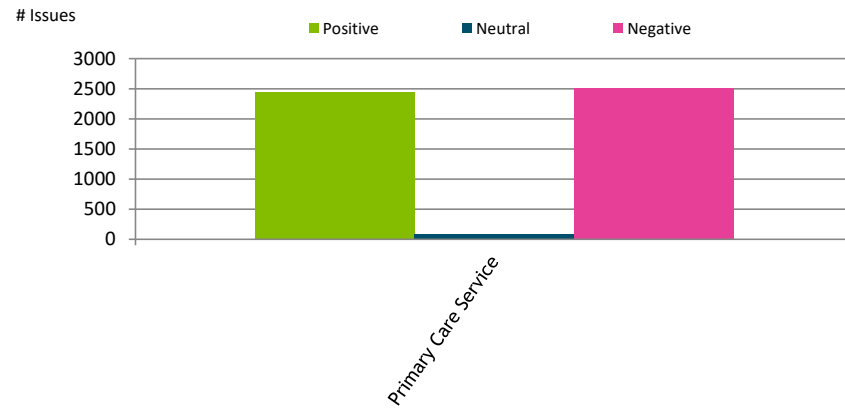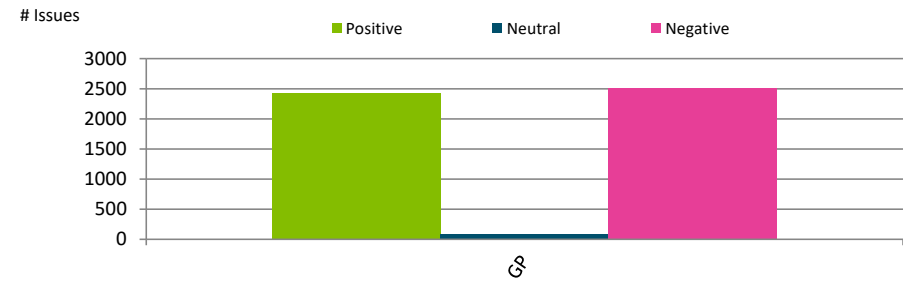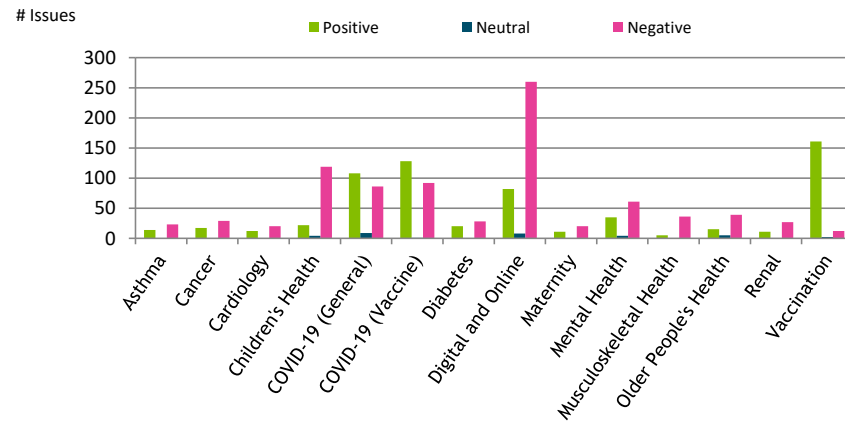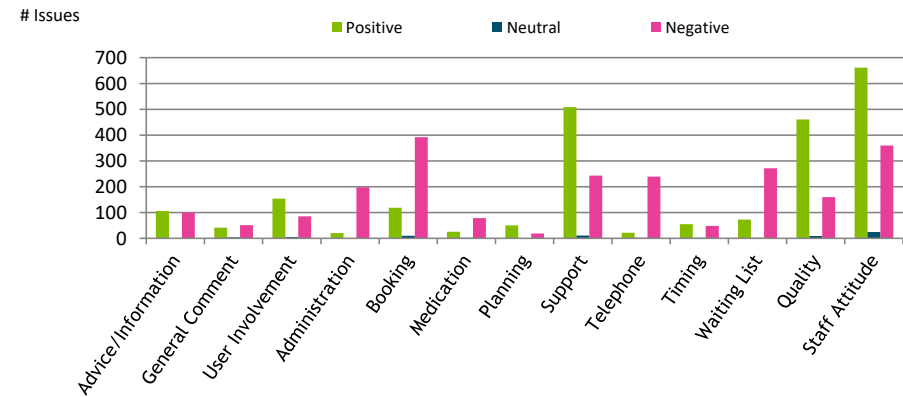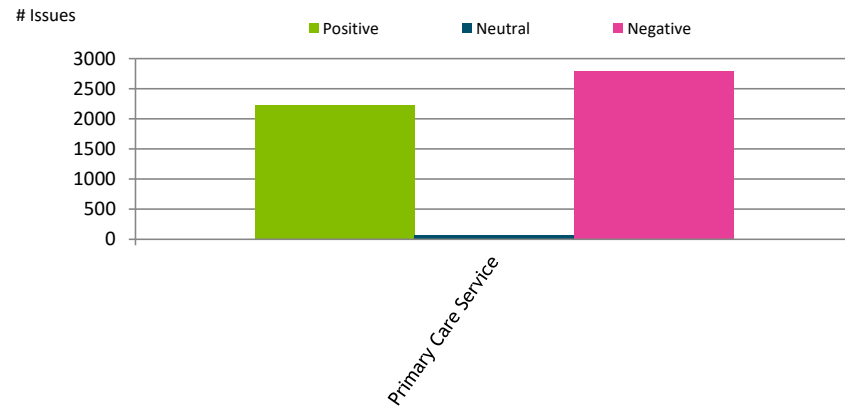
7.20 Top Trends: 5015 issues from 1172 people

