GP Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Trends Analysis Report

Community*Insight*

17 April 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 9-11)

Explores trends by individual borough.

Data Table (Pages 12-13)

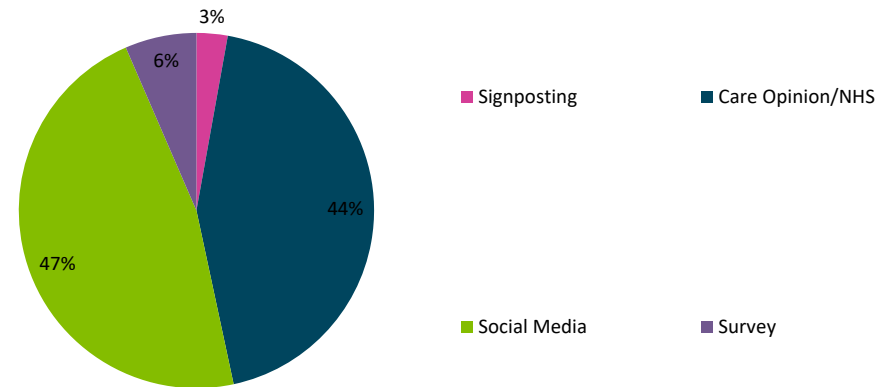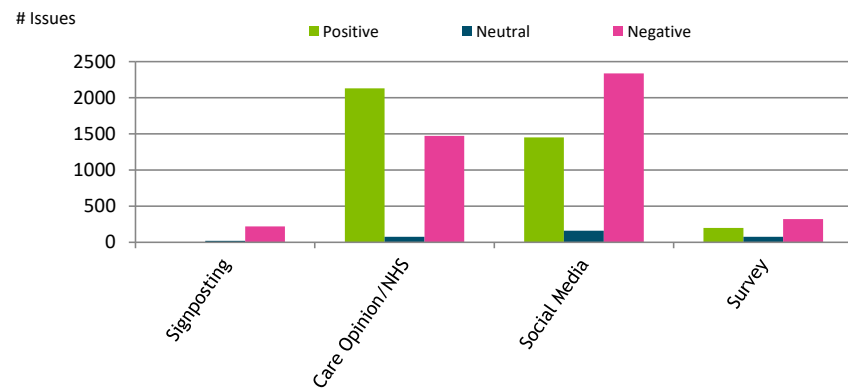The numbers underpinning the trends.

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: 11453 issues from 2486 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories (X-axis): Signposting, Care Opinion/NHS, Social Media, Survey
Y-axis: 0 to 2500

Sources providing the most comments overall

Pie chart:
- Signposting: 3%
- Care Opinion/NHS: 44%
- Social Media: 47%
- Survey: 6%

Legend: ■ Signposting ■ Care Opinion/NHS ■ Social Media ■ Survey

1.2 Feedback by Borough

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories (X-axis): Newham, Tower Hamlets, Waltham Forest
Y-axis: 0 to 3500

Pie chart:
- Newham: 17%
- Tower Hamlets: 48%
- Waltham Forest: 35%

Legend: ■ Newham ■ Tower Hamlets ■ Waltham Forest
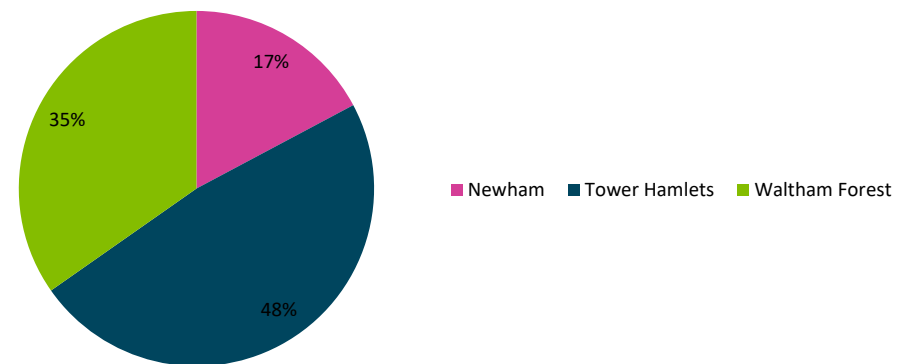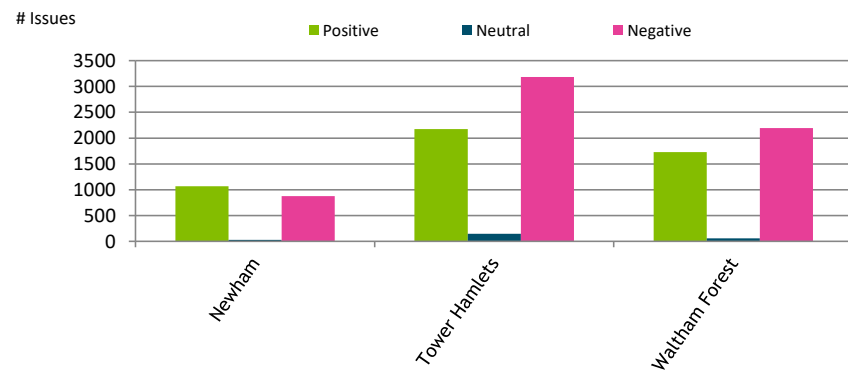
2. Which services are people most commenting on?

