Health and Care 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)
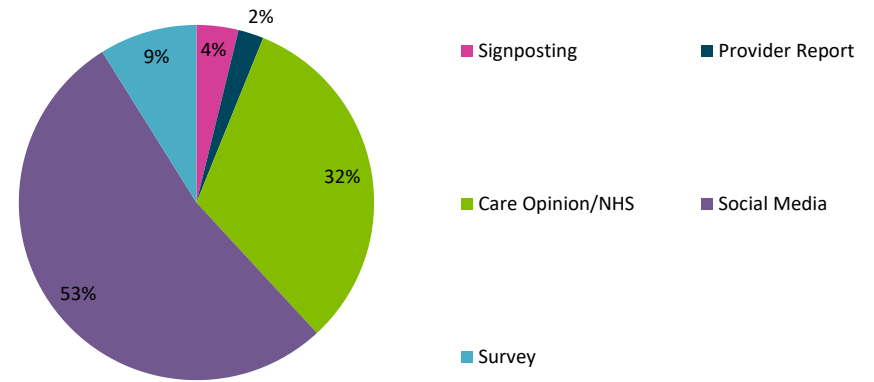
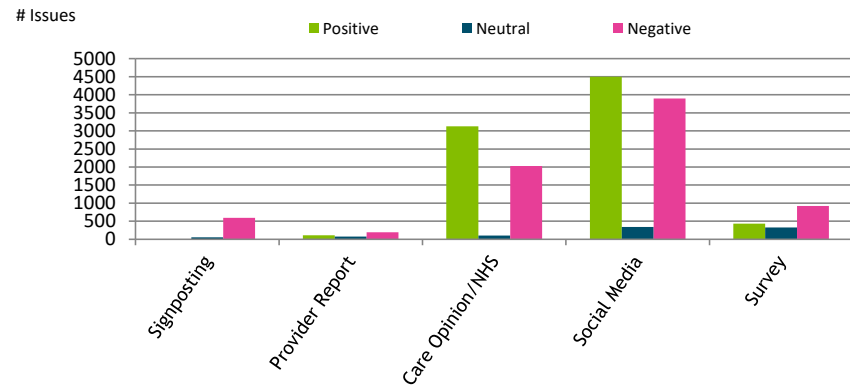The numbers underpinning the trends.

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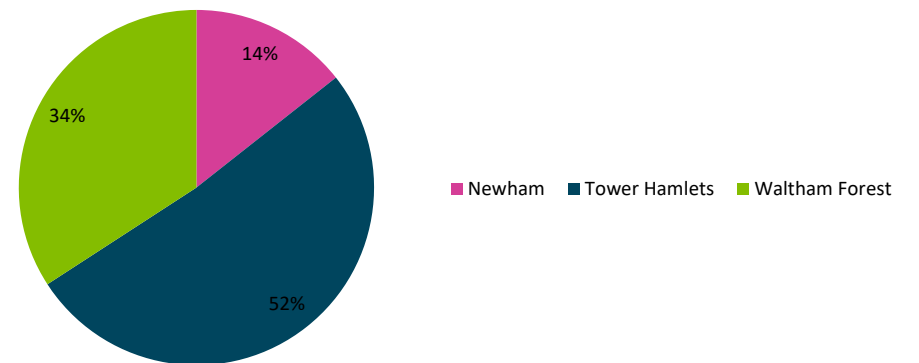
1. Data Source: Where did we collect the feedback?

1.1 Source: 22576 issues from 5035 people

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Signposting, Provider Report, Care Opinion/NHS, Social Media, Survey

Pie chart:
- Signposting 4%
- Provider Report 2%
- Care Opinion/NHS 32%
- Social Media 53%
- Survey 9%

Sources providing the most comments overall

1.2 Feedback by Borough

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Newham, Tower Hamlets, Waltham Forest

Pie chart:
- Newham 14%
- Tower Hamlets 52%
- Waltham Forest 34%
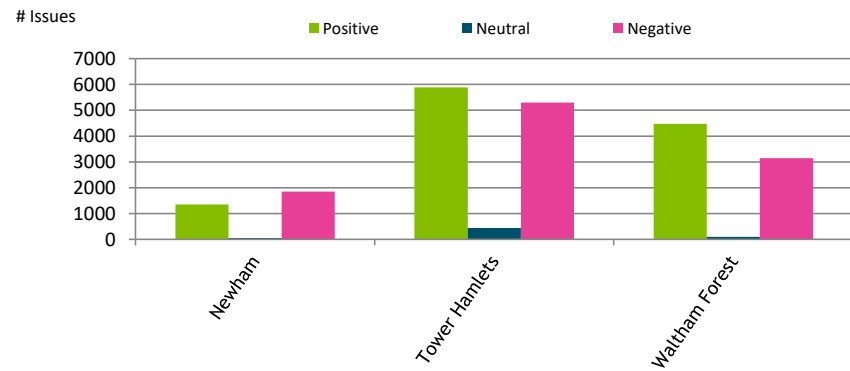
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Community, Hospital, Other Service, Primary Care, Social Care (Y-axis 0 to 12000)

