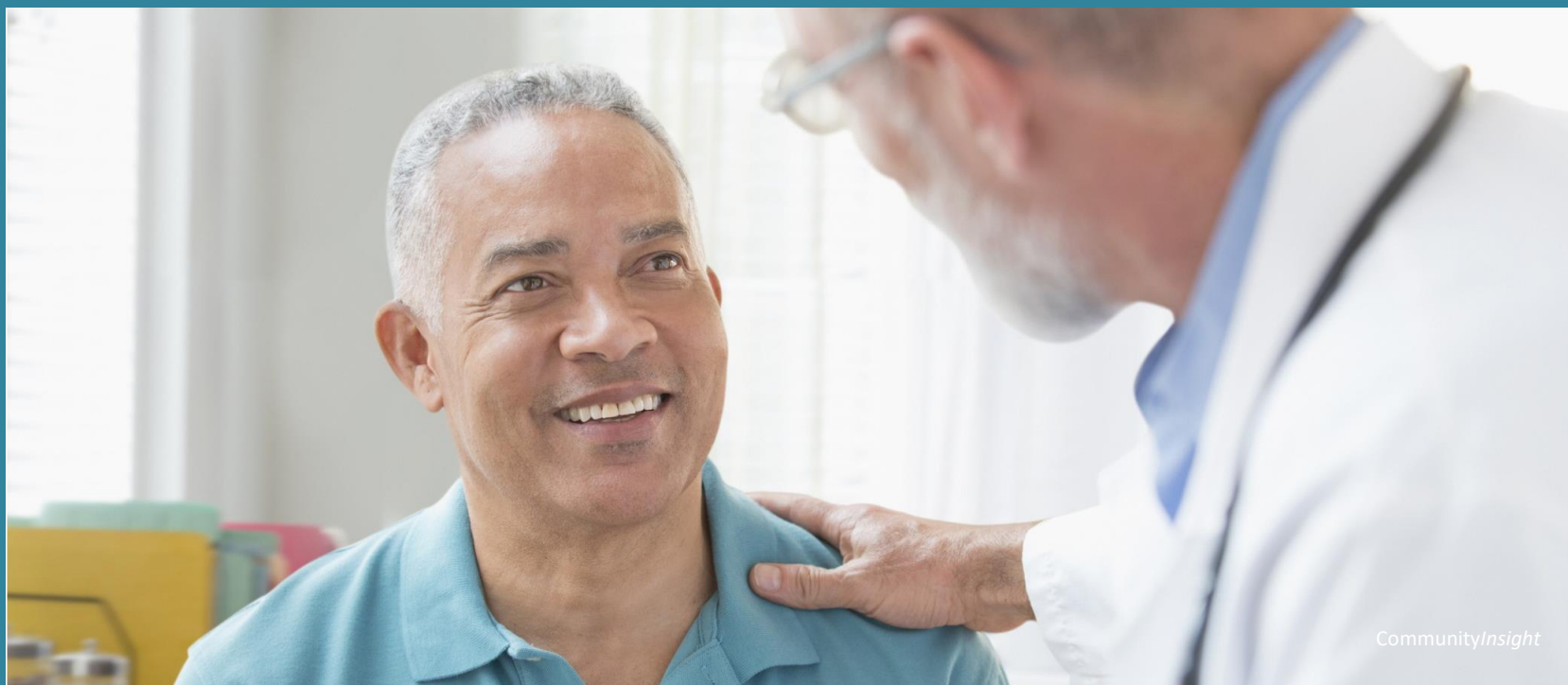# Mental Health Services in North East London (NEL)

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 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)
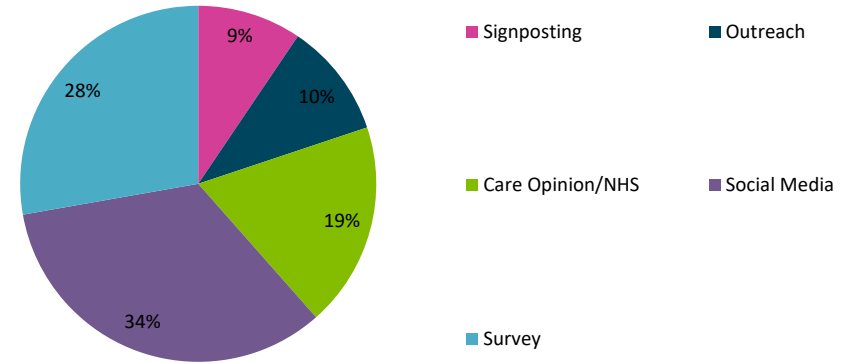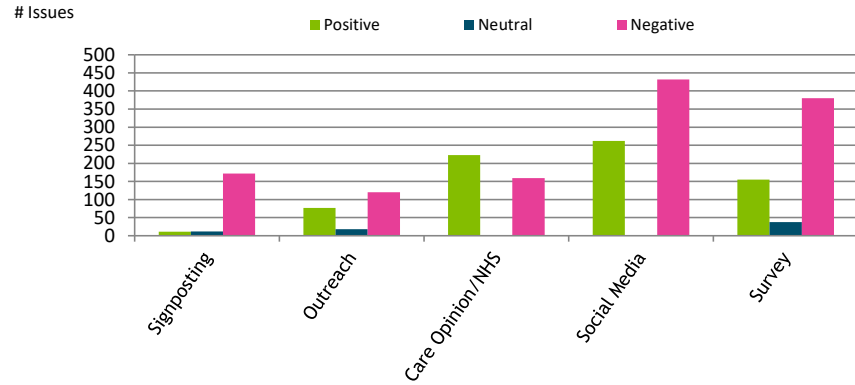
The numbers underpinning the trends.

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.

1.1 Source: 2316 issues from 507 people

Issues

Legend: Positive | Neutral | Negative

Categories: Signposting, Outreach, Care Opinion/NHS, Social Media, Survey

Sources providing the most comments overall

- Signposting 9%
- Outreach 10%
- Care Opinion/NHS 19%
- Social Media 34%
- Survey 28%

1.2 Feedback by Borough

Issues

Legend: Positive | Neutral | Negative

Categories: Barking, City, Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest

- Barking 8%
- City 1%
- Hackney 25%
- Havering 8%
- Newham 14%
- Redbridge 13%
- Tower Hamlets 14%
- Waltham Forest 17%
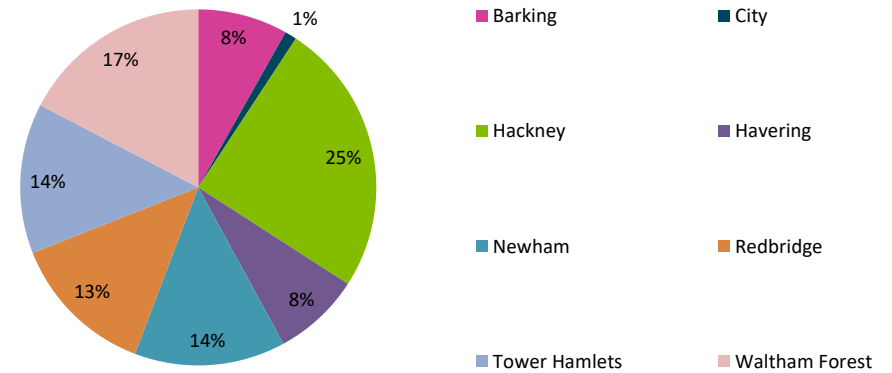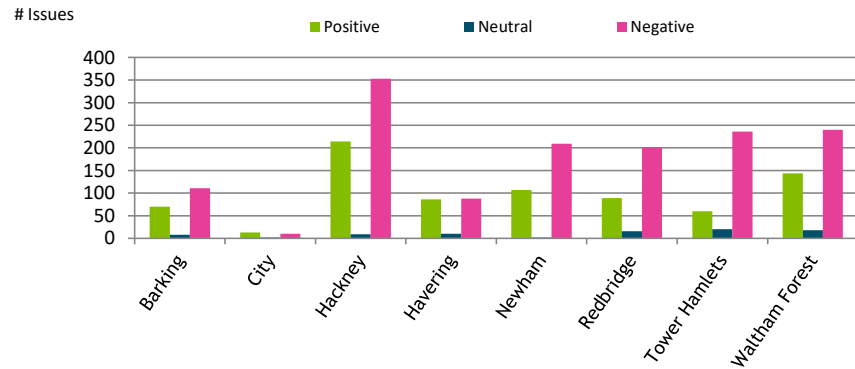
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Bar chart x-axis: Community, Hospital, Primary Care, Social Care
Y-axis: 0 to 900