2.1 Service Sector

Issues

■ Positive ■ Neutral ■ Negative

```
7000
6000
5000
4000
3000
2000
1000
   0
        Primary Care
```

Service sectors receiving the most comments overall

2.2 Service Type

Issues

■ Positive ■ Neutral ■ Negative

```
7000
6000
5000
4000
3000
2000
1000
   0
            GP
```

Service type receiving the most comments overall

3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

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

Medical conditions/topics receiving the most comments overall

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

Pie values: 2%, 1%, 2%, 9%, 28%, 7%, 2%, 3%, 23%, 2%, 6%, 5%, 4%, 6%

3.2 Top Trends: 11453 issues from 2486 people

Issues

Legend: Positive, Neutral, Negative

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

Pie values: 5%, 2%, 5%, 5%, 13%, 2%, 17%, 5%, 2%, 8%, 2%, 13%, 21%

4.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Quarter	Positive	Negative
Jul - Sep 2020	71%	27%
Oct - Dec 2020	65%	34%
Jan - Mar 2021	43%	55%
Apr - Jun 2021	39%	58%
Jul - Sep 2021	46%	52%
Oct - Dec 2021	50%	49%

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

Issues

Legend: Positive | Neutral | Negative

Quarter	Positive	Negative
Jul - Sep 2020	78%	21%
Oct - Dec 2020	72%	27%
Jan - Mar 2021	53%	45%
Apr - Jun 2021	51%	46%
Jul - Sep 2021	59%	40%
Oct - Dec 2021	64%	35%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Quarter	Positive	Negative
Jul - Sep 2020	83%	16%
Oct - Dec 2020	78%	21%
Jan - Mar 2021	59%	39%
Apr - Jun 2021	56%	40%
Jul - Sep 2021	62%	36%
Oct - Dec 2021	66%	32%

4.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Quarter	Positive	Negative
Jul - Sep 2020	49%	49%
Oct - Dec 2020	42%	58%
Jan - Mar 2021	25%	73%
Apr - Jun 2021	17%	80%
Jul - Sep 2021	26%	73%
Oct - Dec 2021	23%	76%

5.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

- Newham: 54% Positive, 44% Negative
- Tower Hamlets: 39% Positive, 58% Negative
- Waltham Forest: 43% Positive, 55% Negative

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

Issues

Legend: Positive | Neutral | Negative

- Newham: 65% Positive, 34% Negative
- Tower Hamlets: 50% Positive, 47% Negative
- Waltham Forest: 56% Positive, 43% Negative

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

- Newham: 73% Positive, 27% Negative
- Tower Hamlets: 58% Positive, 39% Negative
- Waltham Forest: 58% Positive, 40% Negative

5.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

- Newham: 29% Positive, 68% Negative
- Tower Hamlets: 22% Positive, 77% Negative
- Waltham Forest: 21% Positive, 78% Negative