Service sectors receiving the most comments overall

1.08 cm

Pie chart legend: Community | Hospital | Other Service | Primary Care | Social Care

Pie chart values: 2%, 2%, 16%, 1%, 79%

2.2 Service Type

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Not known, Physiotherapy, A&E, General Inpatients, General Outpatients, Maternity, Hospital (Unknown), Surgical Clinic, Dentist, GP, Nursing Home (Y-axis 0 to 7000)

Service type receiving the most comments overall

Pie chart legend:
Not known | Physiotherapy
A&E | General Inpatients
General Outpatients | Maternity
Hospital (Unknown) | Surgical Clinic
Dentist | GP
Nursing Home

Pie chart values: 1%, 2%, 1%, 1%, 1%, 2%, 2%, 1%, 5%, 55%, 29%

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

Pie chart legend:
- Children's Health — 4%
- COVID-19 (General) — 18%
- COVID-19 (Vaccine) — 4%
- Dentistry — 43%
- Diabetes — 1%
- Digital and Online — 8%
- Disabilities (general) — 1%
- General Social Care — 2%
- Learning Disability — 2%
- Maternity — 4%
- Mental Health — 4%
- Musculoskeletal Health — 5%
- Older People's Health — 3%
- Vaccination — 1%
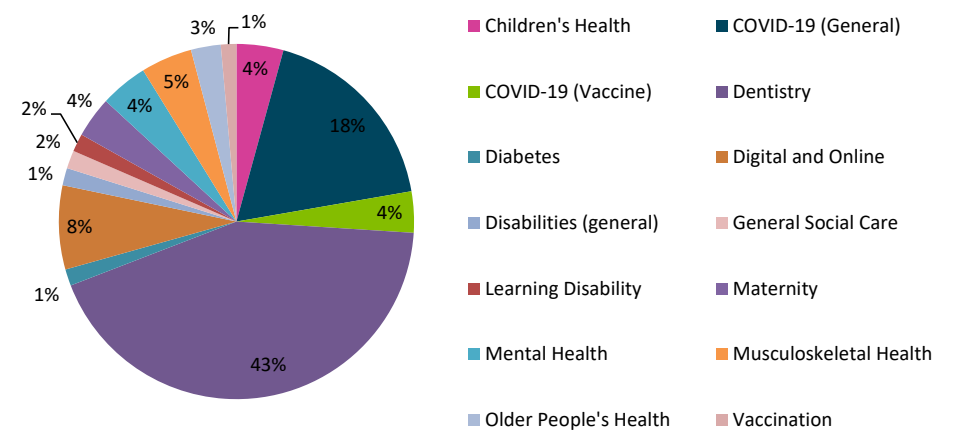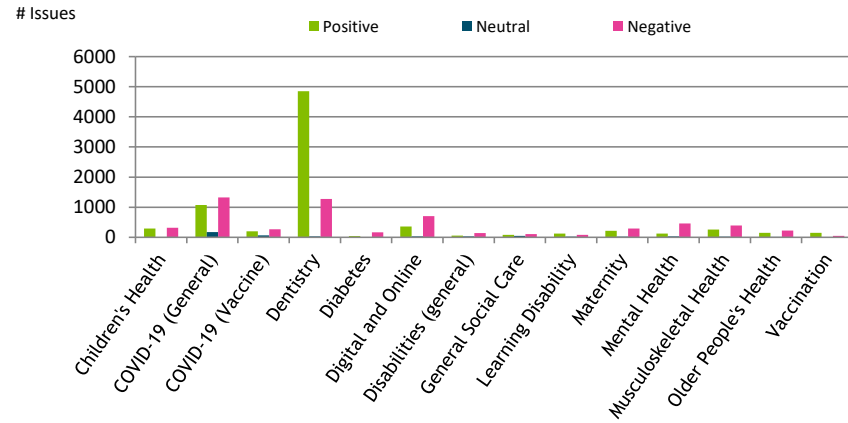
3.2 Top Trends: 22576 issues from 5035 people

