LTC Services in North East London (NEL)

Trends Analysis Report

Community*Insight*

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 services for long-term conditions.

Reporting Period: 1 July 2021 - 30 June 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)
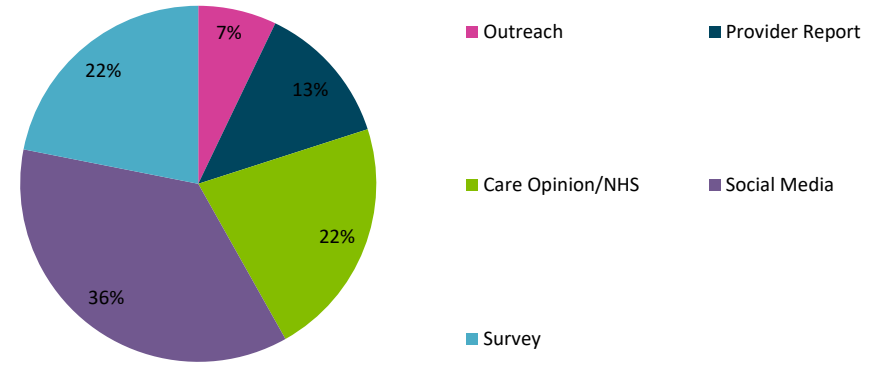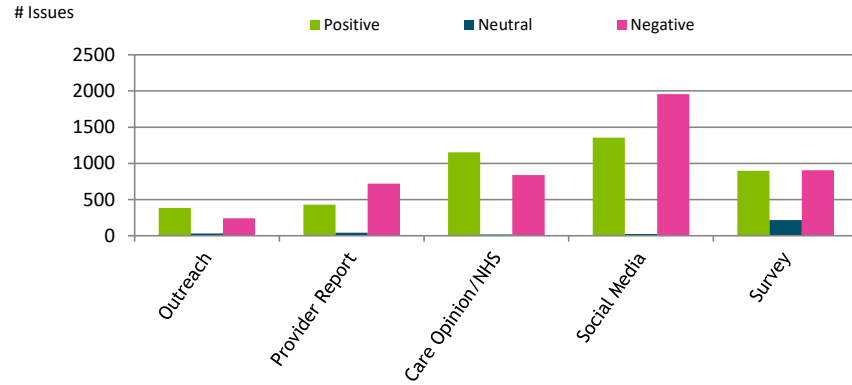
The numbers underpinning the trends.

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.

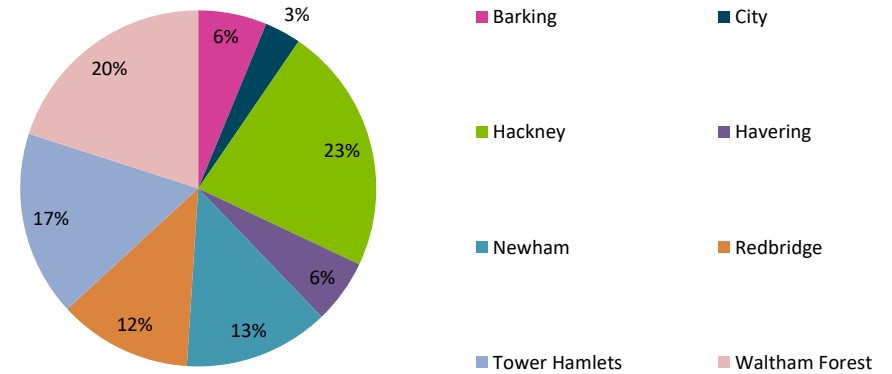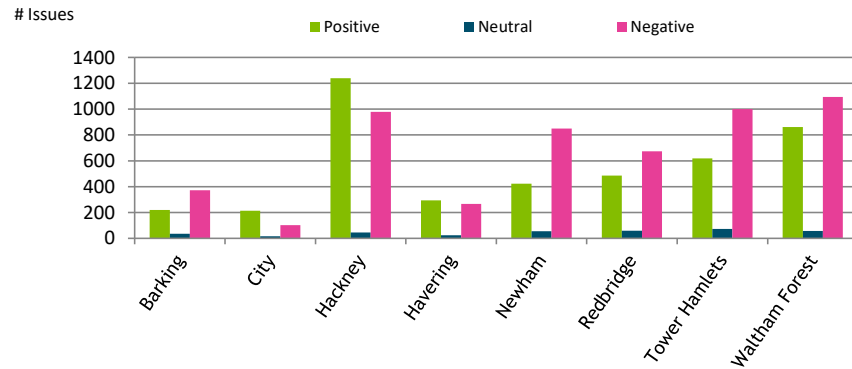# 1. Data Source: Where did we collect the feedback?

1.1 Source: 10055 issues from 2210 people

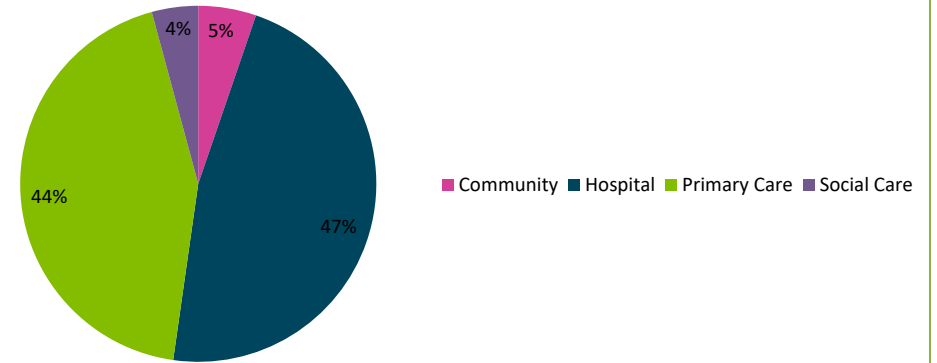*Sources providing the most comments overall*

1.2 Feedback by Borough
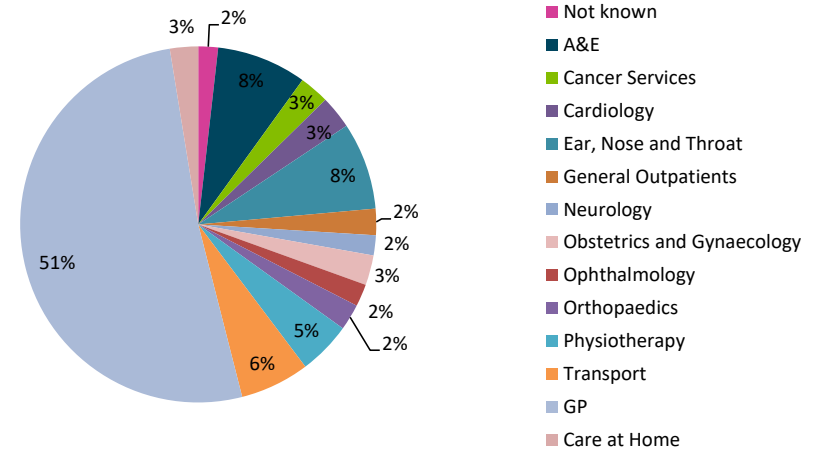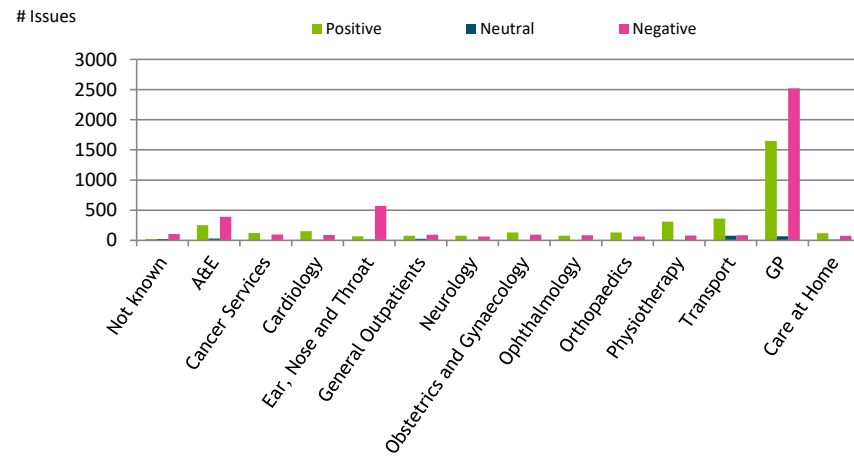
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Positive Neutral Negative