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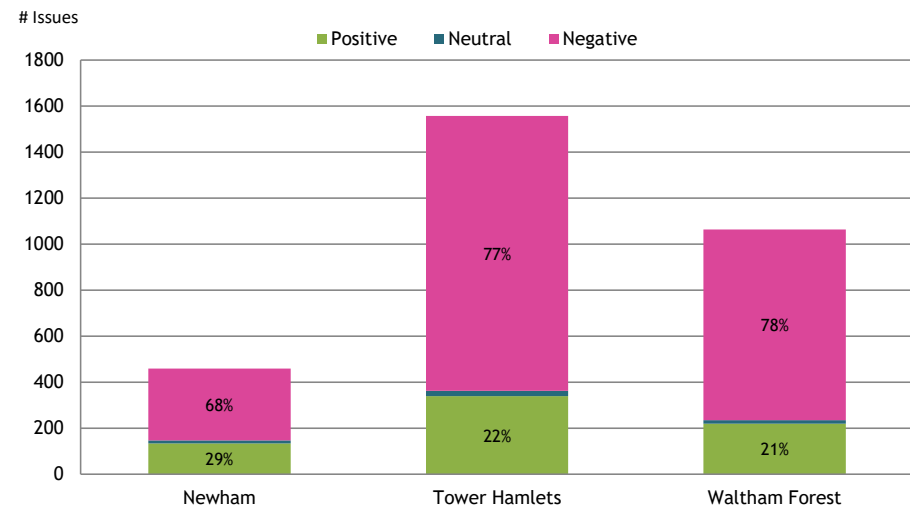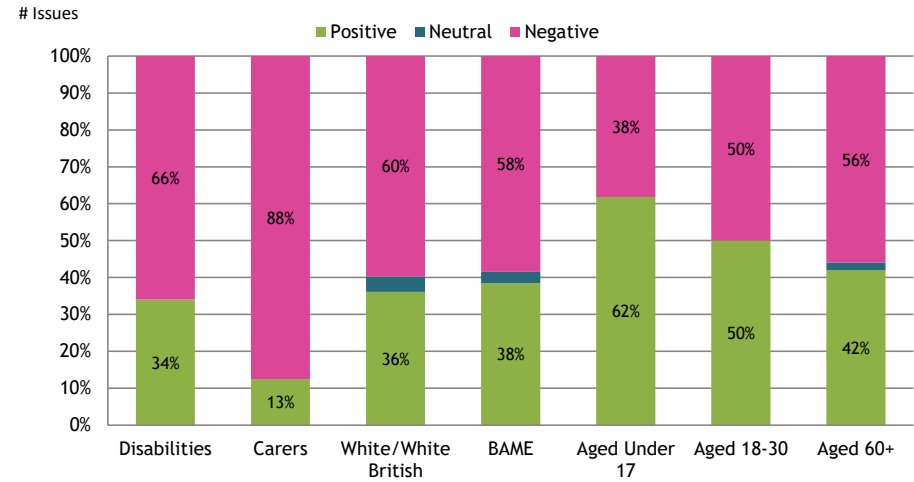
6.1 How do people feel about services overall?

Issues

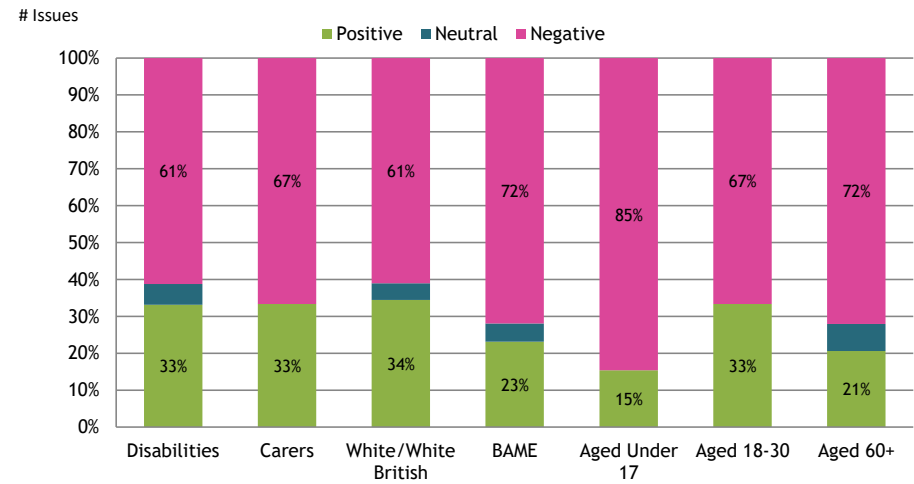Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	35%	61%
Carers	12%	88%
White/White British	42%	52%
BAME	33%	63%
Aged Under 17	42%	57%
Aged 18-30	50%	50%
Aged 60+	37%	58%