Issues

Issues receiving the most comments overall

Pie chart legend:
- Communication — 6%
- General Comment — 2%
- Involvement — 7%
- Administration — 4%
- Booking — 9%
- Registration — 1%
- Support — 18%
- Telephone — 3%
- Timing — 2%
- Waiting List — 7%
- Cost — 2%
- Quality — 16%
- Staff Attitude — 23%
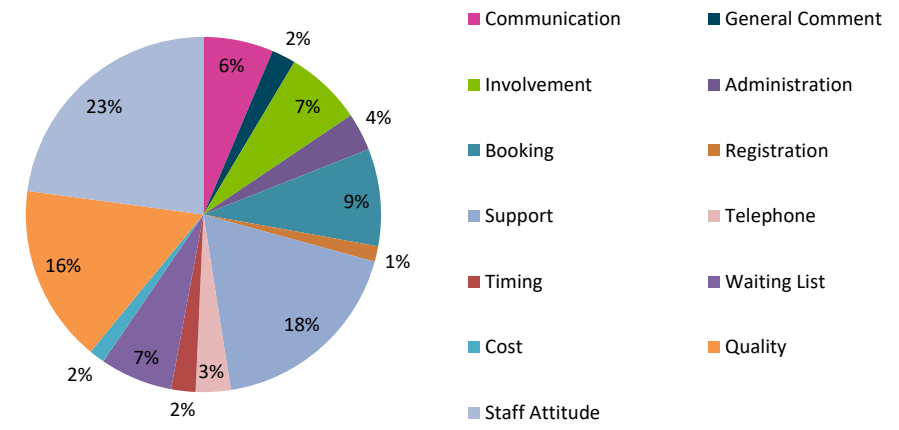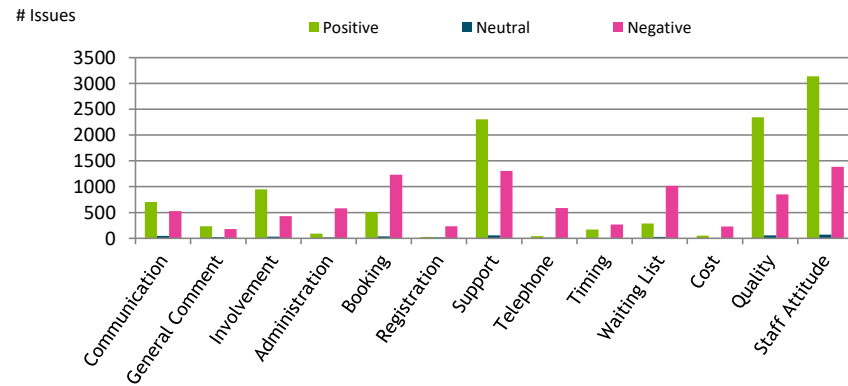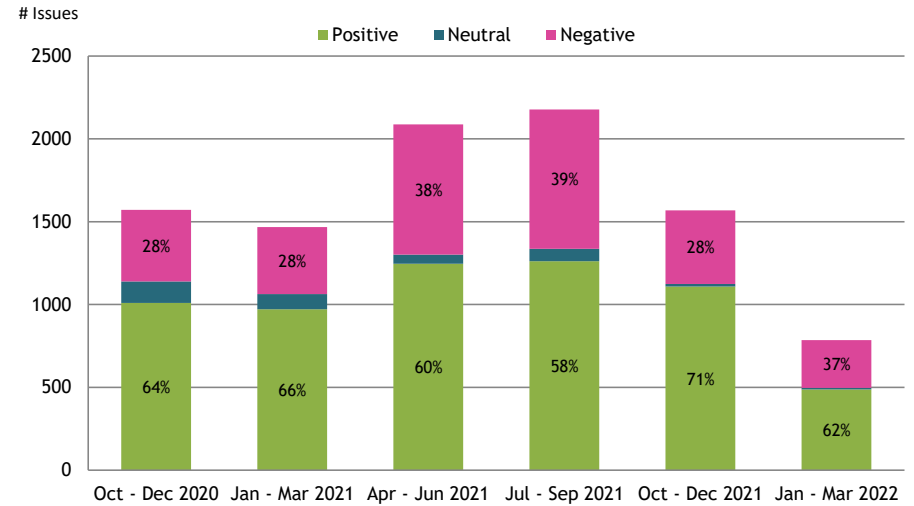
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

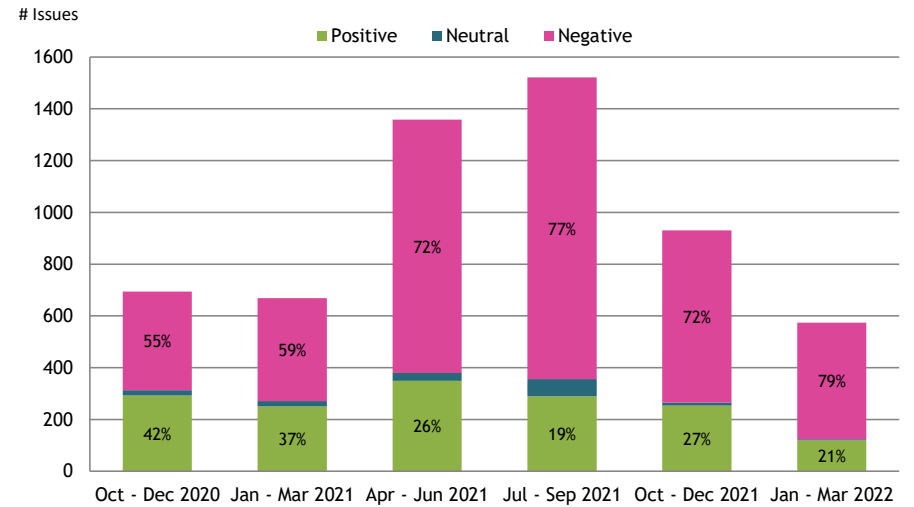Legend: Positive, Neutral, Negative

Period	Positive	Negative
Oct - Dec 2020	62%	32%
Jan - Mar 2021	62%	34%
Apr - Jun 2021	52%	45%
Jul - Sep 2021	48%	48%
Oct - Dec 2021	59%	40%
Jan - Mar 2022	49%	50%