Pie chart:
- Community 24%
- Hospital 17%
- Primary Care 57%
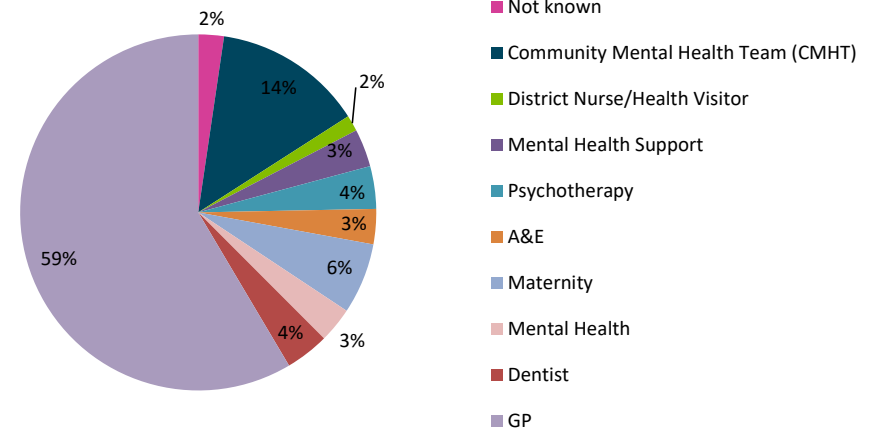- Social Care 2%

Legend: Community, Hospital, Primary Care, Social Care
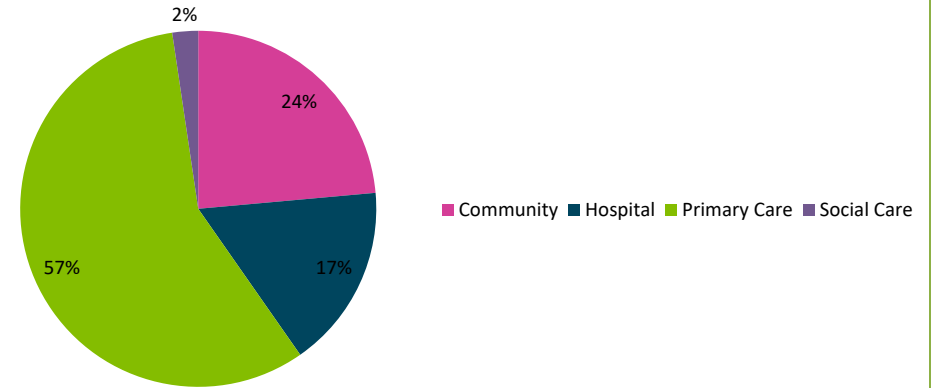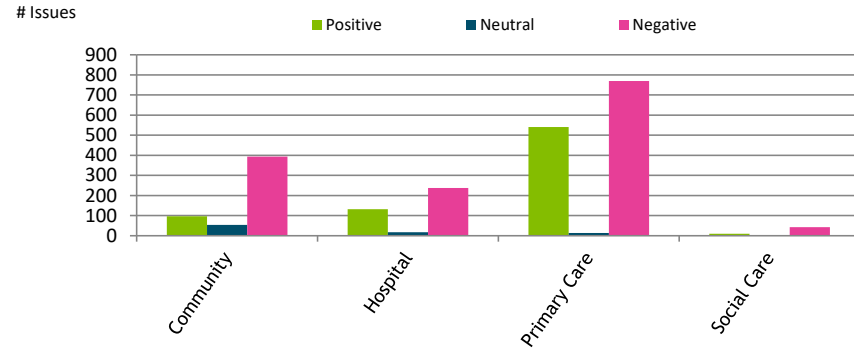
Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart x-axis: Not known, Community Mental Health..., District Nurse/Health Visitor, Mental Health Support, Psychotherapy, A&E, Maternity, Mental Health, Dentist, GP
Y-axis: 0 to 800

Pie chart:
- Not known 2%
- Community Mental Health Team (CMHT) 14%
- District Nurse/Health Visitor 2%
- Mental Health Support 3%
- Psychotherapy 4%
- A&E 3%
- Maternity 6%
- Mental Health 3%
- Dentist 4%
- GP 59%

Legend:
- Not known
- Community Mental Health Team (CMHT)
- District Nurse/Health Visitor
- Mental Health Support
- Psychotherapy
- A&E
- Maternity
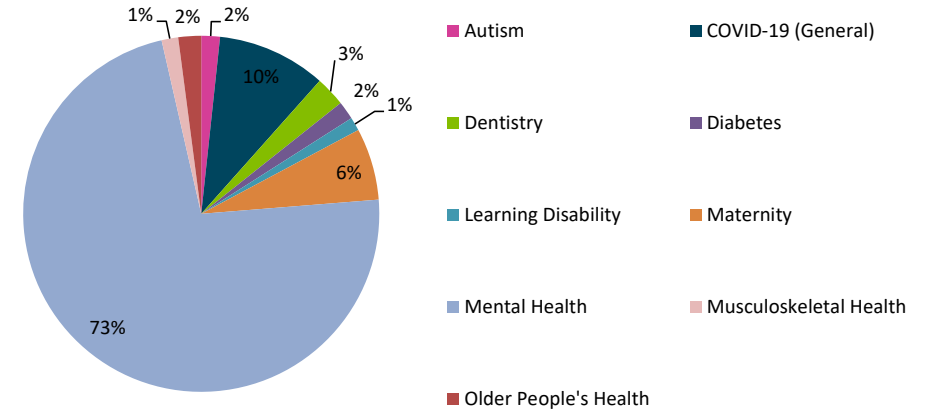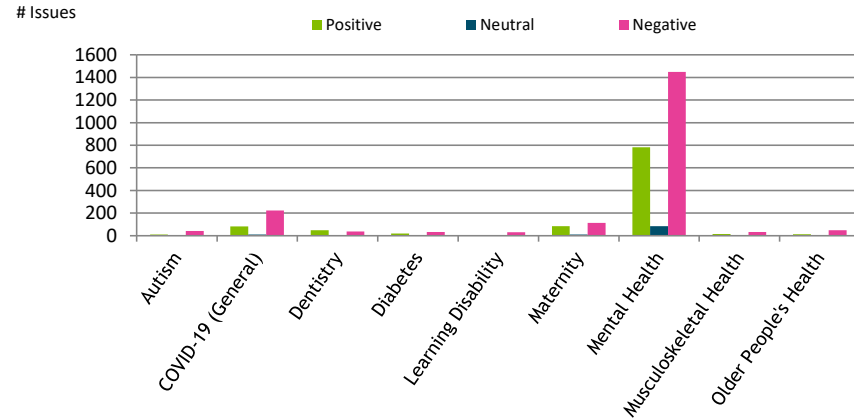- Mental Health
- Dentist
- GP

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

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

Medical conditions/topics receiving the most comments overall

Pie chart percentages:
- 73% Mental Health
- 10% COVID-19 (General)
- 6% Maternity
- 3% Dentistry
- 2% Diabetes
- 2% Autism
- 2% Older People's Health
- 1% Learning Disability
- 1% Musculoskeletal Health

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

3.2 Top Trends: 2316 issues from 507 people

Issues

Legend: Positive, Neutral, Negative

Categories: Communication, Involvement, Administration, Booking, Referral, Medication, Registration, Support, Telephone, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart percentages:
- 7% Communication
- 11% Involvement
- 3% Administration
- 8% Booking
- 2% Referral
- 3% Medication
- 3% Registration
- 19% Support
- 2% Telephone
- 7% Waiting List
- 3% Choice
- 15% Quality
- 17% Staff Attitude