Issues receiving the most comments overall
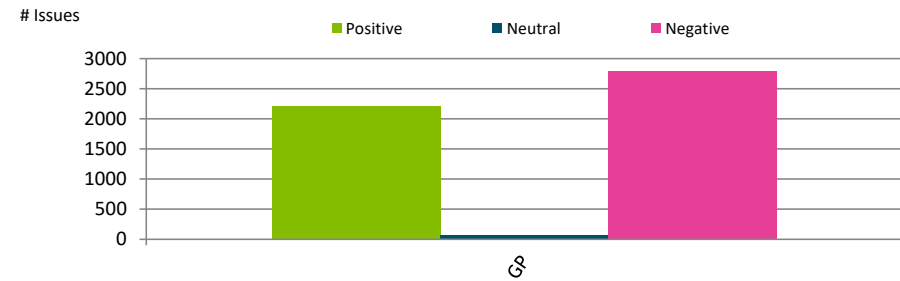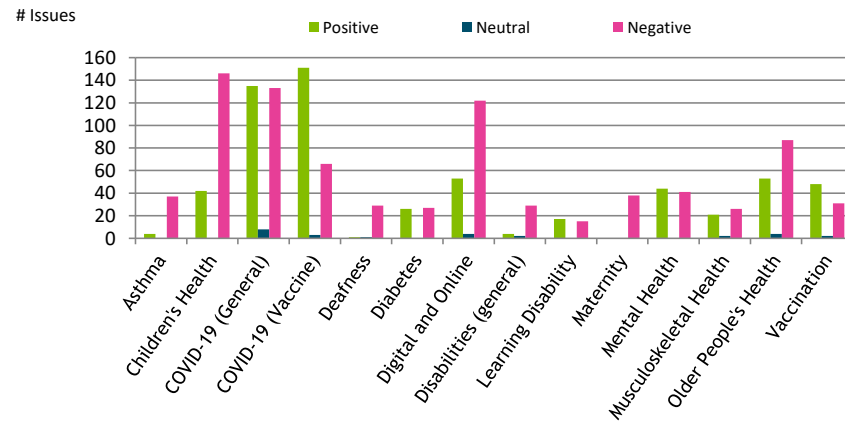
7. Trends by Borough: Redbridge

7.21 Service Sector

Issues

Legend: Positive (green) | Neutral (blue) | Negative (pink)

Service sectors receiving the most comments overall

7.22 Service Type

Issues

Legend: Positive (green) | Neutral (blue) | Negative (pink)

GP

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Legend: Positive (green) | Neutral (blue) | Negative (pink)

Categories: Asthma, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Deafness, Diabetes, Digital and Online, Disabilities (general), Learning Disability, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Vaccination

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 5087 issues from 1197 people

Issues

Legend: Positive (green) | Neutral (blue) | Negative (pink)

Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

14

7.25 Service Sector

Issues

Service sectors receiving the most comments overall
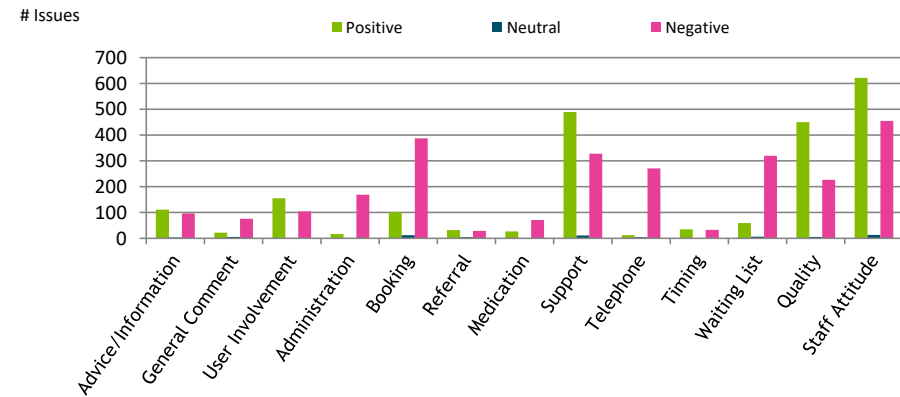
7.26 Service Type
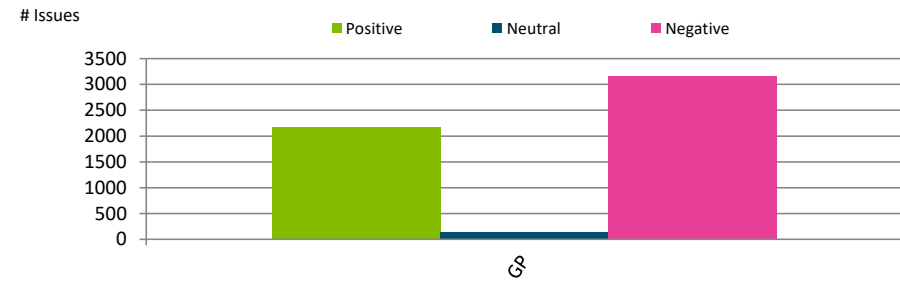
Issues

Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
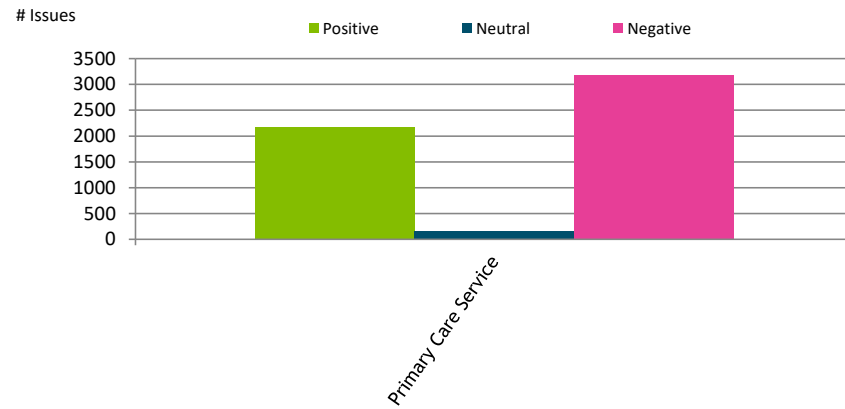
7.28 Top Trends: 5503 issues from 1277 people

Issues

Issues receiving the most comments overall
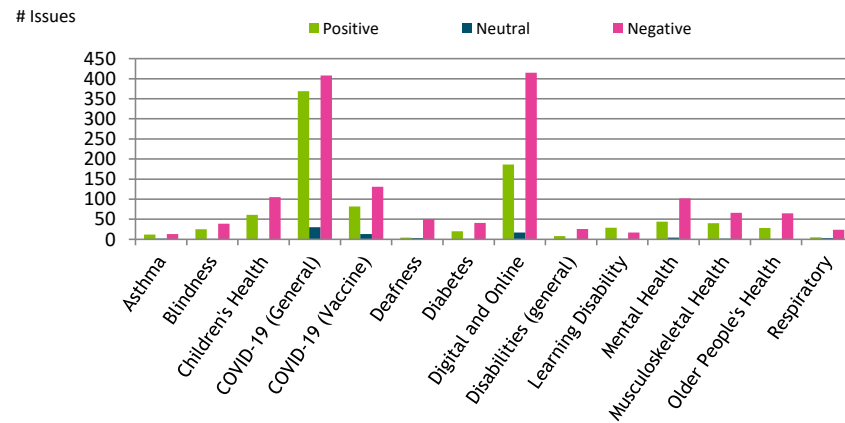
7.29 Service Sector