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

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Oct - Dec 2020	64%	28%
Jan - Mar 2021	66%	28%
Apr - Jun 2021	60%	38%
Jul - Sep 2021	58%	39%
Oct - Dec 2021	71%	28%
Jan - Mar 2022	62%	37%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Oct - Dec 2020	80%	18%
Jan - Mar 2021	79%	20%
Apr - Jun 2021	70%	29%
Jul - Sep 2021	69%	29%
Oct - Dec 2021	74%	25%
Jan - Mar 2022	64%	35%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

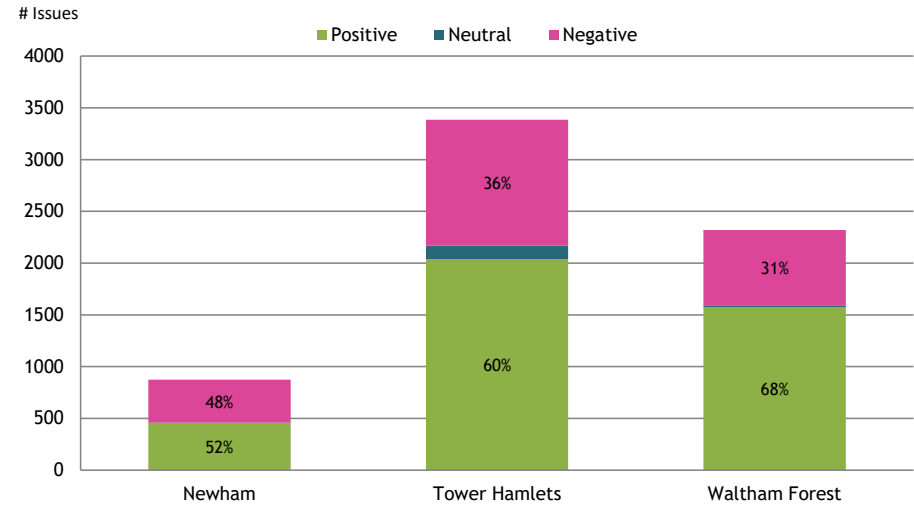| Period	Positive	Negative
Oct - Dec 2020	42%	55%
Jan - Mar 2021	37%	59%
Apr - Jun 2021	26%	72%
Jul - Sep 2021	19%	77%
Oct - Dec 2021	27%	72%
Jan - Mar 2022	21%	79%

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

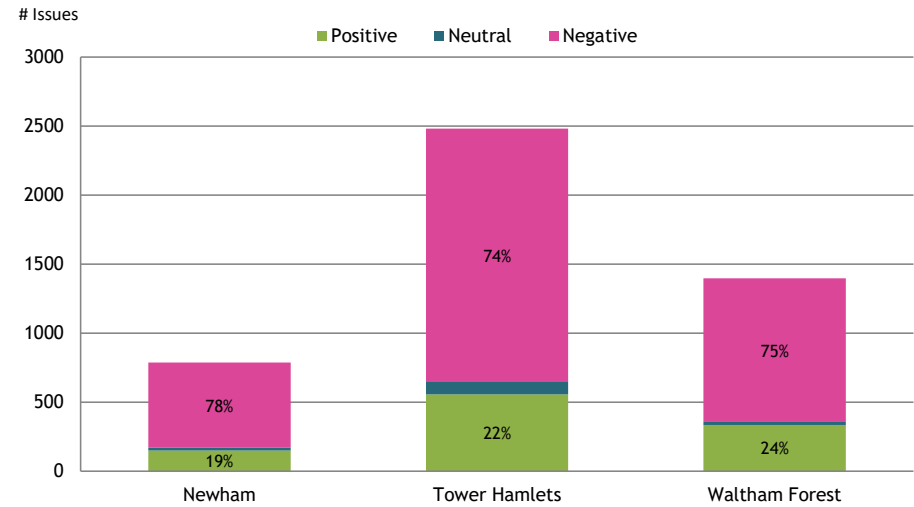Legend: ■ Positive ■ Neutral ■ Negative

- Newham: 42% Positive, 57% Negative
- Tower Hamlets: 51% Positive, 46% Negative
- Waltham Forest: 58% Positive, 41% Negative