Legend: Communication, Involvement, Administration, Booking, Referral, Medication, Registration, Support, Telephone, Waiting List, Choice, Quality, Staff Attitude
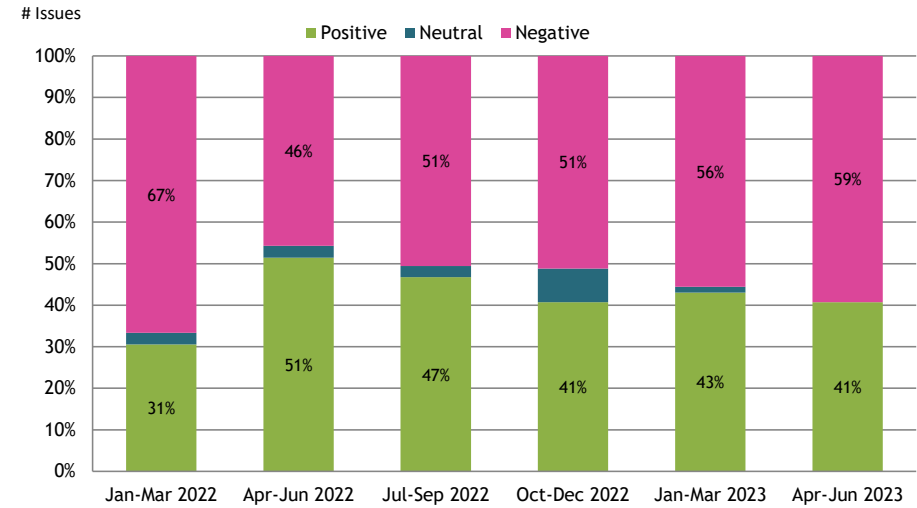
4. Timeline: On the whole, how do people feel about Health and Care services?
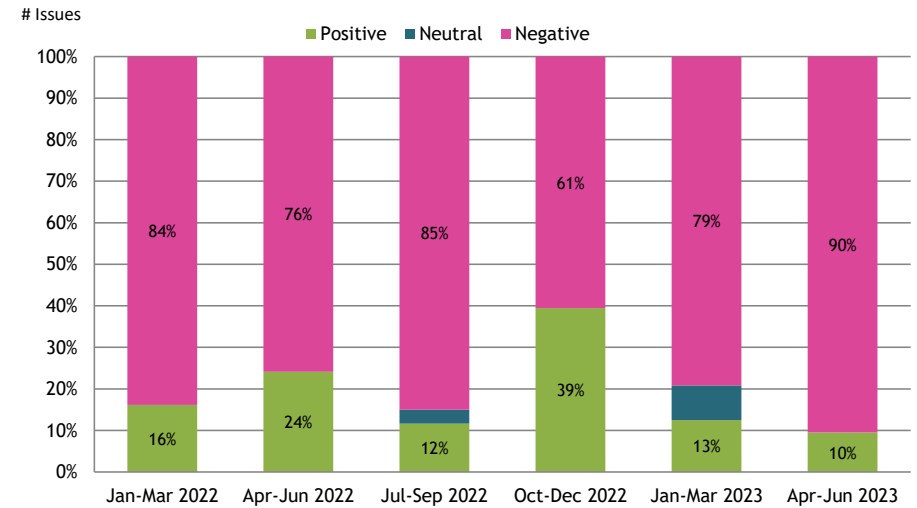
4.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023
Negative	74%	55%	58%	52%	63%	62%
Positive	25%	43%	38%	38%	33%	37%

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

Issues

Legend: Positive | Neutral | Negative

	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023
Negative	67%	46%	51%	51%	56%	59%
Positive	31%	51%	47%	41%	43%	41%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023
Negative	72%	46%	45%	54%	60%	54%
Positive	28%	53%	52%	43%	38%	46%

4.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

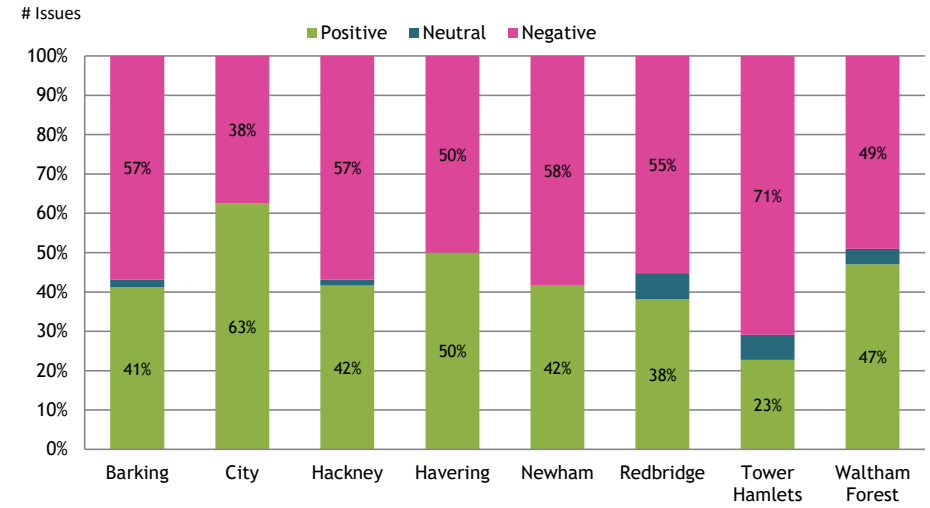|	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023
Negative	84%	76%	85%	61%	79%	90%
Positive	16%	24%	12%	39%	13%	10%

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

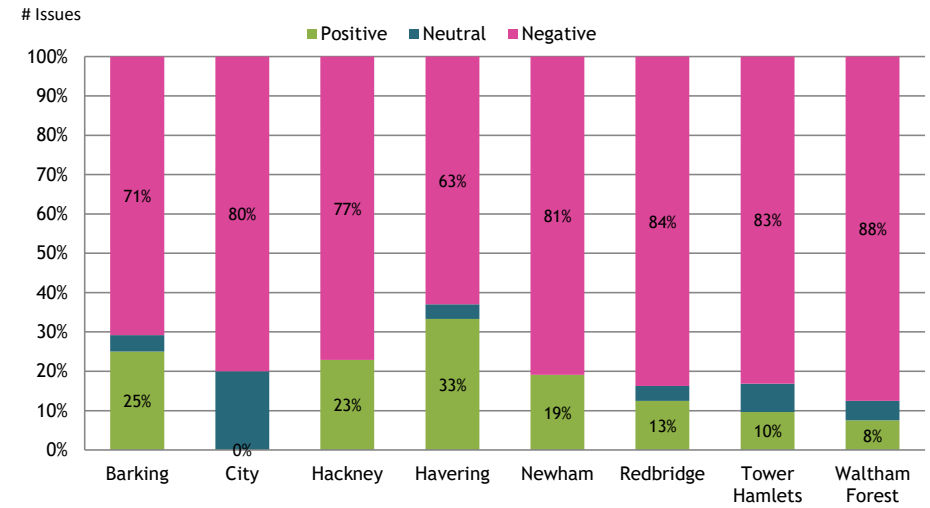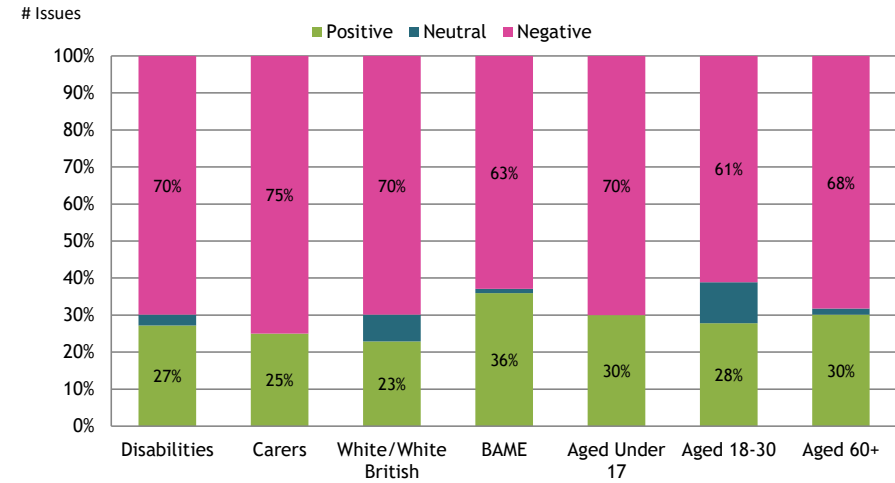Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	37%	59%
City	52%	40%
Hackney	37%	61%
Havering	47%	48%
Newham	34%	66%
Redbridge	29%	66%
Tower Hamlets	19%	75%
Waltham Forest	36%	60%