Issues

Service sectors receiving the most comments overall

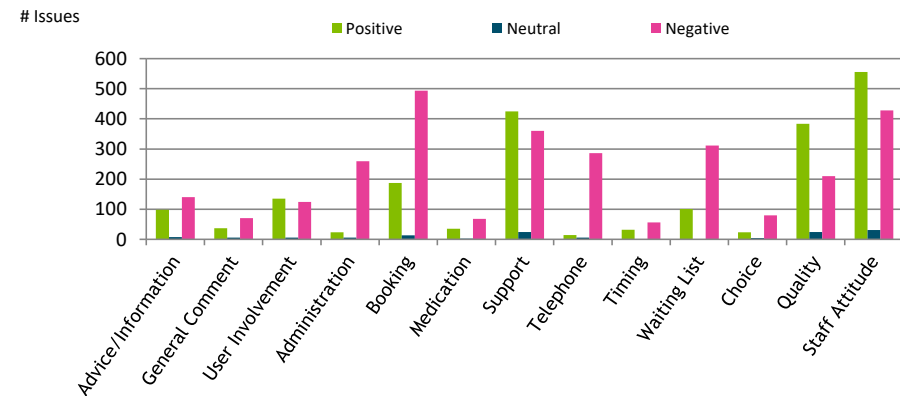**7.30 Service Type**

Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
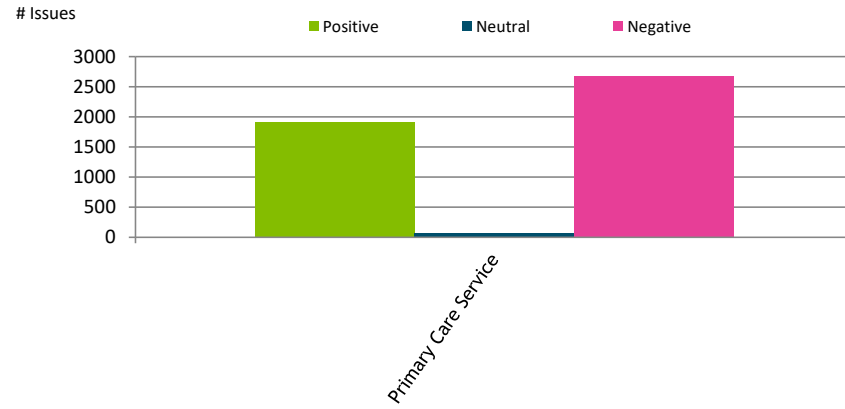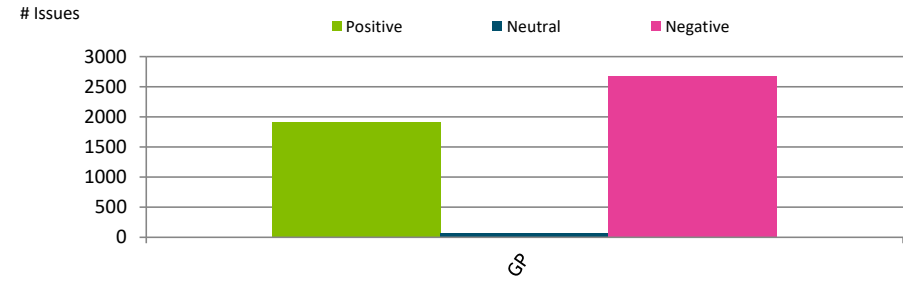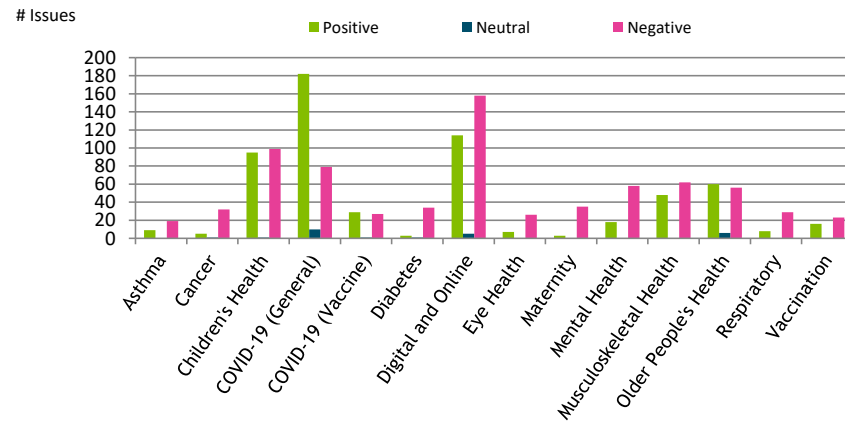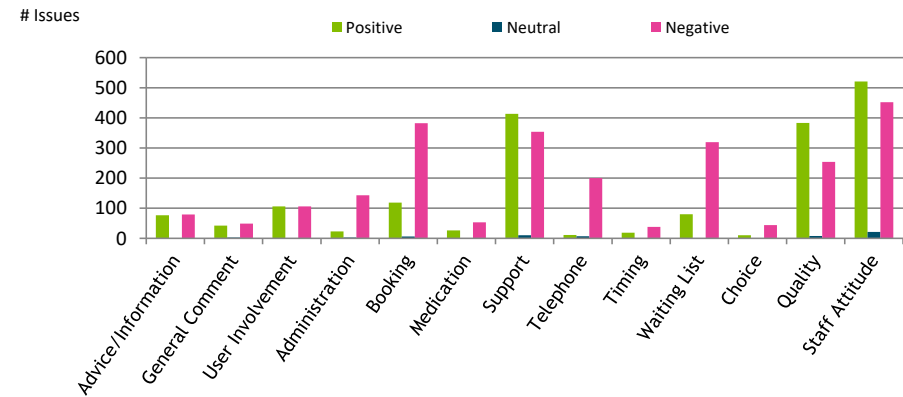
7.32 Top Trends: 4656 issues from 1001 people