Bar chart showing # Issues (0–3000) for service sectors:
- Community: low Positive, low Neutral, low Negative (~250)
- Hospital: Positive ~2250, Neutral ~200, Negative ~2200
- Primary Care: Positive ~1700, Neutral ~100, Negative ~2550
- Social Care: Positive ~150, low Neutral, Negative ~250

Pie chart:
- Community 5%
- Hospital 47%
- Primary Care 44%
- Social Care 4%

Community Hospital Primary Care Social Care

Service sectors receiving the most comments overall

2.2 Service Type

Issues

Positive Neutral Negative

Bar chart showing # Issues (0–3000) for service types: Not known, A&E, Cancer Services, Cardiology, Ear, Nose and Throat, General Outpatients, Neurology, Obstetrics and Gynaecology, Ophthalmology, Orthopaedics, Physiotherapy, Transport, GP, Care at Home. GP has the highest values (Positive ~1650, Negative ~2500).

Pie chart:
- 2% (Not known)
- A&E 8%
- Cancer Services 3%
- Cardiology 3%
- Ear, Nose and Throat 8%
- General Outpatients 2%
- Neurology 2%
- Obstetrics and Gynaecology 3%
- Ophthalmology 2%
- Orthopaedics 2%
- Physiotherapy 5%
- Transport 6%
- GP 51%
- Care at Home 3%

Legend:
- Not known
- A&E
- Cancer Services
- Cardiology
- Ear, Nose and Throat
- General Outpatients
- Neurology
- Obstetrics and Gynaecology
- Ophthalmology
- Orthopaedics
- Physiotherapy
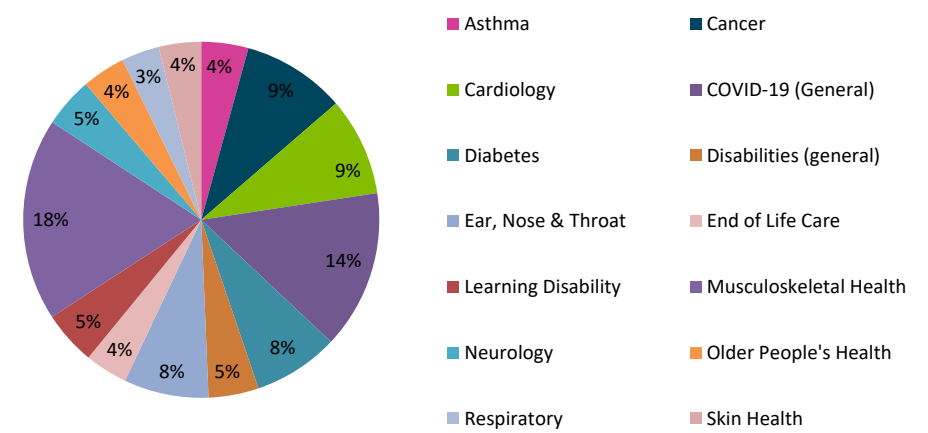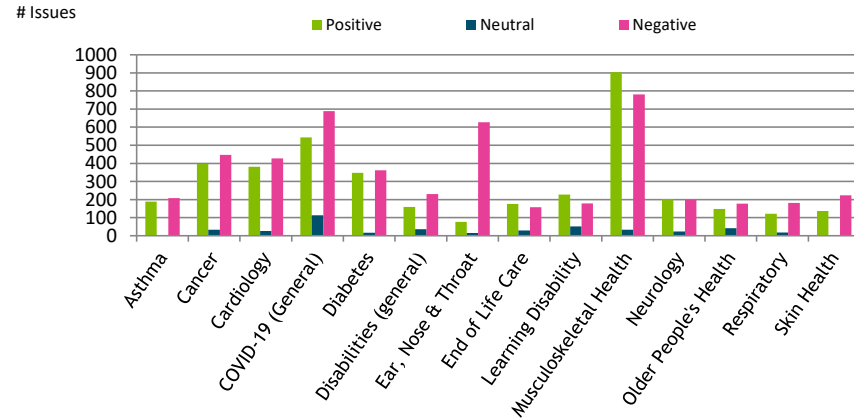- Transport
- GP
- Care at Home

Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Asthma, Cancer, Cardiology, COVID-19 (General), Diabetes, Disabilities (general), Ear, Nose & Throat, End of Life Care, Learning Disability, Musculoskeletal Health, Neurology, Older People's Health, Respiratory, Skin Health

Medical conditions/topics receiving the most comments overall

Pie chart legend and values:
- Asthma — 4%
- Cancer — 9%
- Cardiology — 9%
- COVID-19 (General) — 14%
- Diabetes — 8%
- Disabilities (general) — 5%
- Ear, Nose & Throat — 8%
- End of Life Care — 4%
- Learning Disability — 5%
- Musculoskeletal Health — 18%
- Neurology — 5%
- Older People's Health — 4%
- Respiratory — 3%
- Skin Health — 4%

3.2 Top Trends: 10055 issues from 2210 people

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Communication, Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart legend and values:
- Communication — 9%
- Involvement — 9%
- Administration — 3%
- Booking — 8%
- Referral — 2%
- Medication — 2%
- Support — 17%
- Telephone — 3%
- Timing — 4%
- Waiting List — 8%
- Choice — 2%
- Quality — 16%
- Staff Attitude — 17%

4.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jan-Mar 2022	29%	70%
Apr-Jun 2022	32%	67%
Jul-Sep 2022	46%	52%
Oct-Dec 2022	45%	51%
Jan-Mar 2023	59%	34%
Apr-Jun 2023	55%	44%

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

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jan-Mar 2022	37%	62%
Apr-Jun 2022	41%	59%
Jul-Sep 2022	58%	41%
Oct-Dec 2022	49%	45%
Jan-Mar 2023	68%	31%
Apr-Jun 2023	62%	38%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jan-Mar 2022	40%	59%
Apr-Jun 2022	46%	53%
Jul-Sep 2022	60%	39%
Oct-Dec 2022	62%	37%
Jan-Mar 2023	74%	24%
Apr-Jun 2023	66%	34%

4.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jan-Mar 2022	9%	91%
Apr-Jun 2022	12%	88%
Jul-Sep 2022	22%	78%
Oct-Dec 2022	25%	74%
Jan-Mar 2023	30%	56%
Apr-Jun 2023	28%	71%