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	41%	57%
City	63%	38%
Hackney	42%	57%
Havering	50%	50%
Newham	42%	58%
Redbridge	38%	55%
Tower Hamlets	23%	71%
Waltham Forest	47%	49%

5.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	47%	53%
City	67%	33%
Hackney	47%	51%
Havering	56%	42%
Newham	40%	60%
Redbridge	43%	57%
Tower Hamlets	40%	60%
Waltham Forest	43%	53%

5.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	25%	71%
City	0%	80%
Hackney	23%	77%
Havering	33%	63%
Newham	19%	81%
Redbridge	13%	84%
Tower Hamlets	10%	83%
Waltham Forest	8%	88%

6.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Disabilities: 28% Positive, 66% Negative
Carers: 30% Positive, 70% Negative
White/White British: 23% Positive, 67% Negative
BAME: 33% Positive, 64% Negative
Aged Under 17: 16% Positive, 84% Negative
Aged 18-30: 29% Positive, 58% Negative
Aged 60+: 25% Positive, 68% Negative

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

Issues

Legend: Positive | Neutral | Negative

Disabilities: 27% Positive, 70% Negative
Carers: 25% Positive, 75% Negative
White/White British: 23% Positive, 70% Negative
BAME: 36% Positive, 63% Negative
Aged Under 17: 30% Positive, 70% Negative
Aged 18-30: 28% Positive, 61% Negative
Aged 60+: 30% Positive, 68% Negative

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Disabilities: 39% Positive, 59% Negative
Carers: 39% Positive, 61% Negative
White/White British: 33% Positive, 61% Negative
BAME: 51% Positive, 47% Negative
Aged Under 17: 25% Positive, 75% Negative
Aged 18-30: 40% Positive, 40% Negative
Aged 60+: 34% Positive, 61% Negative

6.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Disabilities: 23% Positive, 71% Negative
Carers: 30% Positive, 70% Negative
White/White British: 18% Positive, 75% Negative
BAME: 20% Positive, 77% Negative
Aged Under 17: 50% Positive, 50% Negative
Aged 18-30: 20% Positive, 70% Negative
Aged 60+: 17% Positive, 77% Negative

7. Trends by Borough: Barking

7.1 Service Sector

Issues

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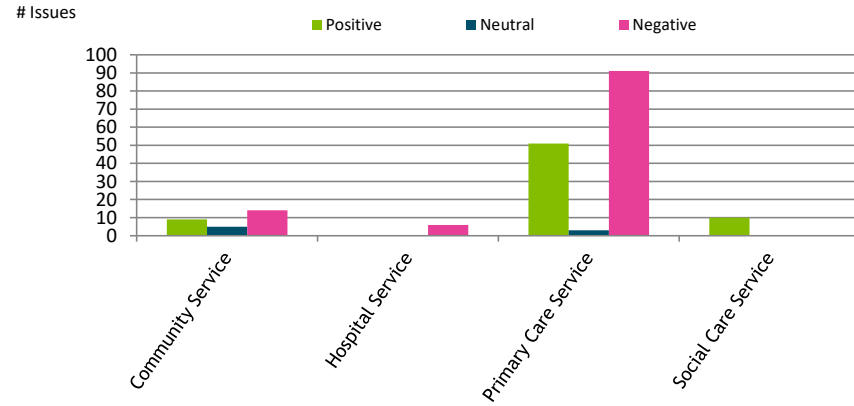
Service sectors receiving the most comments overall

7.2 Service Type

Issues

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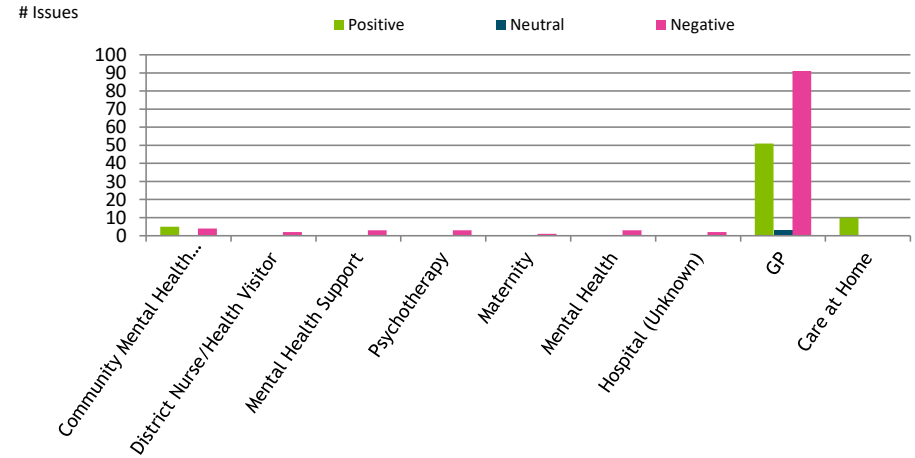
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

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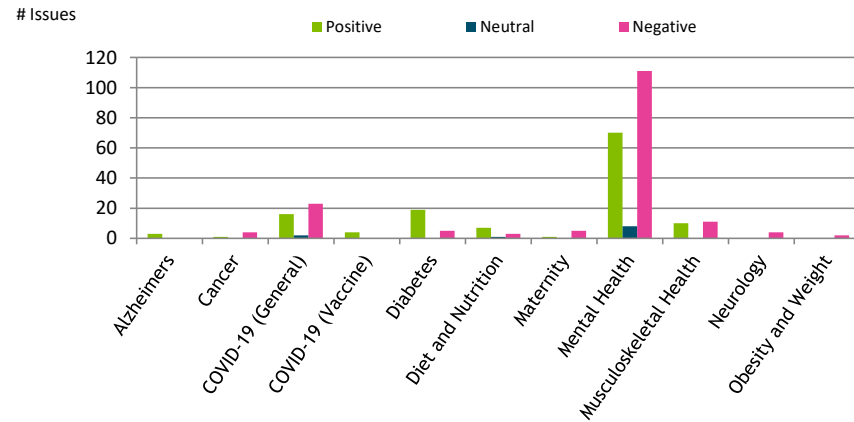
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 189 issues from 44 people
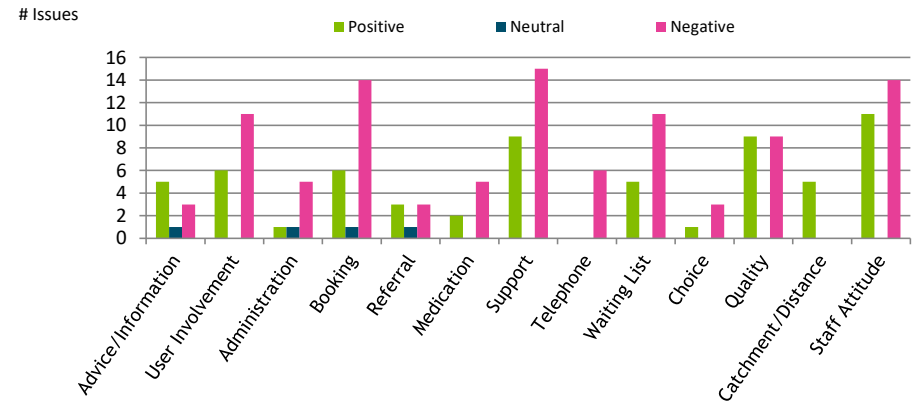
Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