Issues

Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	591	14	678	1283
	Carer Involvement	*Involvement or influence of carers and family members.*	100	1	71	172
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	207	23	358	588
	User Involvement	*Involvement or influence of the service user.*	849	19	684	1552
Systems	Administration	*Administrative processes and delivery.*	124	13	1124	1261
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	782	69	2452	3303
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	61	61
	Data Protection	*General data protection (including GDPR).*	2	0	21	23
	Referral	*Referral to a service.*	150	9	174	333
	Medical Records	*Management of medical records.*	8	1	93	102
	Medication	*Prescription and management of medicines.*	166	11	408	585
	Opening Times	*Opening times of a service.*	11	2	51	64
	Planning	*Leadership and general organisation.*	132	4	145	281
	Registration	*Ability to register for a service.*	42	9	142	193
	Support	*Levels of support provided.*	2792	88	1963	4843
	Telephone	*Ability to contact a service by telephone.*	102	21	1496	1619
	Timing	*Physical timing (ie; length of wait at appointments).*	210	4	288	502
	Waiting List	*Length of wait while on a list.*	457	18	1824	2299
Values	Choice	*General choice.*	92	11	325	428
	Cost	*General cost.*	2	1	59	62
	Language	*Language, including terminology.*	8	4	54	66
	Nutrition	*Provision of sustainance.*	0	1	2	3
	Privacy	*Privacy, personal space and property.*	10	1	37	48
	Quality	*General quality of a service, or staff.*	2590	61	1262	3913
	Sensory	*Deaf/blind or other sensory issues.*	1	0	32	33
	Stimulation	*General stimulation, including access to activities.*	6	0	4	10

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).*	21	3	36	60
	Environment/Layout	*Physical environment of a service.*	69	3	73	145
	Equipment	*General equipment issues.*	9	4	39	52
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	41	3	31	75
	Hygiene	*Levels of hygiene and general cleanliness.*	54	1	13	68
	Mobility	*Physical mobility to, from and within services.*	6	1	10	17
	Travel/Parking	*Ability to travel or park.*	4	0	15	19
Staff	Omission	*General omission (ie; transport did not arrive).*	1	0	97	98
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	13	14
	Staff Attitude	*Attitude, compassion and empathy of staff.*	3616	136	2510	6262
	Complaints	*Ability to log and resolve a complaint.*	13	2	89	104
	Staff Training	*Training of staff.*	20	0	123	143
	Staffing Levels	*General availability of staff.*	1	5	66	72
	Total:		**13290**	**543**	**16923**	**30756**

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