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

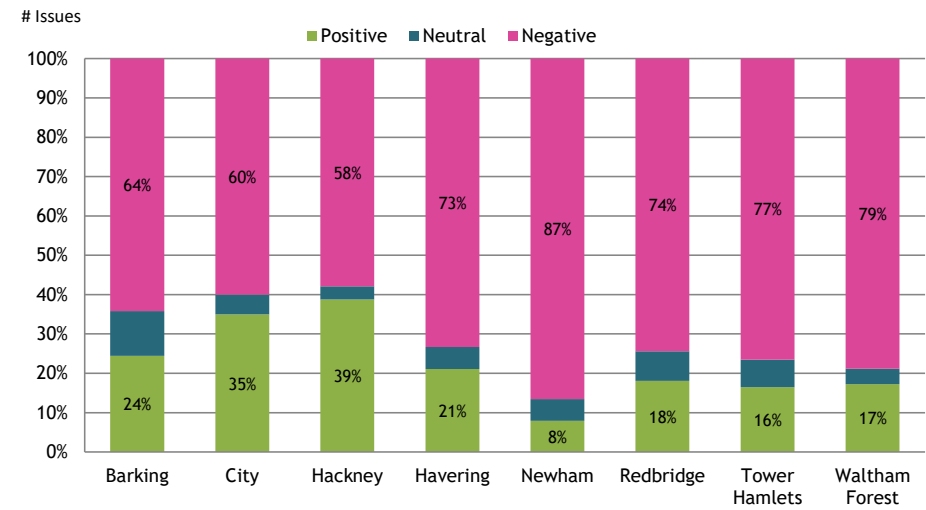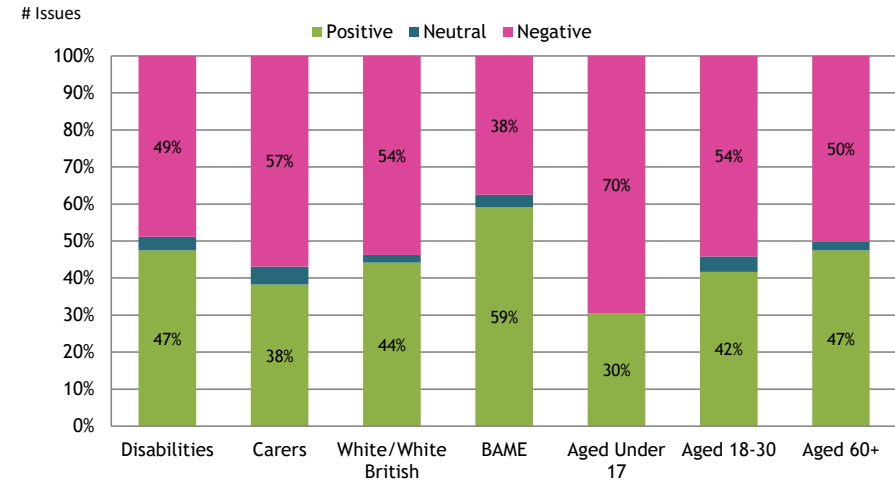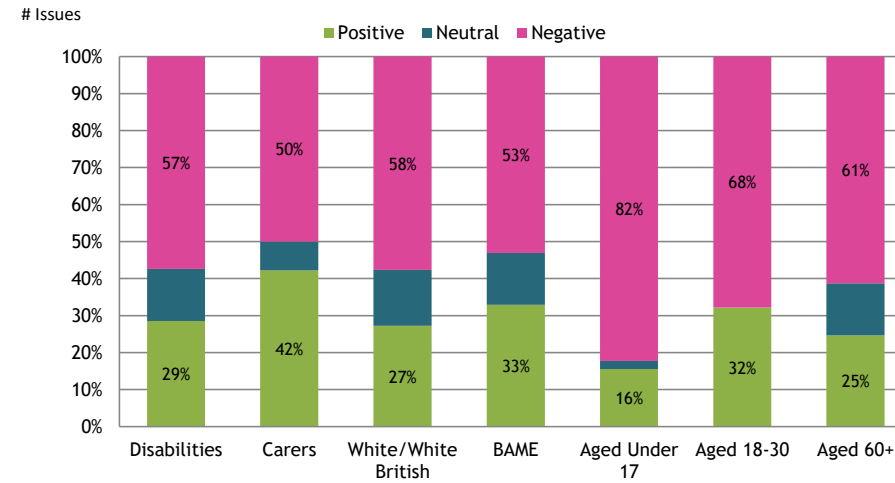Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	35%	59%
City	64%	31%
Hackney	55%	43%
Havering	50%	46%
Newham	32%	64%
Redbridge	40%	55%
Tower Hamlets	37%	59%
Waltham Forest	43%	54%

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

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	43%	54%
City	73%	24%
Hackney	60%	39%
Havering	60%	39%
Newham	43%	57%
Redbridge	47%	51%
Tower Hamlets	46%	51%
Waltham Forest	48%	49%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	46%	51%
City	68%	27%
Hackney	68%	31%
Havering	62%	36%
Newham	46%	52%
Redbridge	56%	43%
Tower Hamlets	59%	39%
Waltham Forest	57%	43%

5.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	24%	64%
City	35%	60%
Hackney	39%	58%
Havering	21%	73%
Newham	8%	87%
Redbridge	18%	74%
Tower Hamlets	16%	77%
Waltham Forest	17%	79%

6.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

	Disabilities	Carers	White/White British	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	47%	52%	48%	36%	73%	59%	49%
Positive	44%	42%	43%	55%	26%	38%	43%

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

Issues

Legend: Positive, Neutral, Negative

	Disabilities	Carers	White/White British	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	49%	57%	54%	38%	70%	54%	50%
Positive	47%	38%	44%	59%	30%	42%	47%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

	Disabilities	Carers	White/White British	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	21%	32%	30%	12%	61%	47%	35%
Positive	76%	63%	66%	84%	39%	53%	63%

6.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

	Disabilities	Carers	White/White British	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	57%	50%	58%	53%	82%	68%	61%
Positive	29%	42%	27%	33%	16%	32%	25%

7.1 Service Sector

Issues

Service sectors receiving the most comments overall

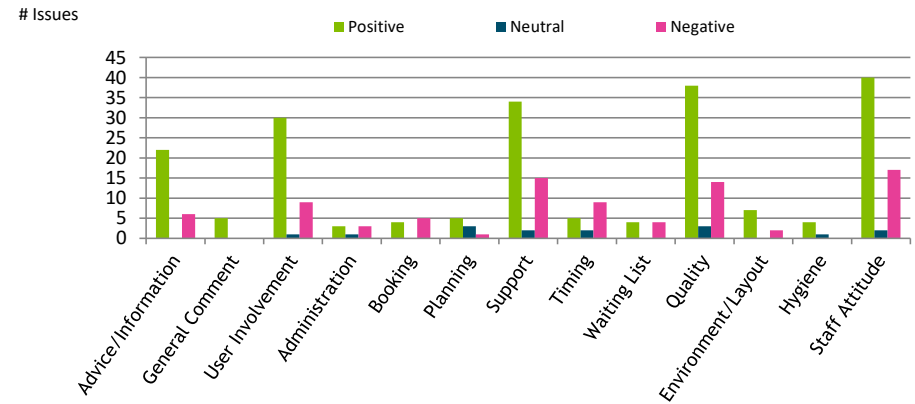## 7.2 Service Type
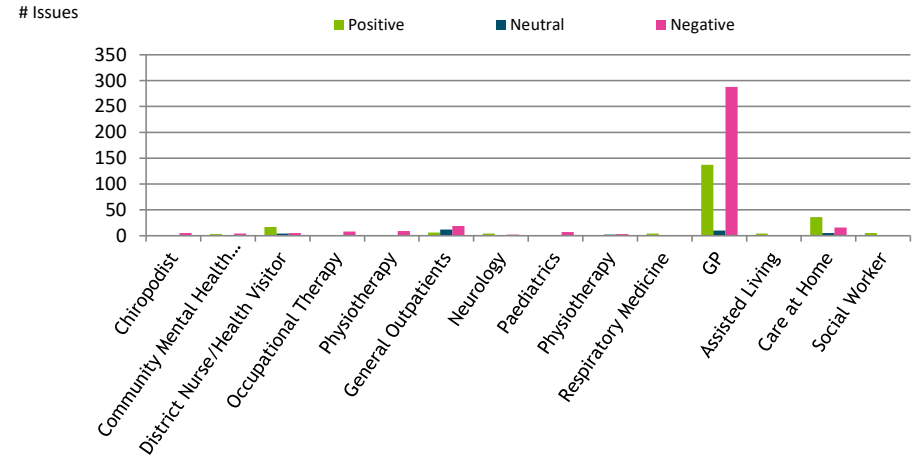
Issues