7.5 Service Sector

Issues

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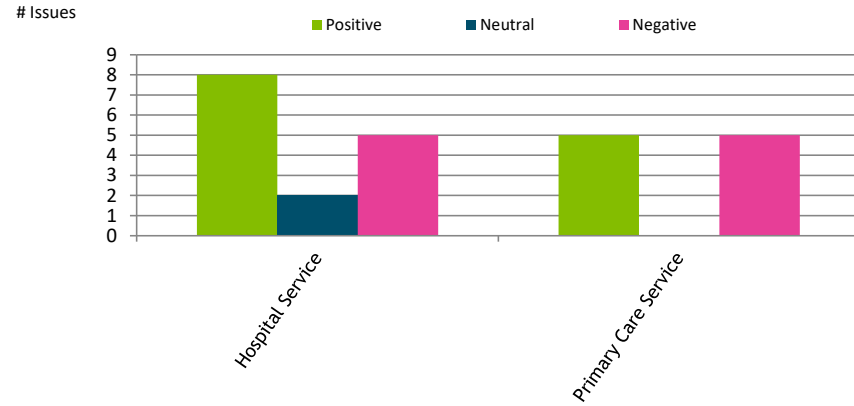
Service sectors receiving the most comments overall

7.6 Service Type

Issues

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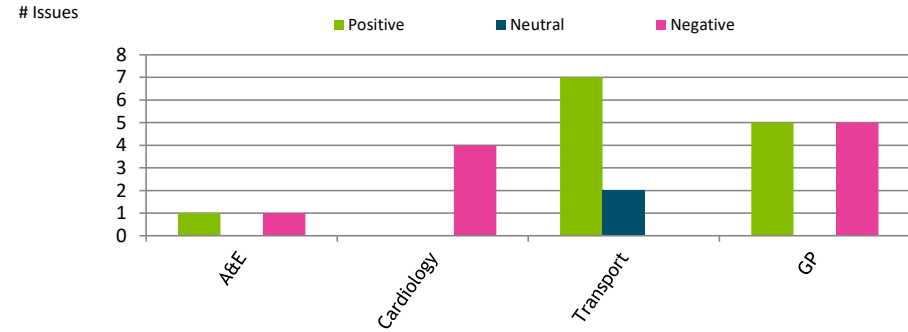
Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

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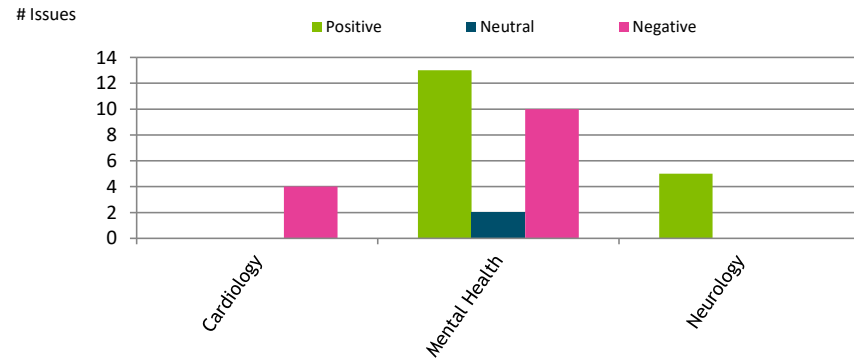
Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 25 issues from 5 people
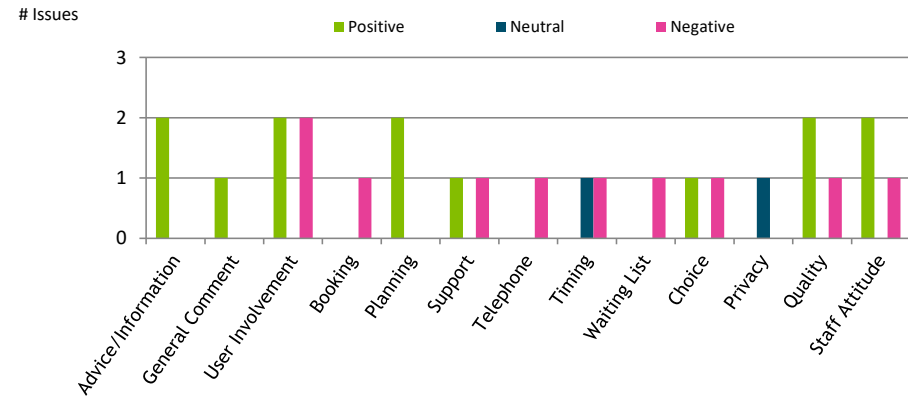
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

7.9 Service Sector

Issues
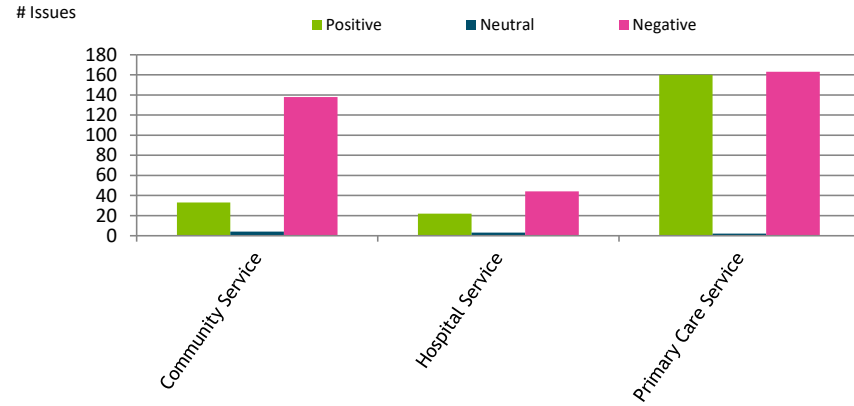
Service sectors receiving the most comments overall