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

- Newham: 52% Positive, 48% Negative
- Tower Hamlets: 60% Positive, 36% Negative
- Waltham Forest: 68% Positive, 31% Negative

5.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

- Newham: 59% Positive, 40% Negative
- Tower Hamlets: 72% Positive, 26% Negative
- Waltham Forest: 71% Positive, 27% Negative

5.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

- Newham: 19% Positive, 78% Negative
- Tower Hamlets: 22% Positive, 74% Negative
- Waltham Forest: 24% Positive, 75% Negative
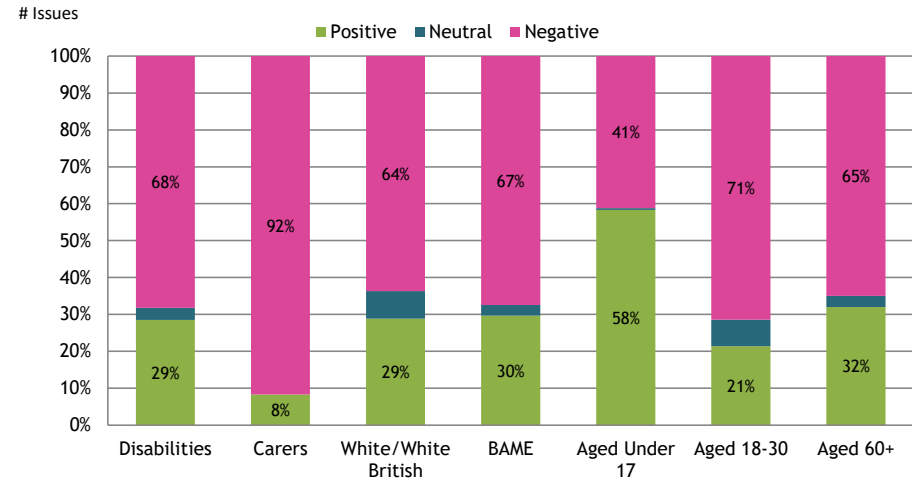
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6. Equalities: On the whole, how do people feel about Health and Care services?

6.1 How do people feel about services overall?

Issues

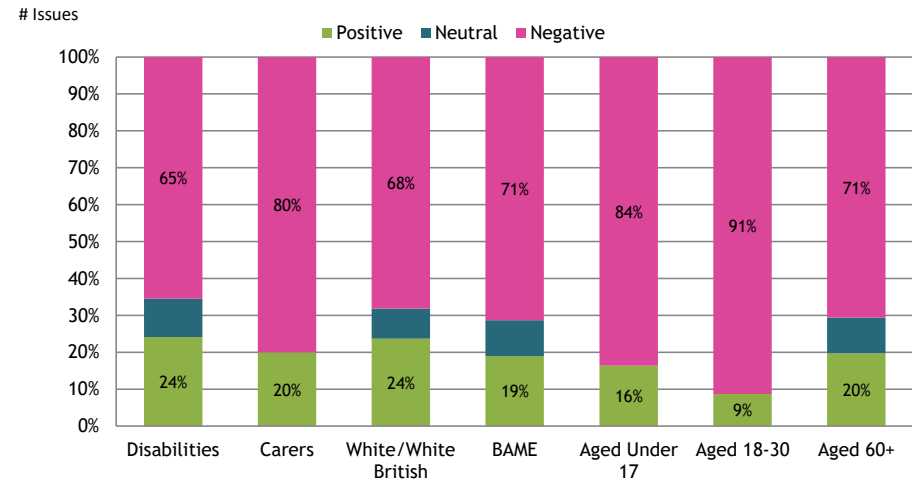Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	30%	63%
Carers	7%	90%
White/White British	32%	59%
BAME	29%	65%
Aged Under 17	46%	54%
Aged 18-30	11%	84%
Aged 60+	32%	62%

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

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	29%	68%
Carers	8%	92%
White/White British	29%	64%
BAME	30%	67%
Aged Under 17	58%	41%
Aged 18-30	21%	71%
Aged 60+	32%	65%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	64%	34%
Carers	11%	89%
White/White British	69%	25%
BAME	57%	40%
Aged Under 17	62%	38%
Aged 18-30	20%	80%
Aged 60+	61%	35%

6.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	24%	65%
Carers	20%	80%
White/White British	24%	68%
BAME	19%	71%
Aged Under 17	16%	84%
Aged 18-30	9%	91%
Aged 60+	20%	71%

7.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Service sectors receiving the most comments overall