Service type receiving the most comments overall

7.3 Stated medical conditions/topics
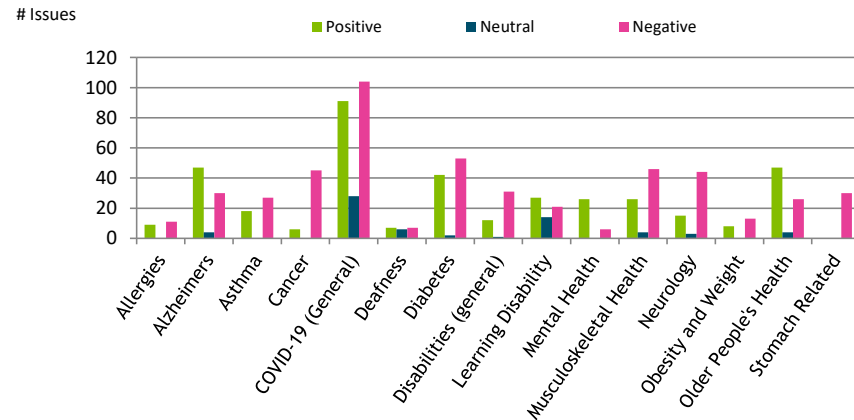
Issues

Medical conditions/topics receiving the most comments overall
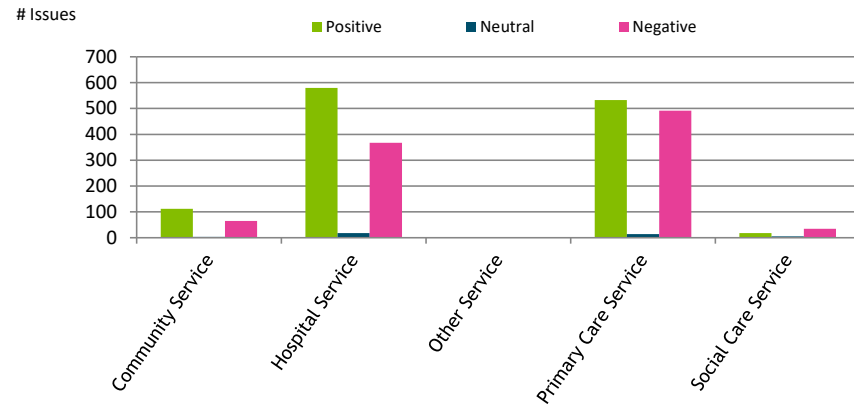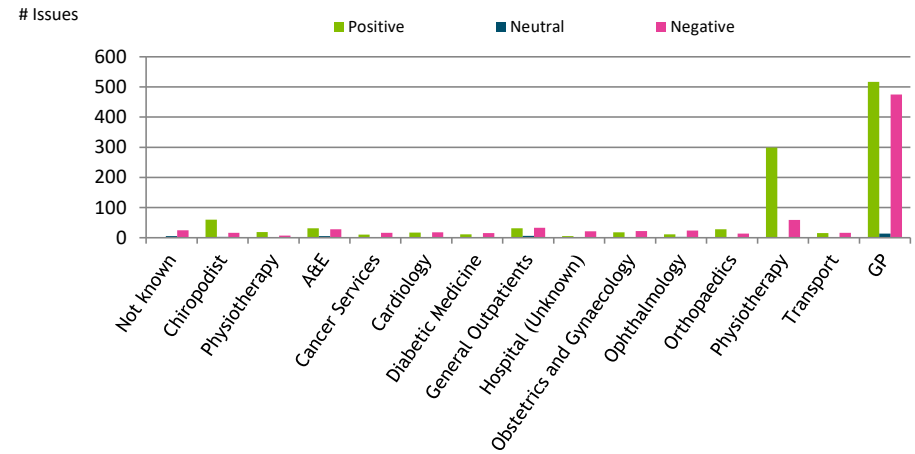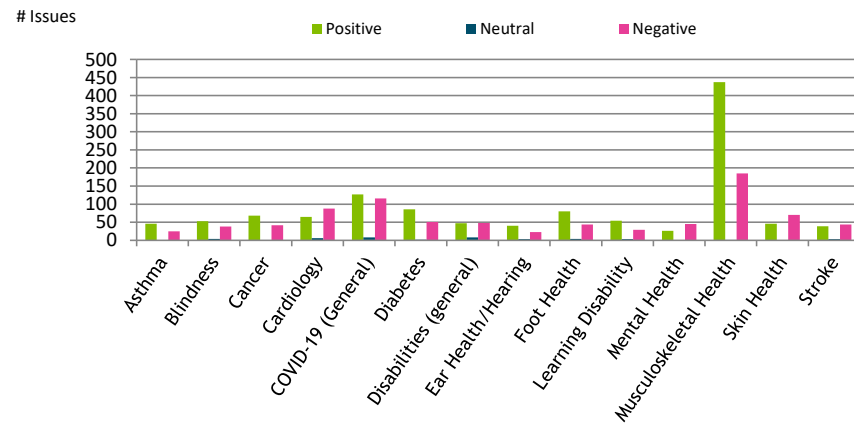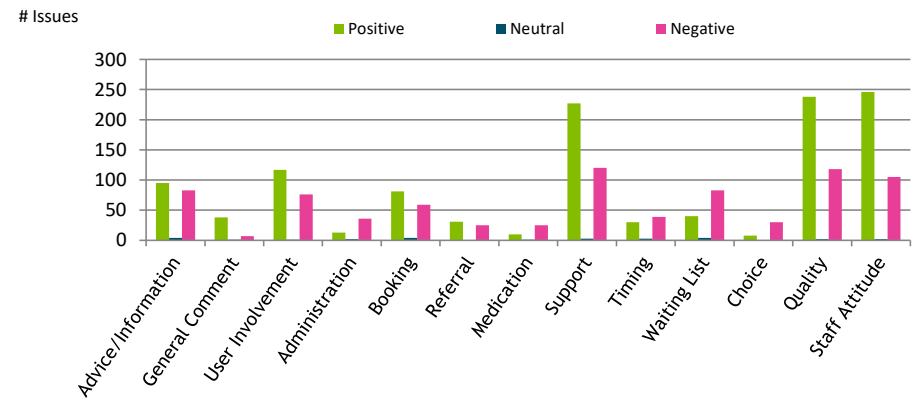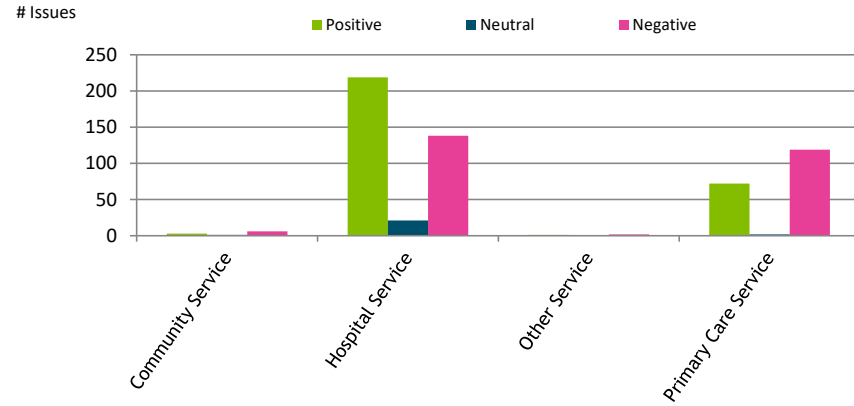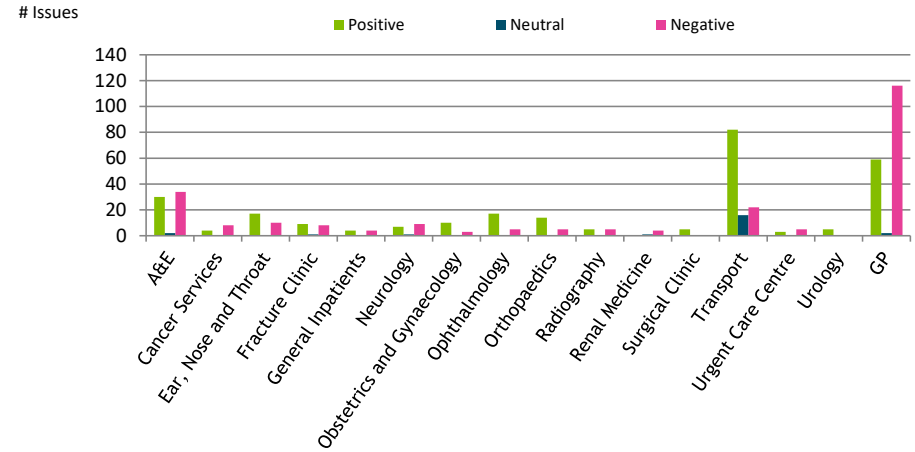
7.4 Top Trends: 627 issues from 121 people
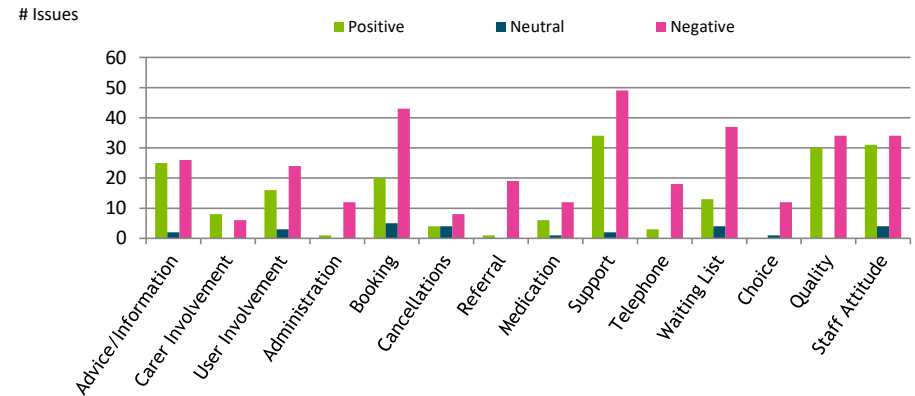
Issues