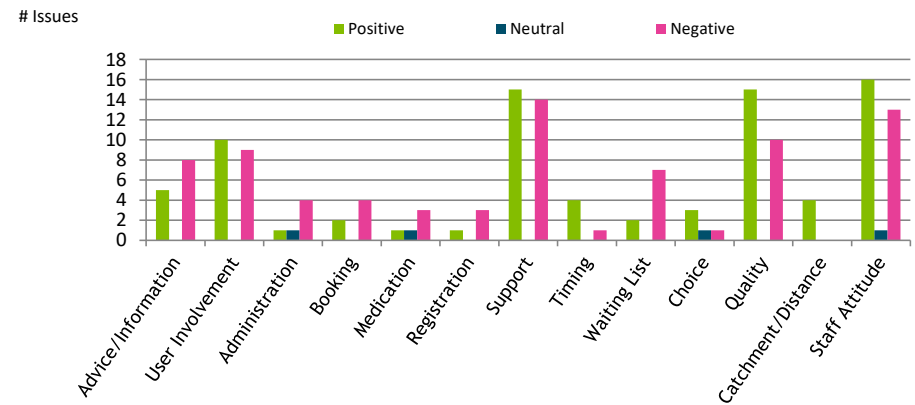**7.10 Service Type**
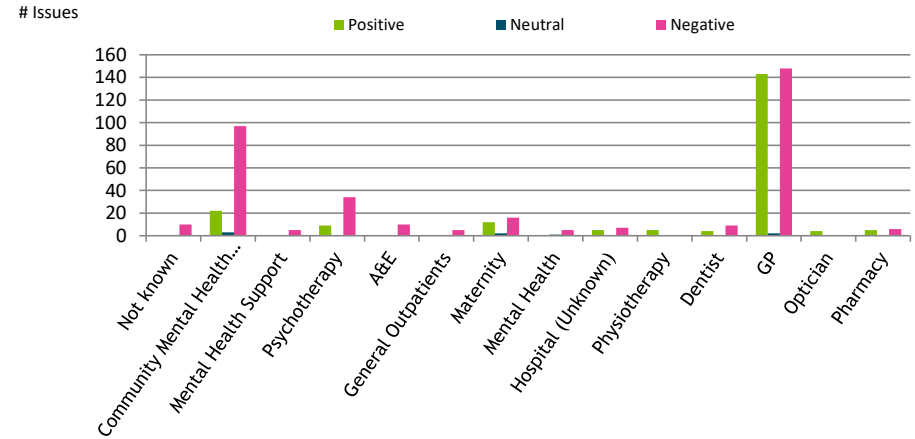
Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics
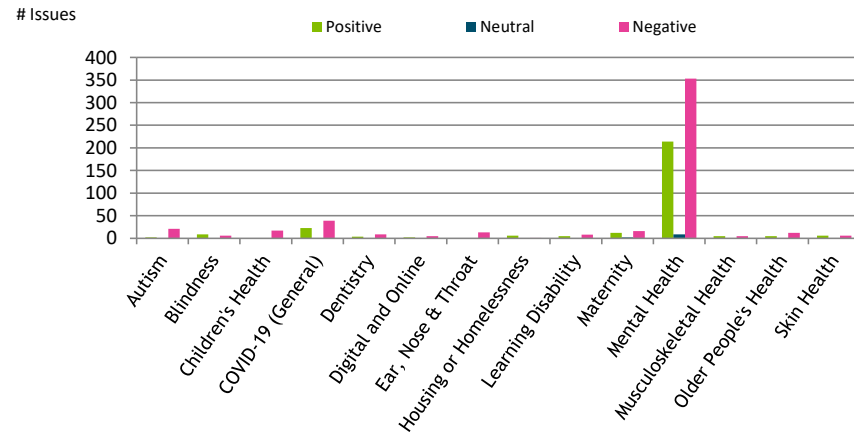
Issues

Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 576 issues from 114 people
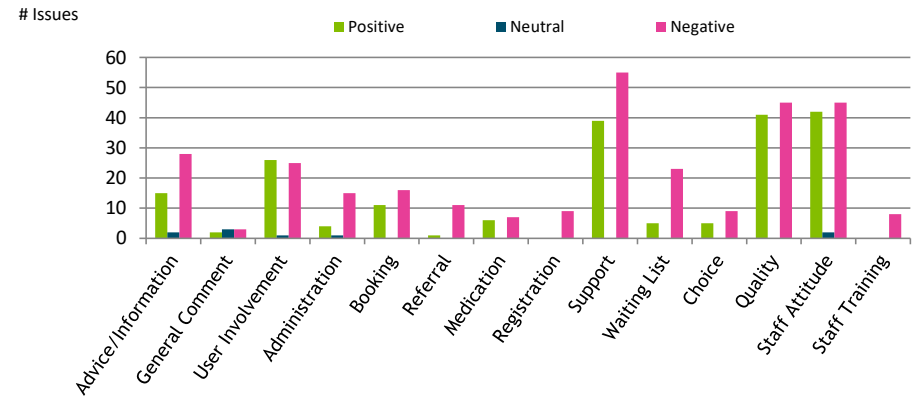
Issues

Issues receiving the most comments overall

7.13 Service Sector

Issues

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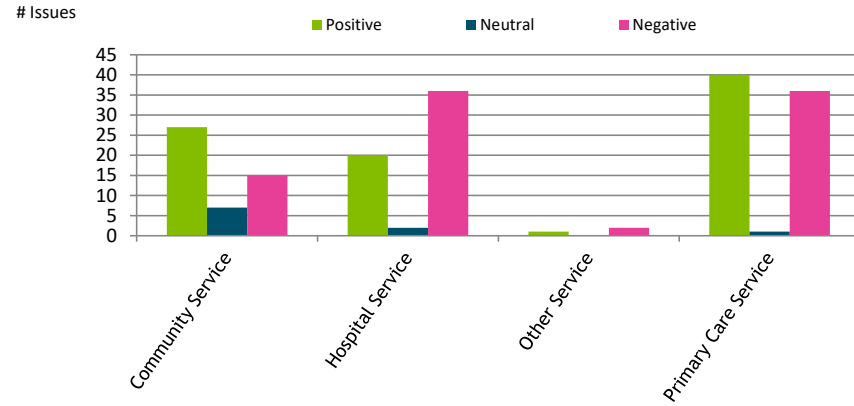
Service sectors receiving the most comments overall

7.14 Service Type

Issues

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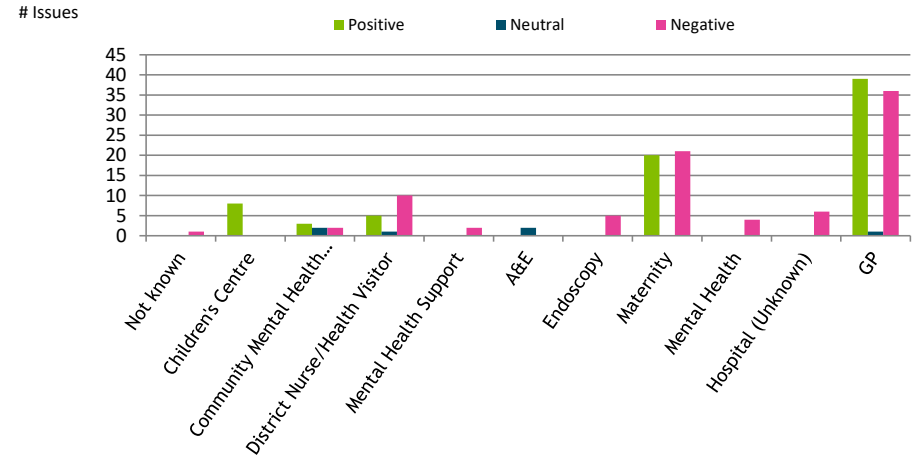
Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

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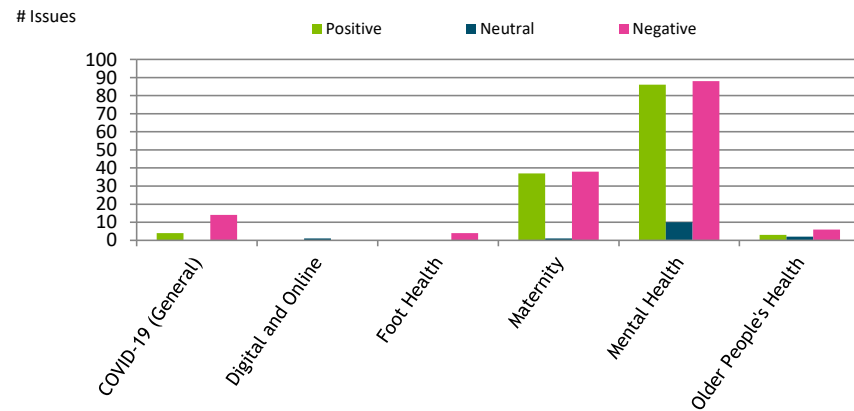
Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 184 issues from 34 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

7.17 Service Sector

Issues
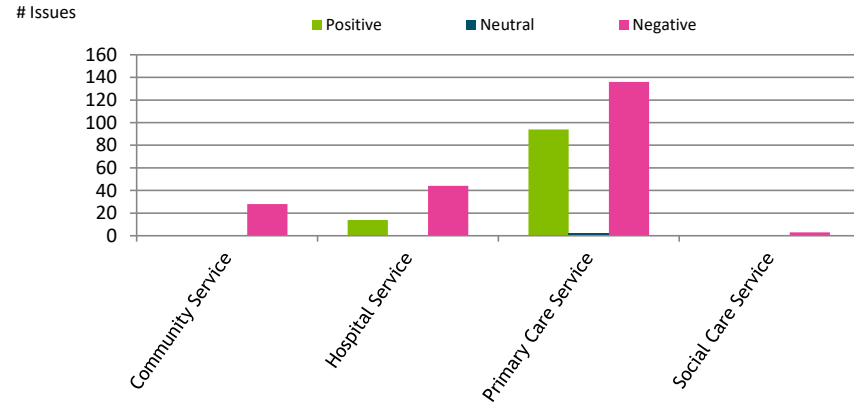
Service sectors receiving the most comments overall