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

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	34%	66%
Carers	13%	88%
White/White British	36%	60%
BAME	38%	58%
Aged Under 17	62%	38%
Aged 18-30	50%	50%
Aged 60+	42%	56%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	55%	42%
Carers	11%	89%
White/White British	65%	29%
BAME	58%	35%
Aged Under 17	64%	36%
Aged 18-30	33%	67%
Aged 60+	61%	35%

6.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	33%	61%
Carers	33%	67%
White/White British	34%	61%
BAME	23%	72%
Aged Under 17	15%	85%
Aged 18-30	33%	67%
Aged 60+	21%	72%

7. Trends by Borough: Newham

7.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Primary Care Service
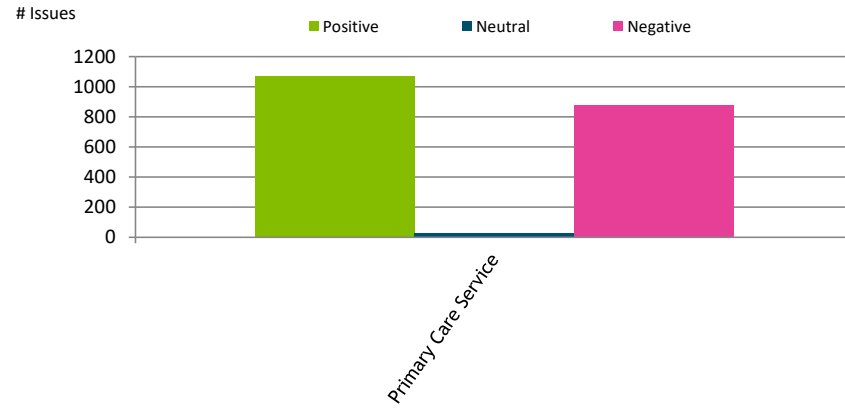
Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: Positive, Neutral, Negative

GP
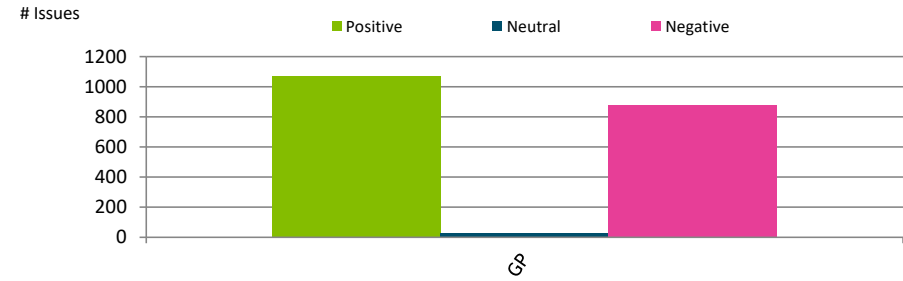
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Asthma, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Diabetes, Digital and Online, Mental Health, Older People's Health, Renal, Vaccination
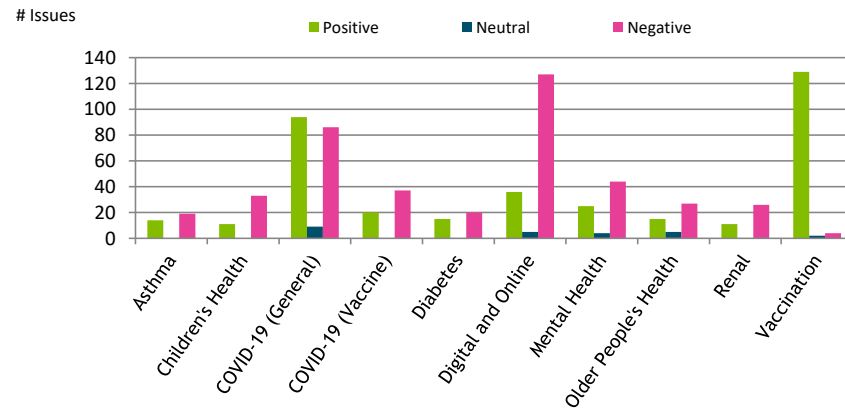
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 1972 issues from 368 people
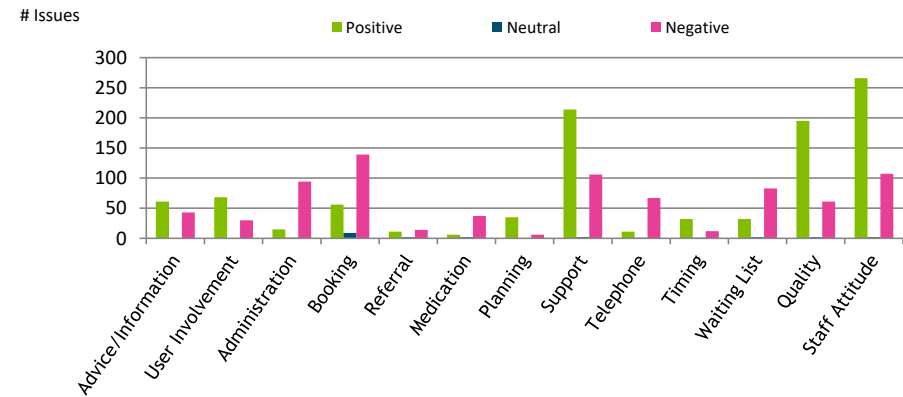
Issues