7.2 Service Type

Issues

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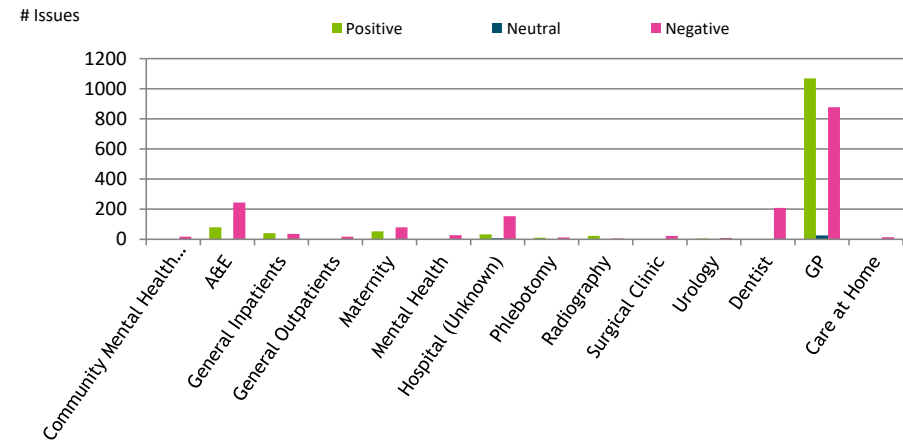
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

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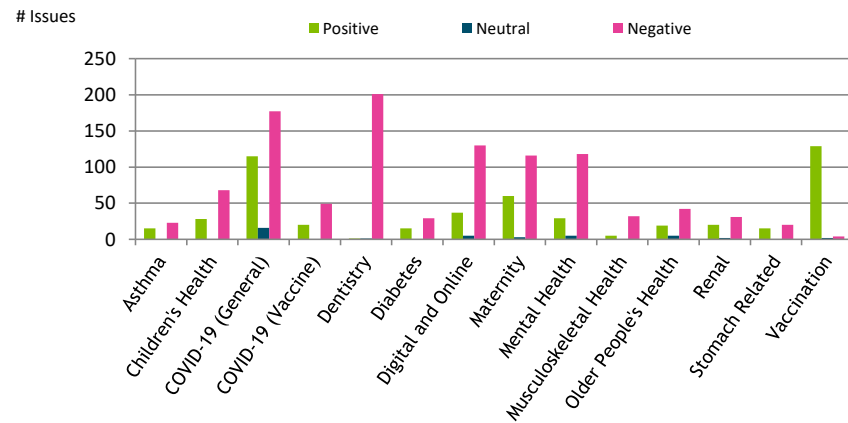
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 3245 issues from 685 people

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall
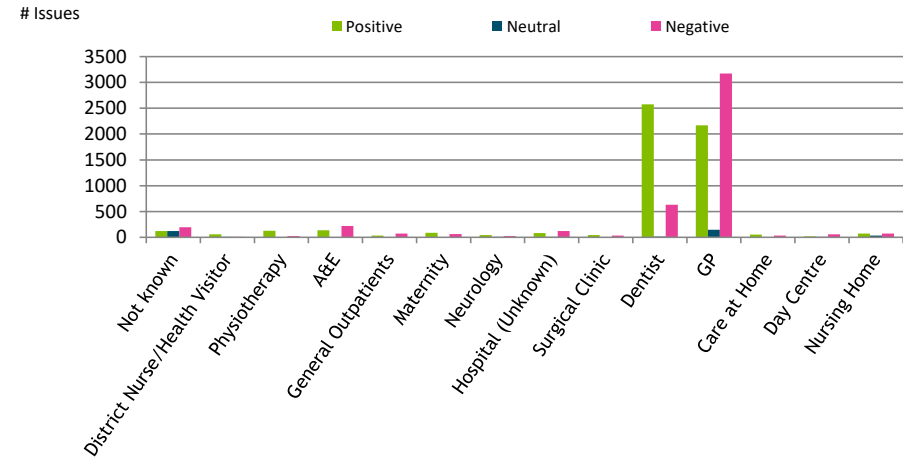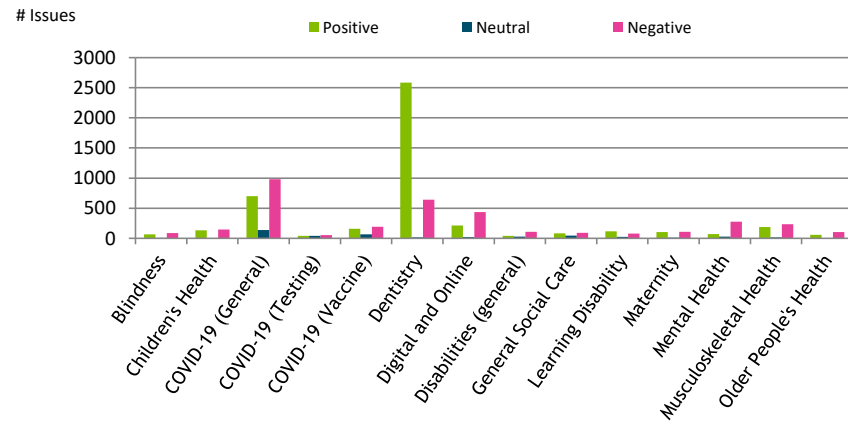
7.5 Service Sector