Issues receiving the most comments overall
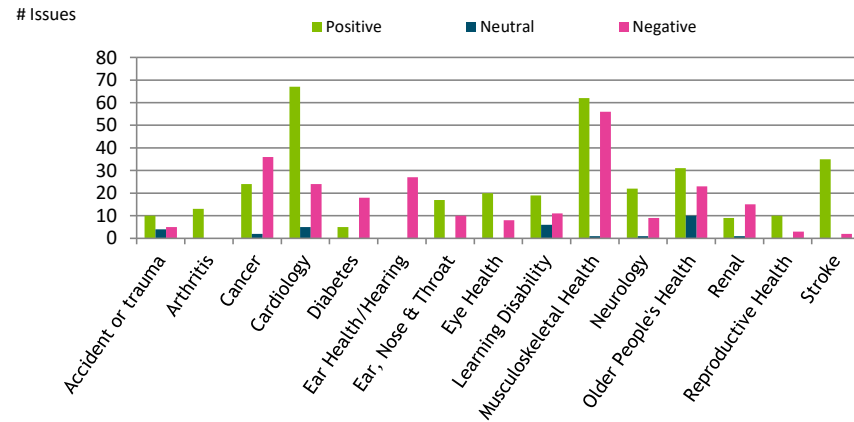
7.5 Service Sector

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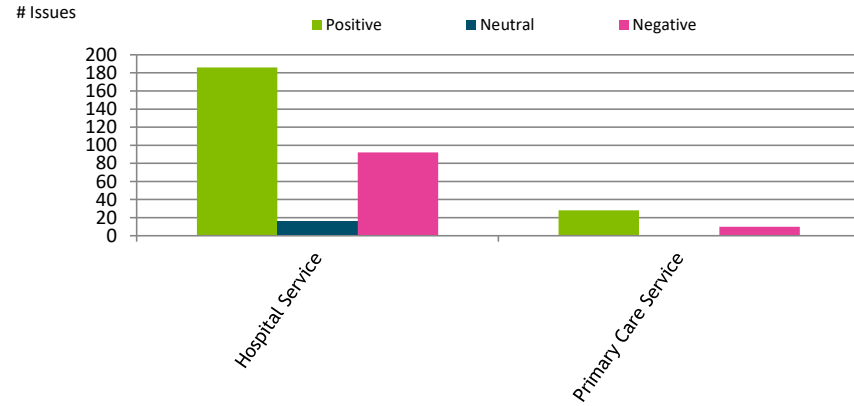
Service sectors receiving the most comments overall
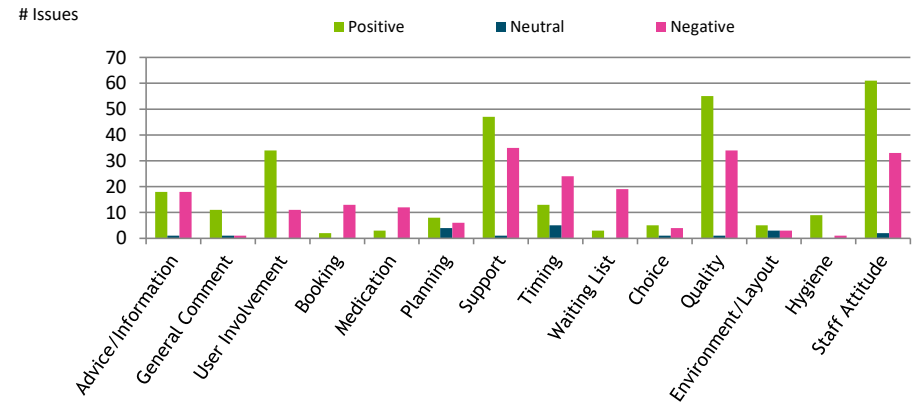
7.6 Service Type
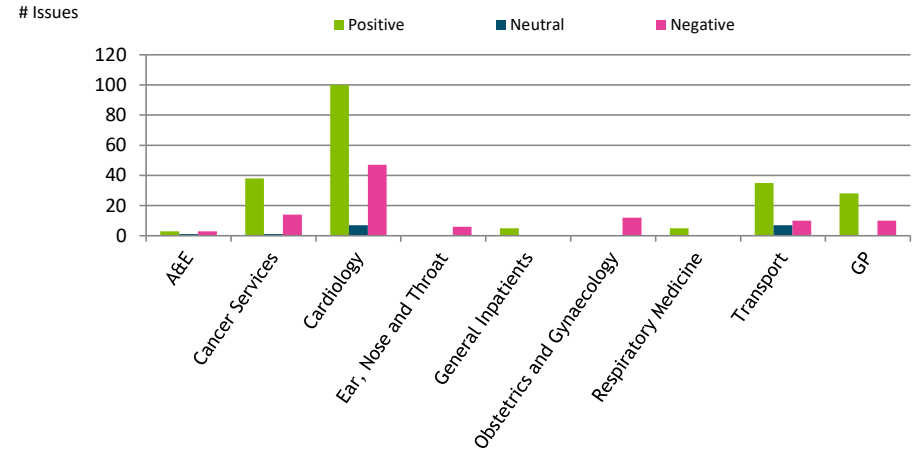
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
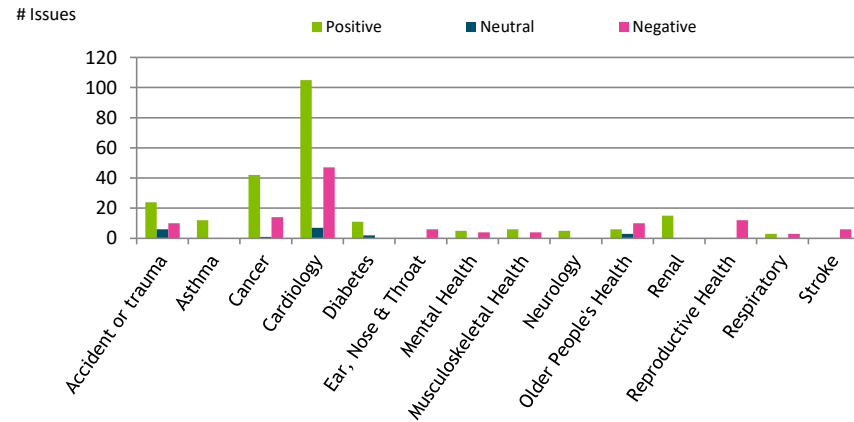
Issues