7.18 Service Type
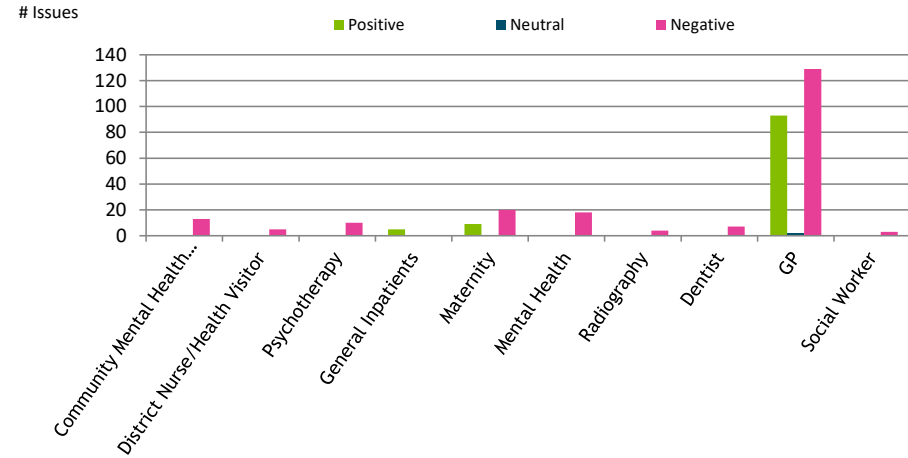
Issues

Service type receiving the most comments overall

7.19 Stated medical conditions/topics
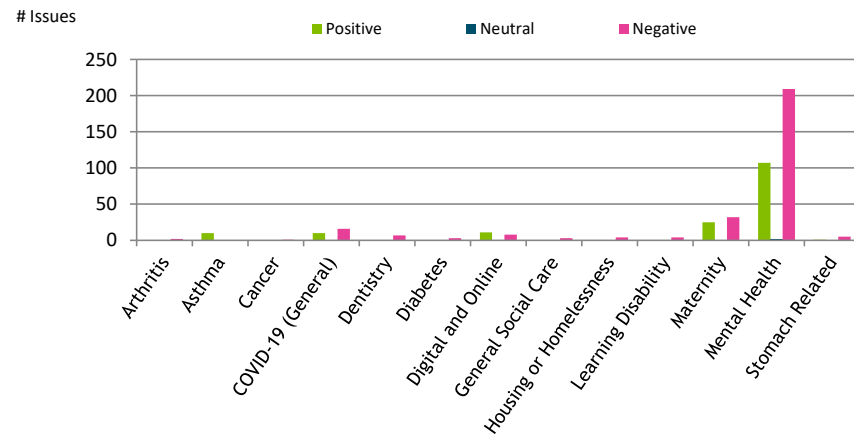
Issues

Medical conditions/topics receiving the most comments overall
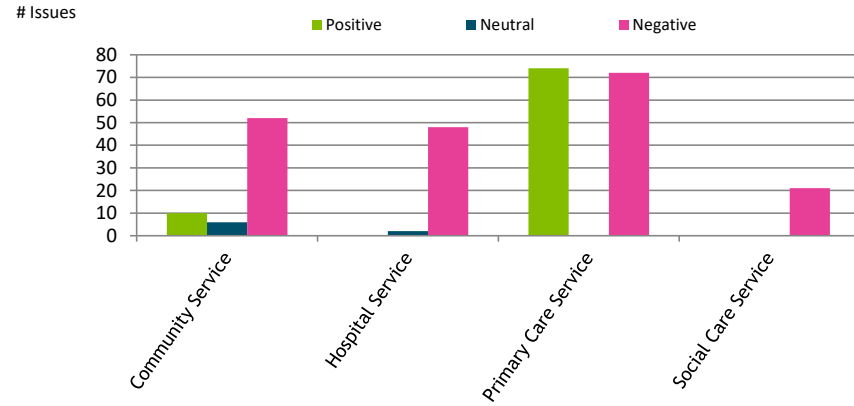
7.20 Top Trends: 318 issues from 62 people
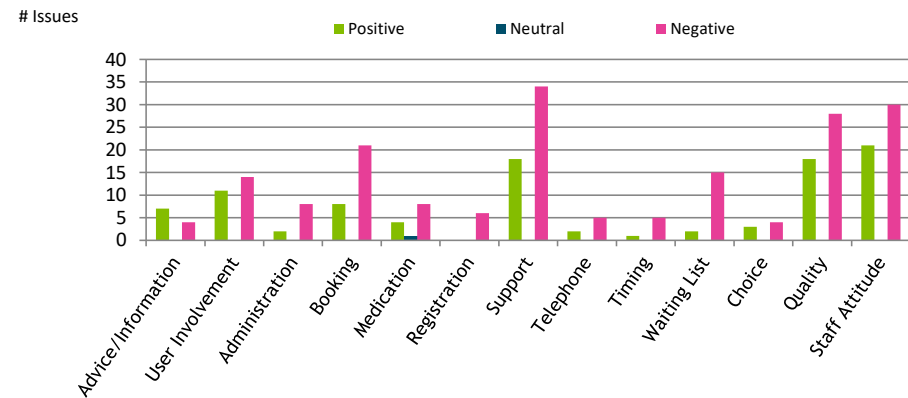
Issues

Issues receiving the most comments overall

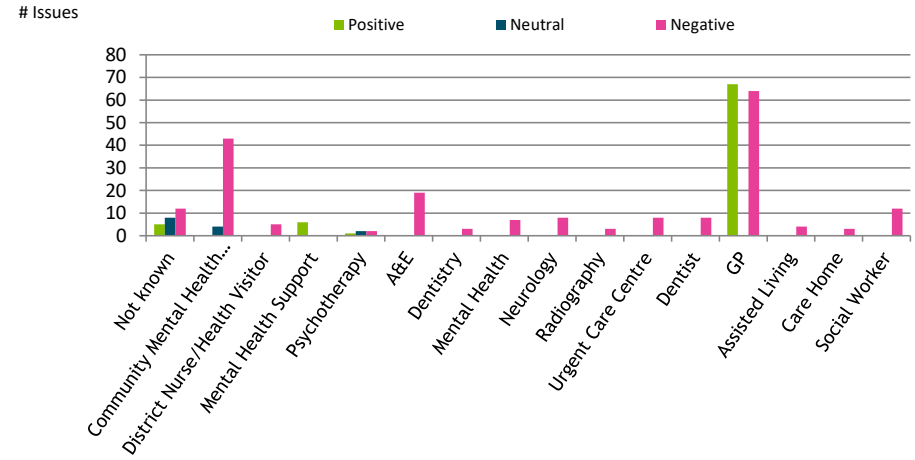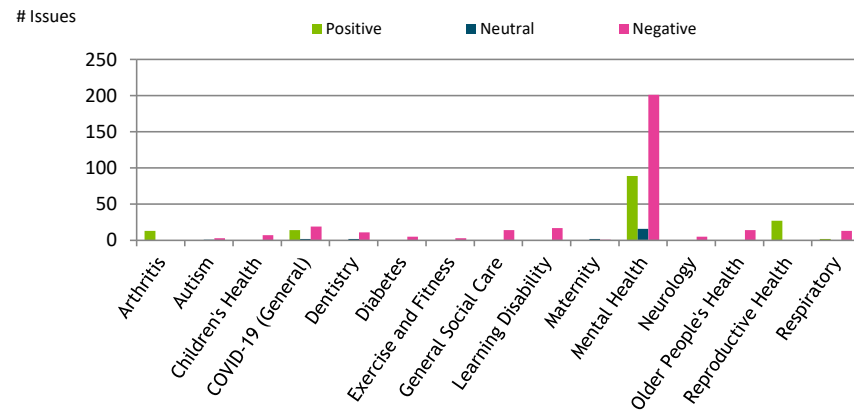**7.21 Service Sector**