Advice/Information, User Involvement, Administration, Booking, Referral, Medication, Planning, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall
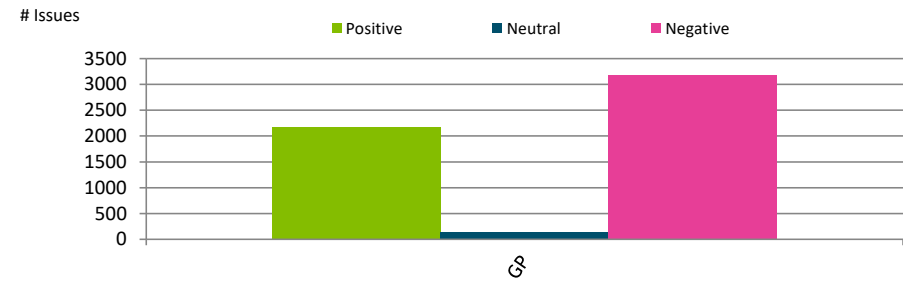
9

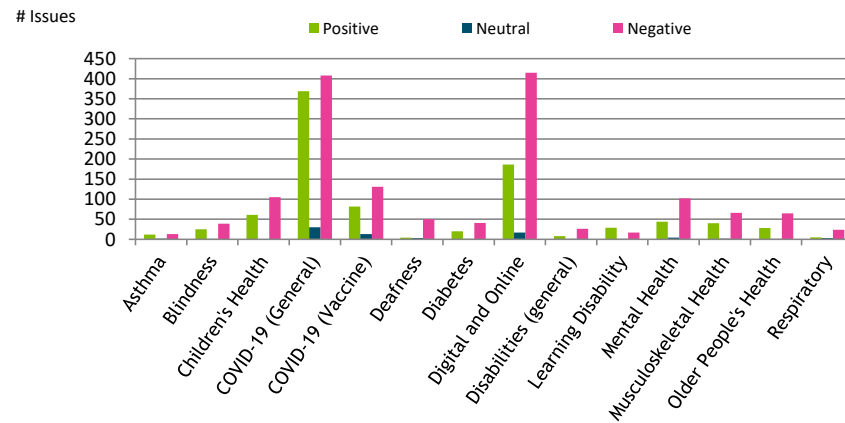**7.5 Service Sector**

Issues
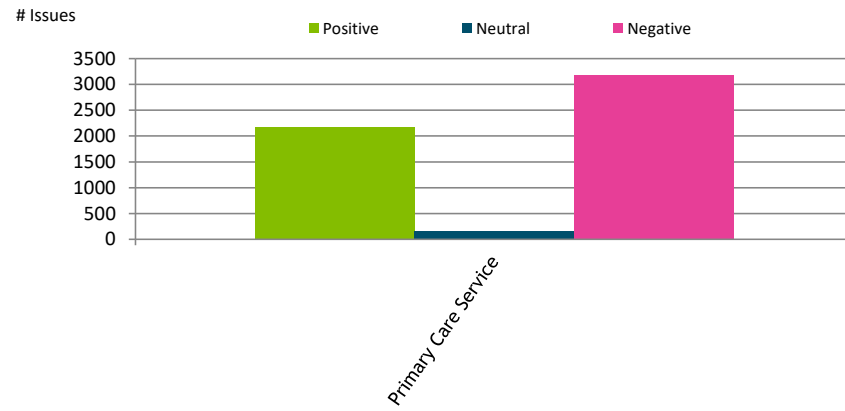
Service sectors receiving the most comments overall
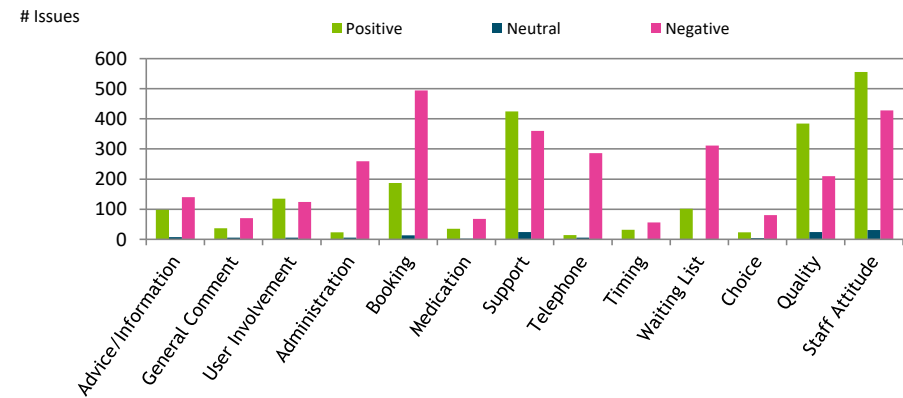