Issues

Service sectors receiving the most comments overall
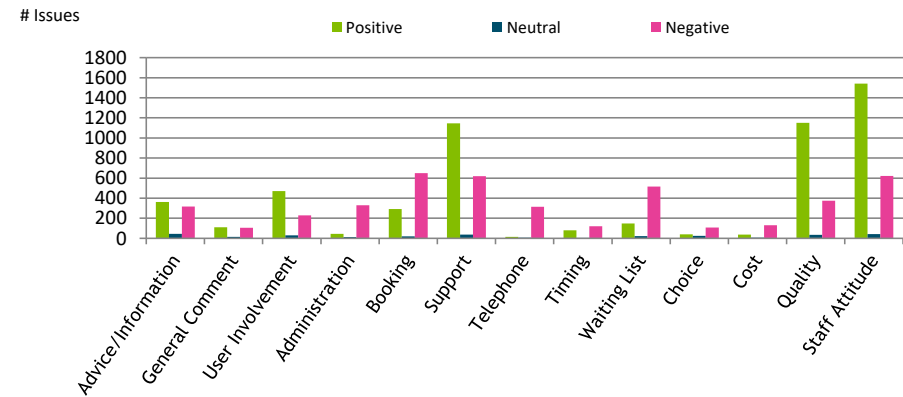
7.6 Service Type

Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

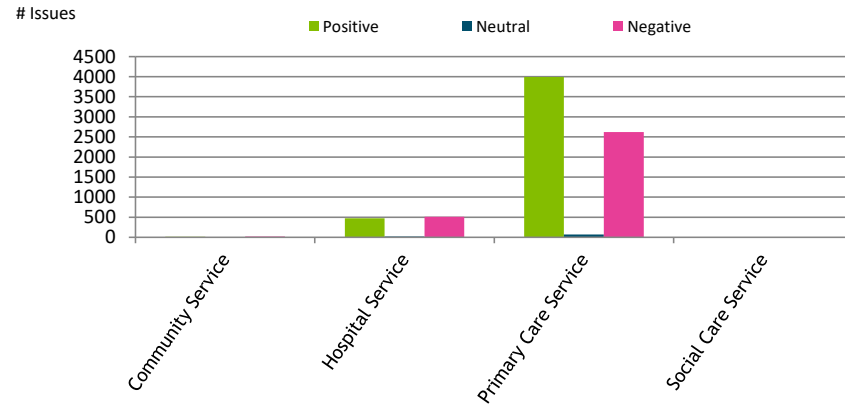## 7.8 Top Trends: 11618 issues from 2712 people

Issues

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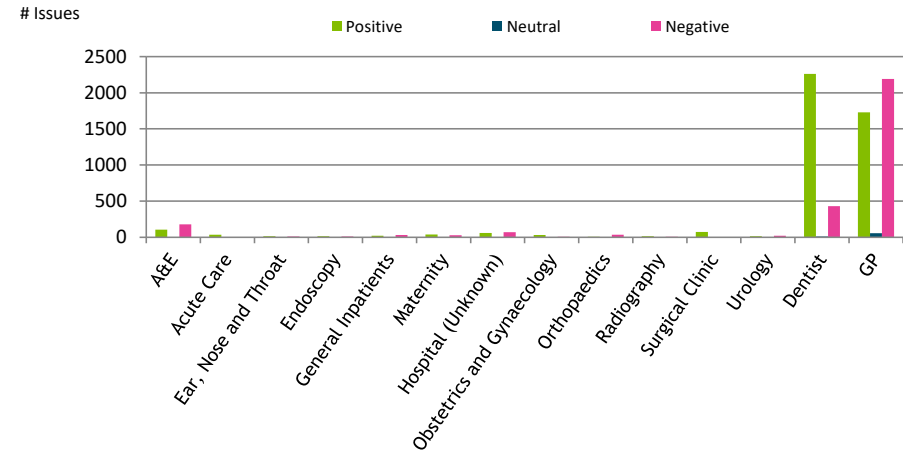
7. Trends by Borough: Waltham Forest

7.9 Service Sector

Issues

Legend: Positive, Neutral, Negative

Service sectors receiving the most comments overall

7.10 Service Type

Issues

Legend: Positive, Neutral, Negative

Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

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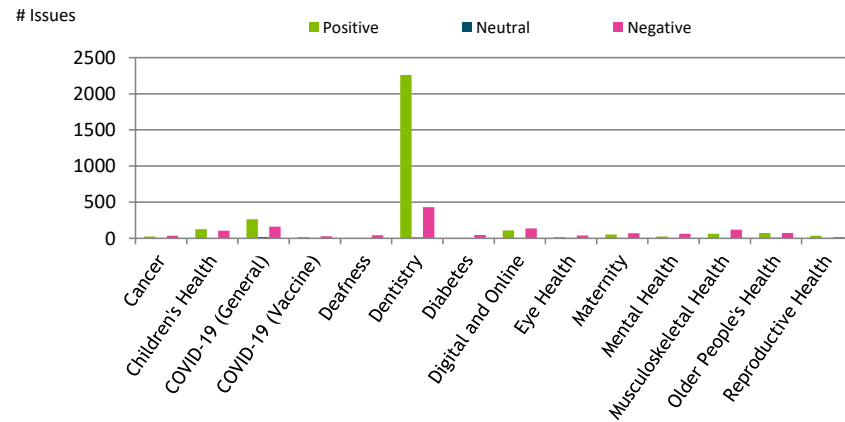
Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 7713 issues from 1638 people