Medical conditions/topics receiving the most comments overall

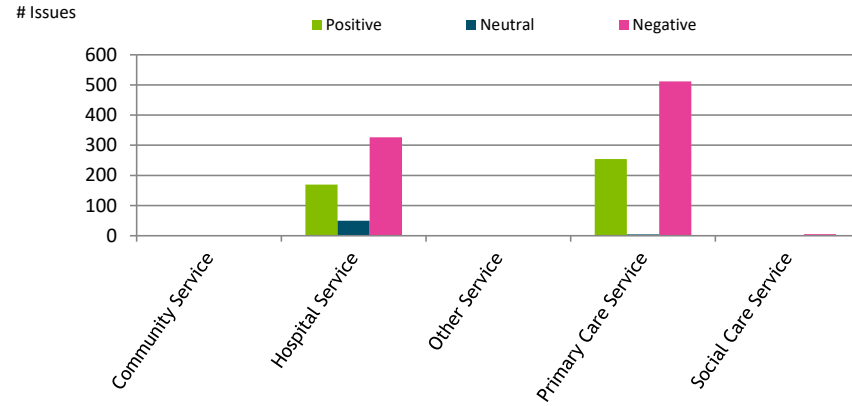## 7.8 Top Trends: 332 issues from 53 people

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: 2261 issues from 449 people

Issues

Issues receiving the most comments overall
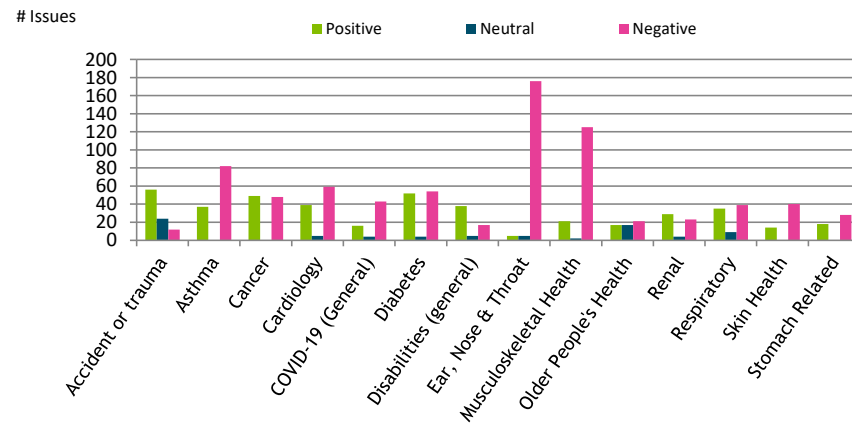
7.13 Service Sector

Issues

Service sectors receiving the most comments overall
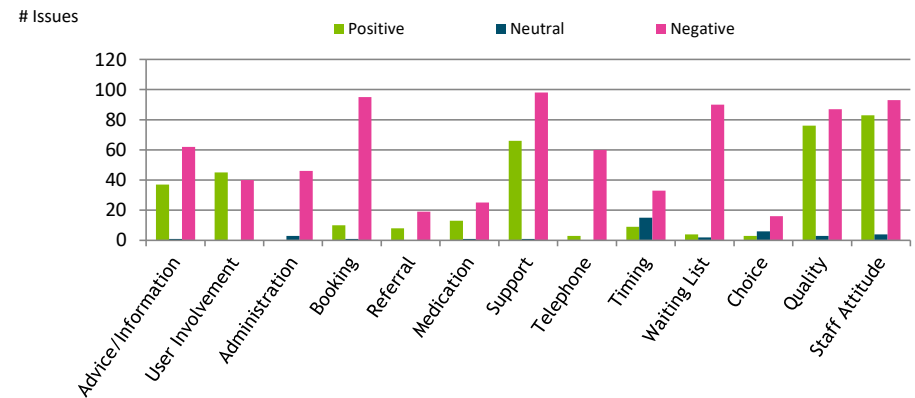
7.14 Service Type

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: 584 issues from 131 people

Issues

Issues receiving the most comments overall

7.17 Service Sector

Issues

Legend: Positive, Neutral, Negative

Service sectors receiving the most comments overall

7.18 Service Type

Issues

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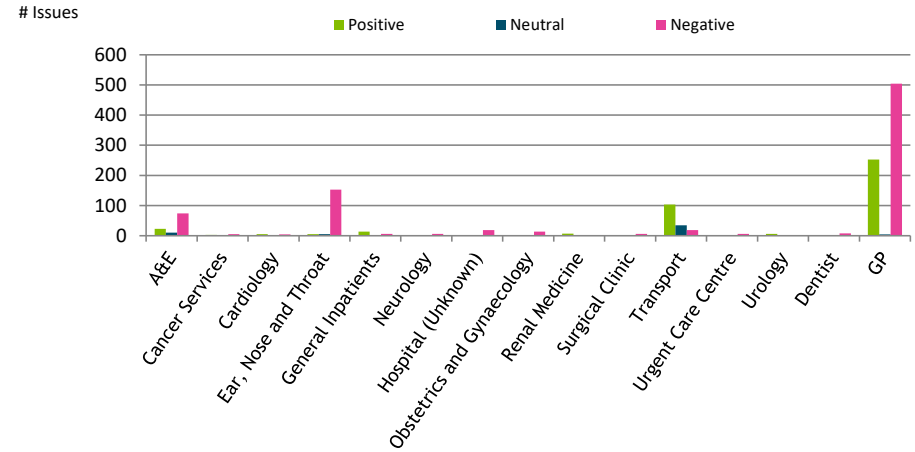
Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 1328 issues from 307 people

Issues

Legend: Positive, Neutral, Negative

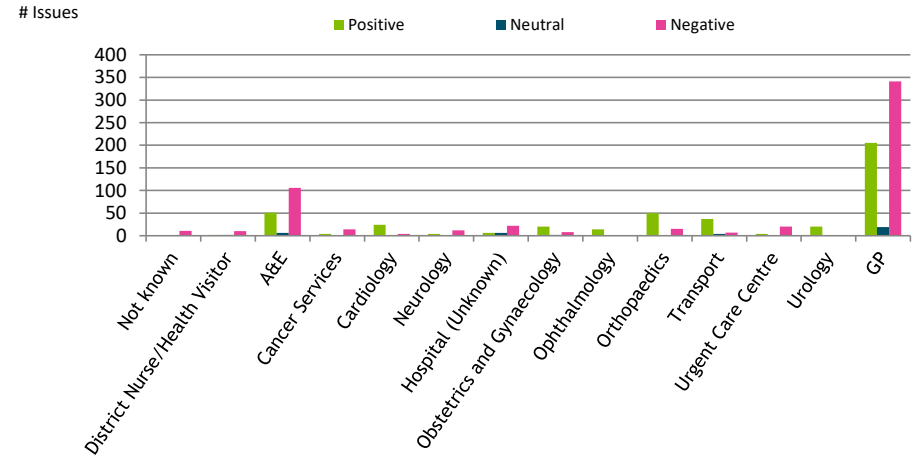*Issues receiving the most comments overall*