7.6 Service Type

Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

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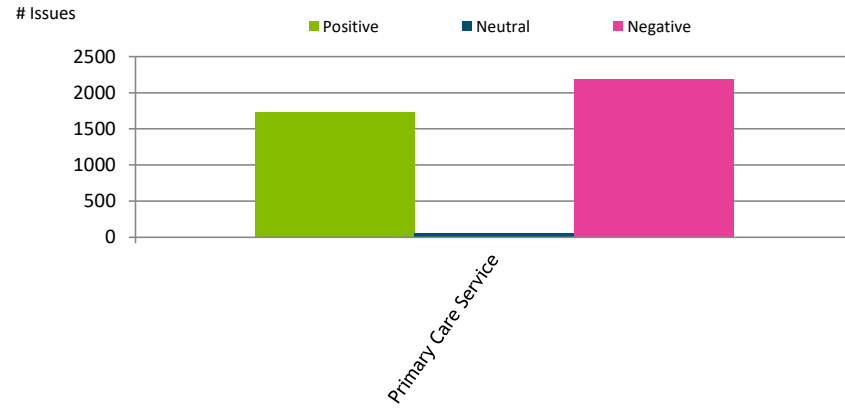
7.8 Top Trends: 5503 issues from 1277 people

Issues

Issues receiving the most comments overall
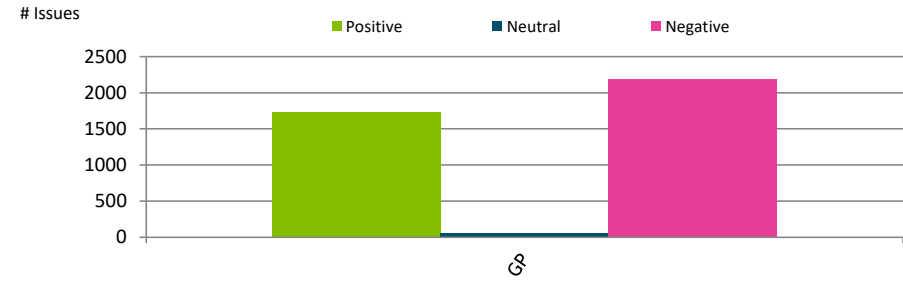
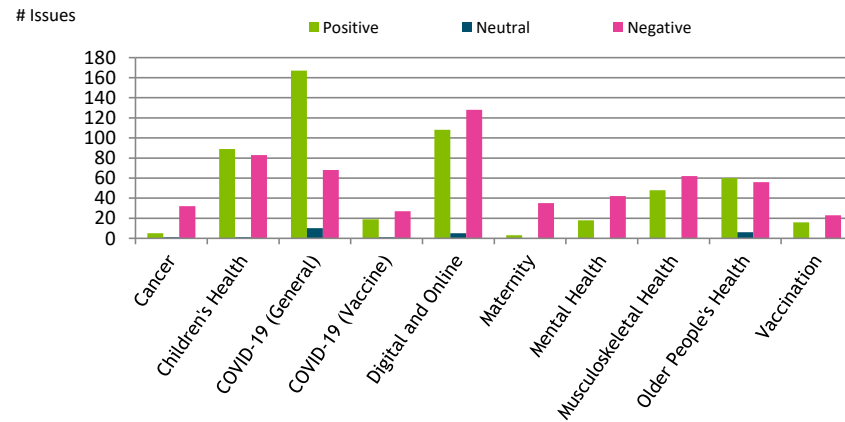### 7.9 Service Sector