Issues

Legend: Positive, Neutral, Negative
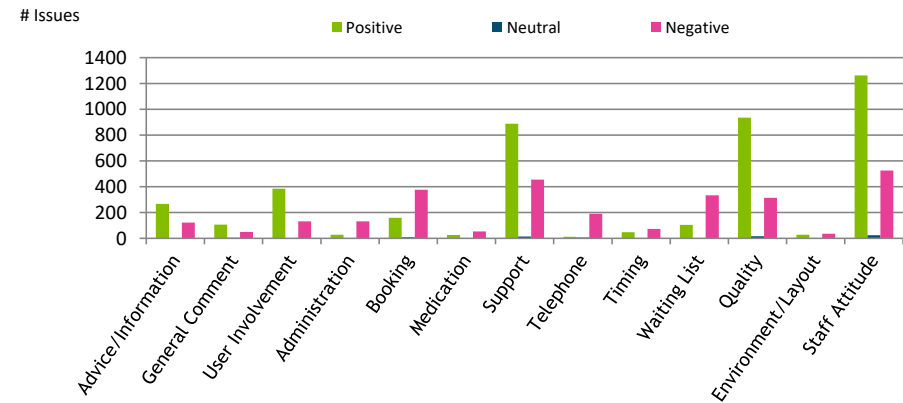
Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	706	46	528	1280
	Carer Involvement	*Involvement or influence of carers and family members.*	107	21	98	226
	Peer Involvement	*Involvement or Influence of friends.*	0	2	20	22
	General Comment	*A generalised statement (ie; "The doctor was good.")*	235	23	181	439
	User Involvement	*Involvement or influence of the service user.*	947	31	430	1408
Systems	Administration	*Administrative processes and delivery.*	90	16	583	689
	Admission	*Physical admission to a hospital ward, or other service.*	2	0	15	17
	Booking	*Ability to book, reschedule or cancel appointments.*	510	37	1234	1781
	Cancellations	*Cancellation of appointment by the service provider.*	7	25	143	175
	Data Protection	*General data protection (including GDPR).*	2	0	6	8
	Referral	*Referral to a service.*	64	5	68	137
	Medical Records	*Management of medical records.*	1	5	34	40
	Medication	*Prescription and management of medicines.*	74	4	188	266
	Opening Times	*Opening times of a service.*	4	3	29	36
	Planning	*Leadership and general organisation.*	87	9	82	178
	Registration	*Ability to register for a service.*	30	20	233	283
	Support	*Levels of support provided.*	2306	55	1304	3665
	Telephone	*Ability to contact a service by telephone.*	40	15	584	639
	Timing	*Physical timing (ie; length of wait at appointments).*	168	6	270	444
	Waiting List	*Length of wait while on a list.*	285	28	1015	1328
Values	Choice	*General choice.*	66	25	170	261
	Cost	*General cost.*	52	6	228	286
	Language	*Language, including terminology.*	2	3	36	41
	Nutrition	*Provision of sustainance.*	15	2	11	28
	Privacy	*Privacy, personal space and property.*	7	0	27	34
	Quality	*General quality of a service, or staff.*	2343	55	850	3248
	Sensory	*Deaf/blind or other sensory issues.*	3	2	22	27
	Stimulation	*General stimulation, including access to activities.*	10	4	24	38

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).*	22	3	23	48
	Environment/Layout	*Physical environment of a service.*	101	10	93	204
	Equipment	*General equipment issues.*	32	4	49	85
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	109	23	62	194
	Hygiene	*Levels of hygiene and general cleanliness.*	104	3	27	134
	Mobility	*Physical mobility to, from and within services.*	9	0	18	27
	Travel/Parking	*Ability to travel or park.*	2	1	7	10
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	36	36
	Security/Conduct	*General security of a service, including conduct of staff.*	2	2	25	29
	Staff Attitude	*Attitude, compassion and empathy of staff.*	3137	74	1383	4594
	Complaints	*Ability to log and resolve a complaint.*	7	2	49	58
	Staff Training	*Training of staff.*	17	5	61	83
	Staffing Levels	*General availability of staff.*	1	4	45	50
	Total:		**11706**	**579**	**10291**	**22576**

Community*Insight* CRM