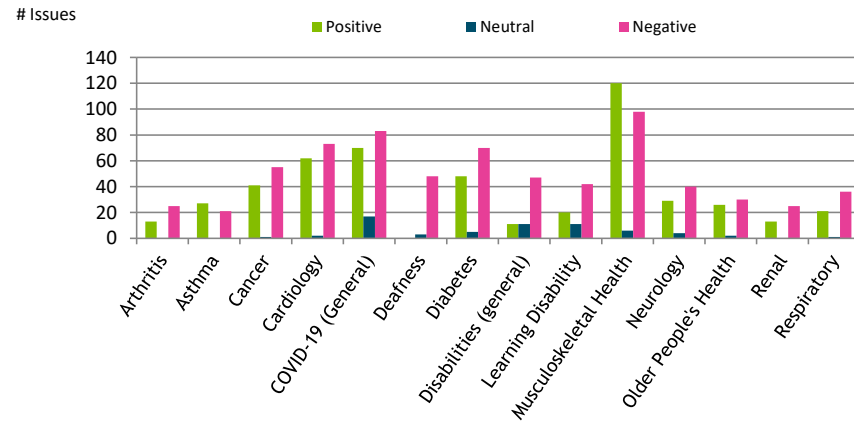### 7.21 Service Sector

Issues
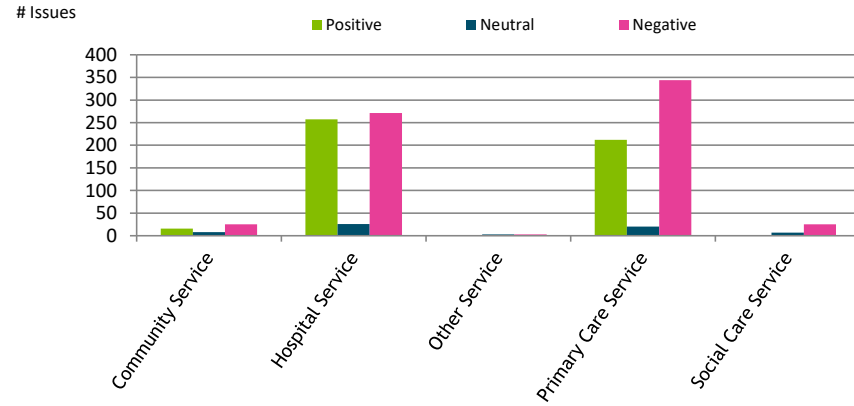
Service sectors receiving the most comments overall
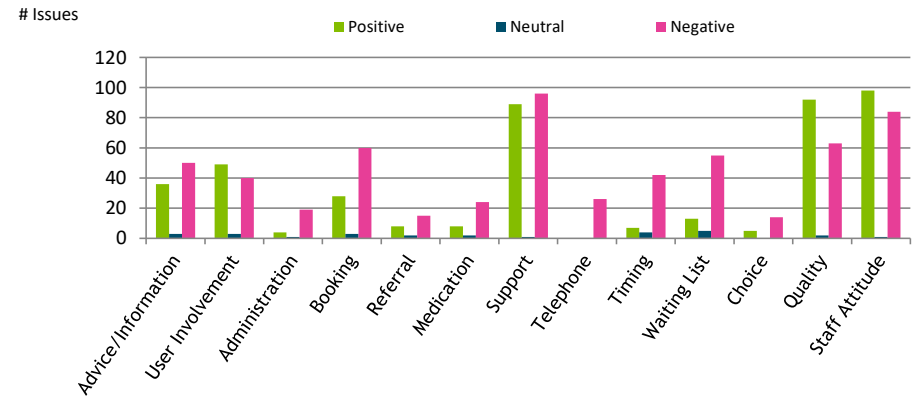
7.22 Service Type

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: 1220 issues from 287 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
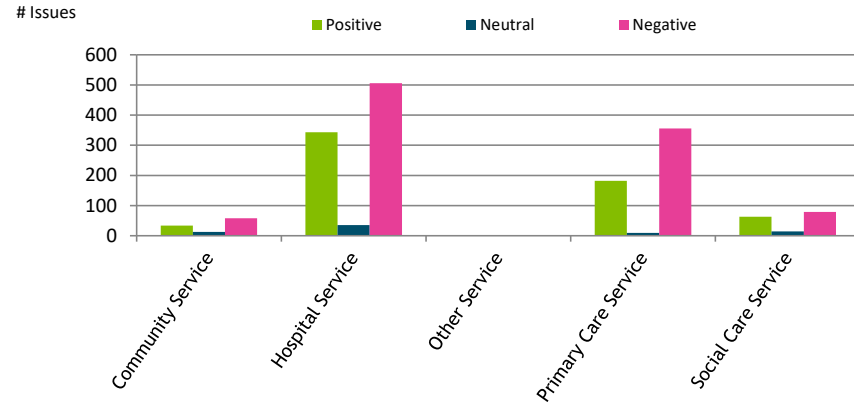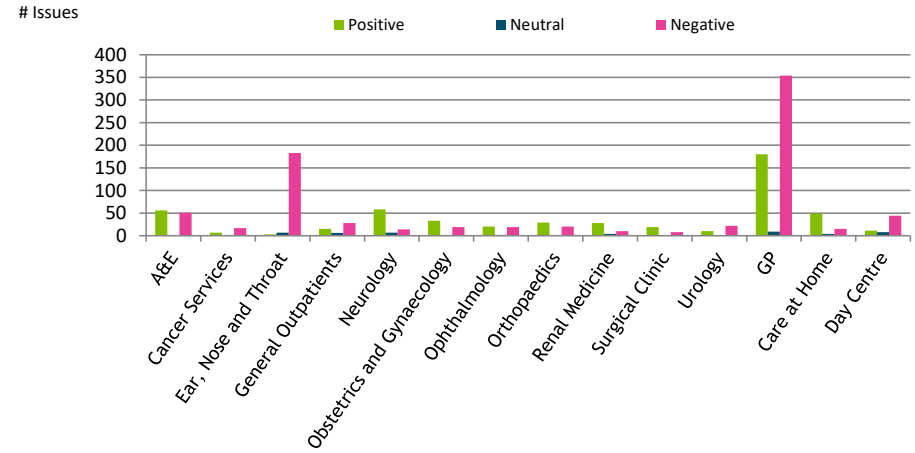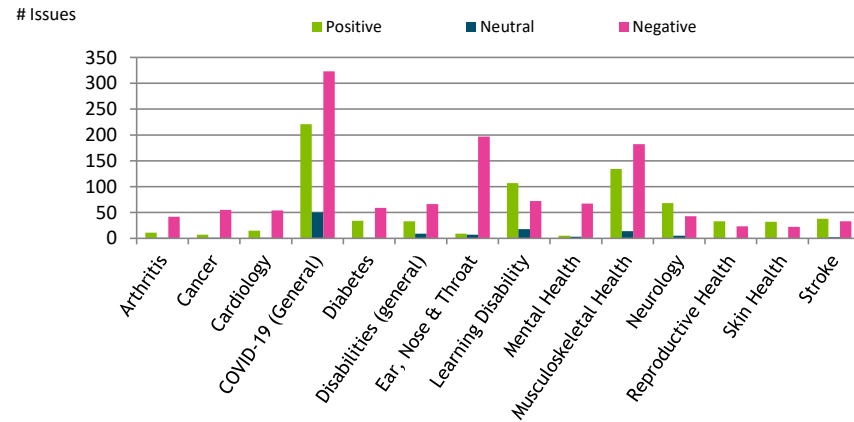
7.28 Top Trends: 1691 issues from 400 people