Issues

Service sectors receiving the most comments overall

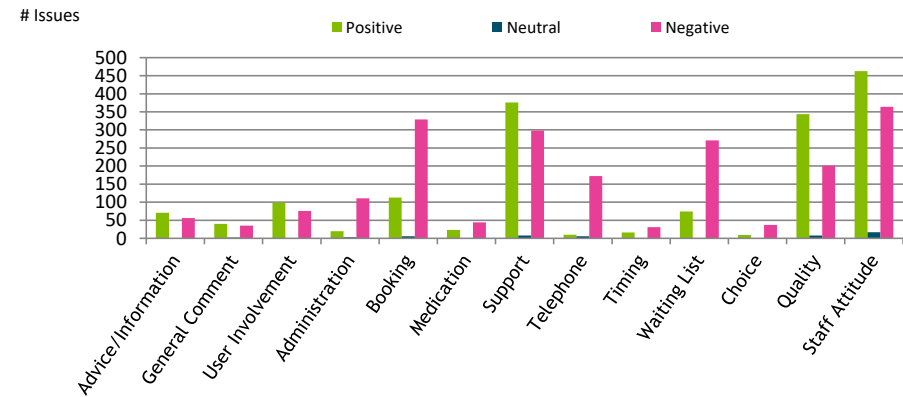### 7.10 Service Type

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: 3978 issues from 841 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.*	230	7	239	476
	Carer Involvement	*Involvement or influence of carers and family members.*	35	1	27	63
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	85	9	107	201
	User Involvement	*Involvement or influence of the service user.*	302	7	230	539
Systems	Administration	*Administrative processes and delivery.*	58	10	464	532
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	356	28	962	1346
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	32	32
	Data Protection	*General data protection (including GDPR).*	1	0	4	5
	Referral	*Referral to a service.*	55	4	53	112
	Medical Records	*Management of medical records.*	1	1	26	28
	Medication	*Prescription and management of medicines.*	64	4	149	217
	Opening Times	*Opening times of a service.*	1	0	21	22
	Planning	*Leadership and general organisation.*	56	4	47	107
	Registration	*Ability to register for a service.*	15	4	53	72
	Support	*Levels of support provided.*	1015	34	764	1813
	Telephone	*Ability to contact a service by telephone.*	35	13	525	573
	Timing	*Physical timing (ie; length of wait at appointments).*	80	2	99	181
	Waiting List	*Length of wait while on a list.*	207	4	665	876
Values	Choice	*General choice.*	37	5	136	178
	Cost	*General cost.*	1	1	28	30
	Language	*Language, including terminology.*	1	1	17	19
	Nutrition	*Provision of sustainance.*	0	1	1	2
	Privacy	*Privacy, personal space and property.*	4	0	9	13
	Quality	*General quality of a service, or staff.*	923	34	472	1429
	Sensory	*Deaf/blind or other sensory issues.*	1	0	12	13
	Stimulation	*General stimulation, including access to activities.*	2	0	1	3

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).*	9	2	17	28
	Environment/Layout	*Physical environment of a service.*	34	1	33	68
	Equipment	*General equipment issues.*	6	0	17	23
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	23	0	11	34
	Hygiene	*Levels of hygiene and general cleanliness.*	25	1	5	31
	Mobility	*Physical mobility to, from and within services.*	2	0	3	5
	Travel/Parking	*Ability to travel or park.*	0	0	1	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	16	16
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	2	3
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1285	50	899	2234
	Complaints	*Ability to log and resolve a complaint.*	6	1	35	42
	Staff Training	*Training of staff.*	13	0	46	59
	Staffing Levels	*General availability of staff.*	1	2	24	27
	Total:		**4970**	**231**	**6252**	**11453**

Community*Insight* CRM