Issues

Issues receiving the most comments overall

7.29 Service Sector

Issues

Service sectors receiving the most comments overall
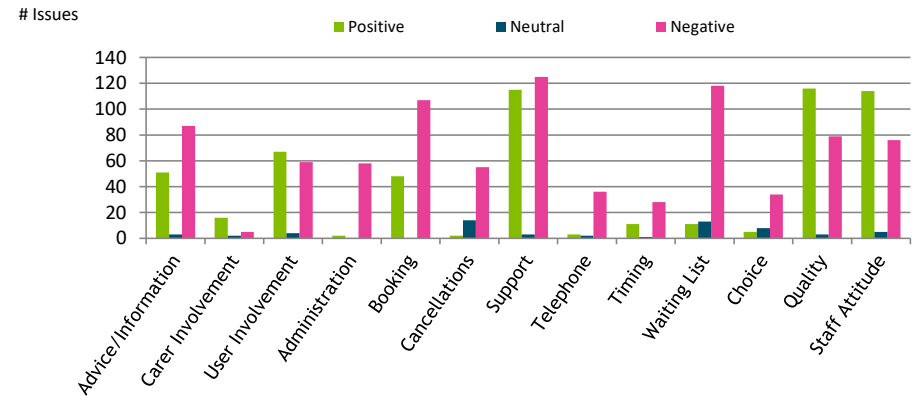
7.30 Service Type
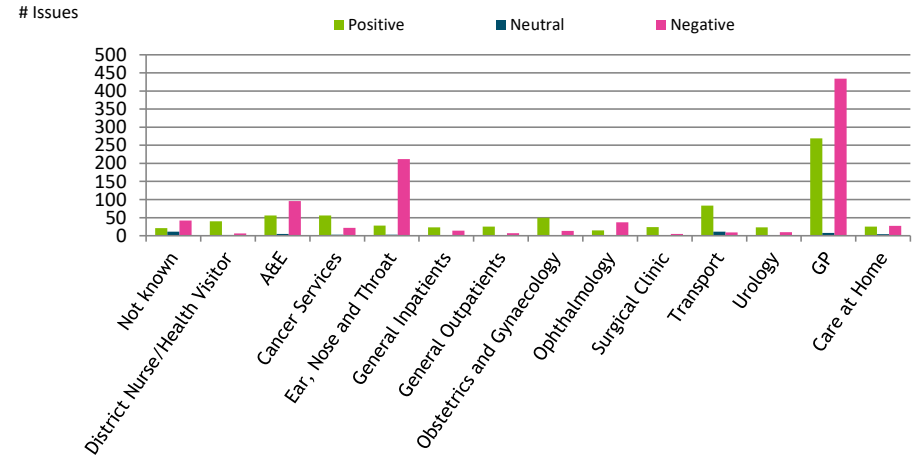
Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
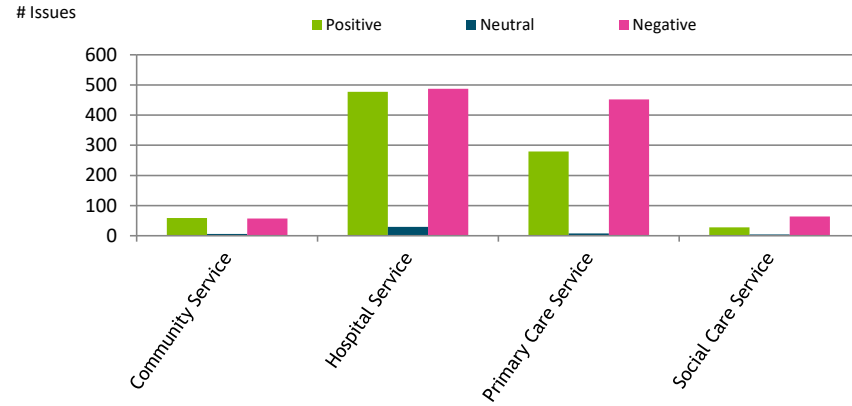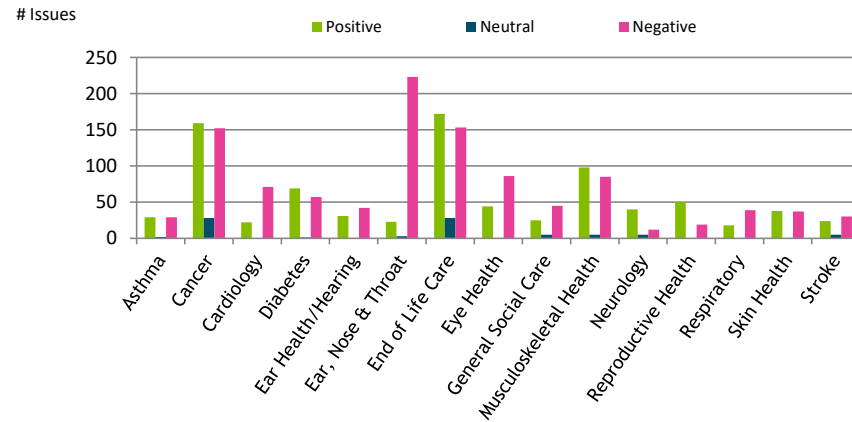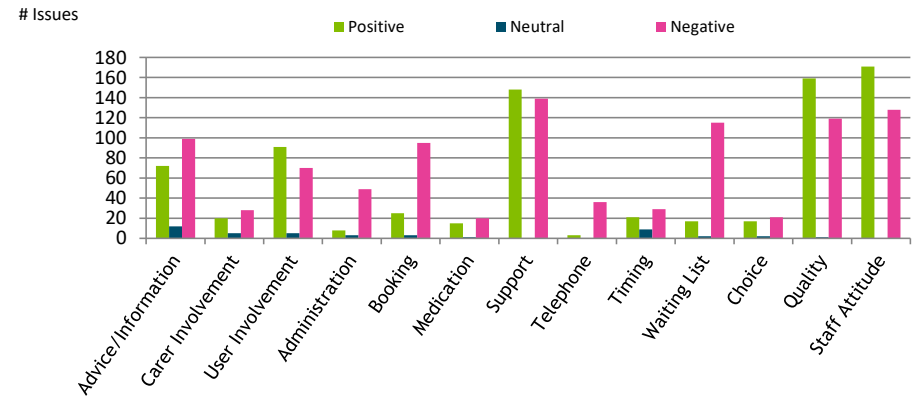
7.32 Top Trends: 2015 issues from 462 people

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.*	356	26	431	813
	Carer Involvement	*Involvement or influence of carers and family members.*	67	10	60	137
	Peer Involvement	*Involvement or Influence of friends.*	3	0	17	20
	General Comment	*A generalised statement (ie; "The doctor was good.")*	101	13	35	149
	User Involvement	*Involvement or influence of the service user.*	449	17	329	795
Systems	Administration	*Administrative processes and delivery.*	33	10	228	271
	Admission	*Physical admission to a hospital ward, or other service.*	7	0	10	17
	Booking	*Ability to book, reschedule or cancel appointments.*	218	16	477	711
	Cancellations	*Cancellation of appointment by the service provider.*	6	27	125	158
	Data Protection	*General data protection (including GDPR).*	0	1	7	8
	Referral	*Referral to a service.*	68	5	119	192
	Medical Records	*Management of medical records.*	2	5	16	23
	Medication	*Prescription and management of medicines.*	60	7	125	192
	Opening Times	*Opening times of a service.*	5	0	8	13
	Planning	*Leadership and general organisation.*	53	26	45	124
	Registration	*Ability to register for a service.*	2	9	56	67
	Support	*Levels of support provided.*	760	13	677	1450
	Telephone	*Ability to contact a service by telephone.*	19	2	205	226
	Timing	*Physical timing (ie; length of wait at appointments).*	98	44	206	348
	Waiting List	*Length of wait while on a list.*	105	30	521	656
Values	Choice	*General choice.*	45	19	131	195
	Cost	*General cost.*	3	1	31	35
	Language	*Language, including terminology.*	8	10	36	54
	Nutrition	*Provision of sustainance.*	7	0	8	15
	Privacy	*Privacy, personal space and property.*	41	2	7	50
	Quality	*General quality of a service, or staff.*	804	15	548	1367
	Sensory	*Deaf/blind or other sensory issues.*	1	3	22	26
	Stimulation	*General stimulation, including access to activities.*	6	2	19	27

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).*	9	1	13	23
	Environment/Layout	*Physical environment of a service.*	46	14	30	90
	Equipment	*General equipment issues.*	30	2	36	68
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	32	4	18	54
	Hygiene	*Levels of hygiene and general cleanliness.*	46	3	9	58
	Mobility	*Physical mobility to, from and within services.*	7	3	21	31
	Travel/Parking	*Ability to travel or park.*	2	1	7	10
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	42	42
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	6	7
	Staff Attitude	*Attitude, compassion and empathy of staff.*	844	20	570	1434
	Complaints	*Ability to log and resolve a complaint.*	2	2	14	18
	Staff Training	*Training of staff.*	4	2	37	43
	Staffing Levels	*General availability of staff.*	1	1	36	38
	Total:		**4351**	**366**	**5338**	**10055**

Community*Insight* CRM