Issues

Service sectors receiving the most comments overall

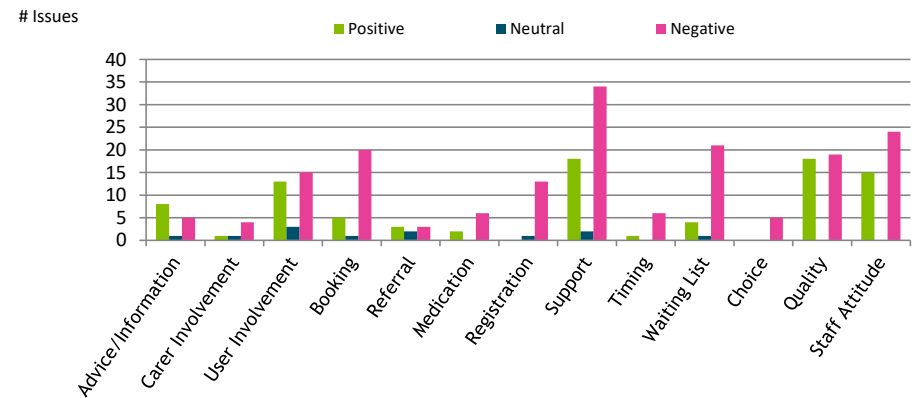**7.22 Service Type**

Issues

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
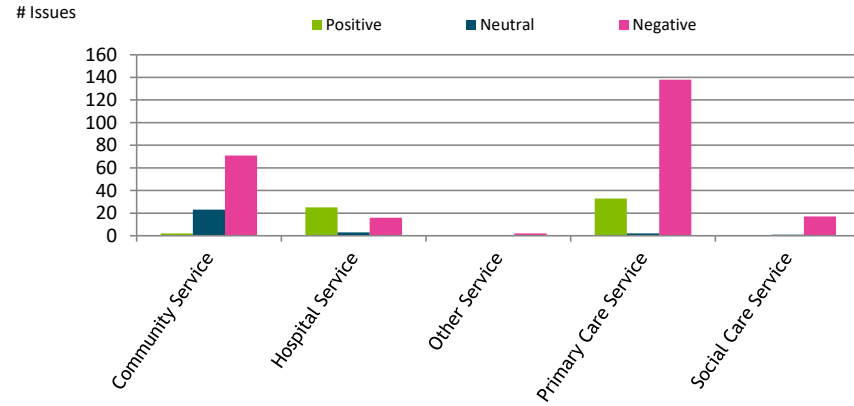
7.24 Top Trends: 306 issues from 79 people

Issues

Issues receiving the most comments overall
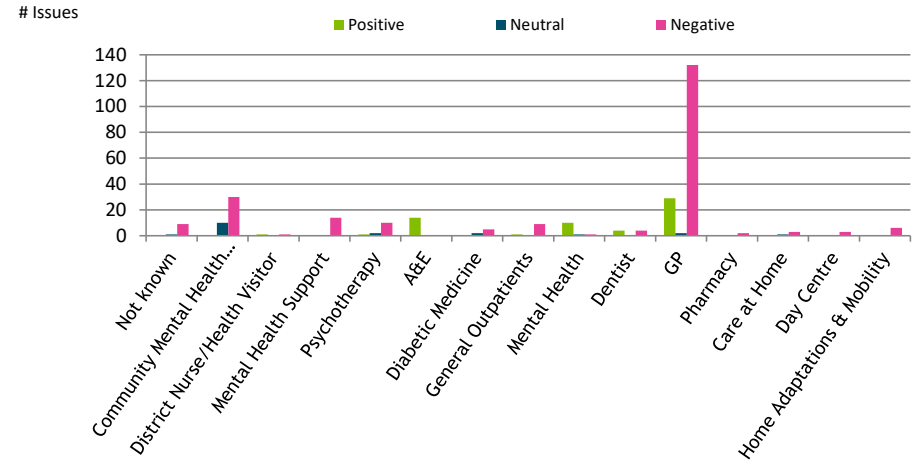
14

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: 316 issues from 83 people

Issues

Issues receiving the most comments overall

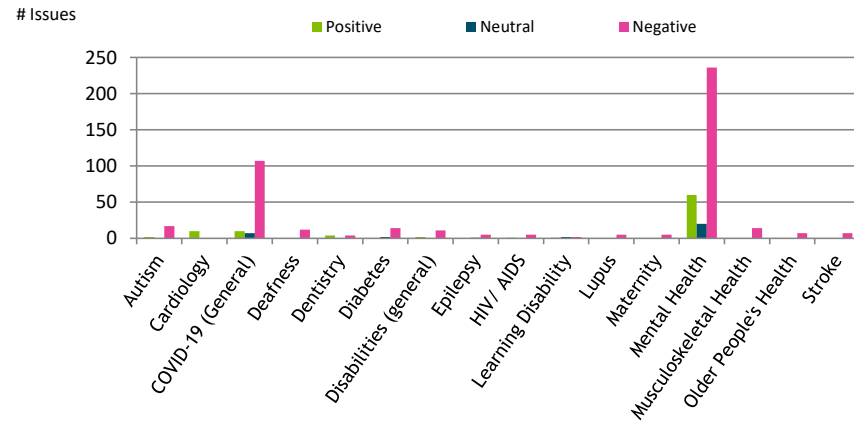**7.29 Service Sector**

Issues

Service sectors receiving the most comments overall
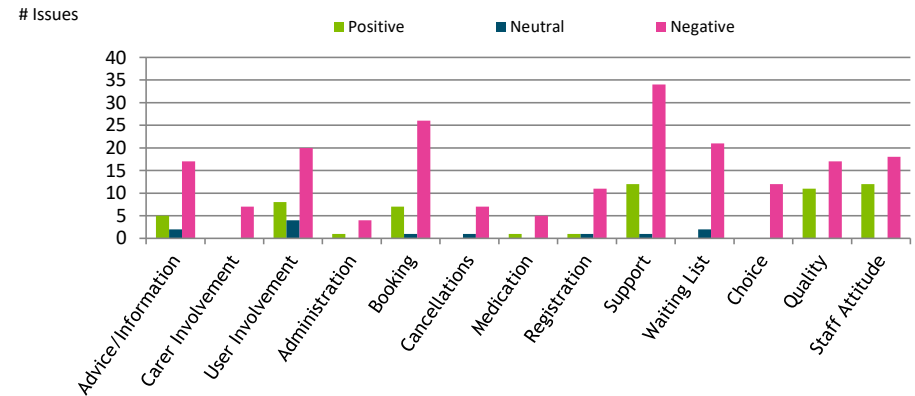
7.30 Service Type

Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

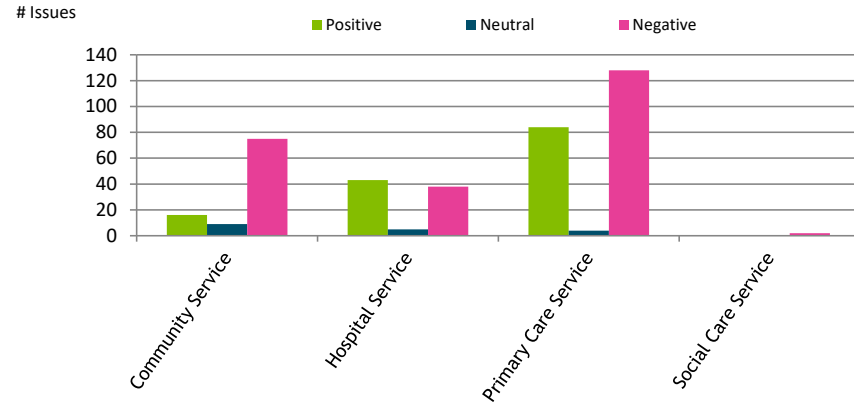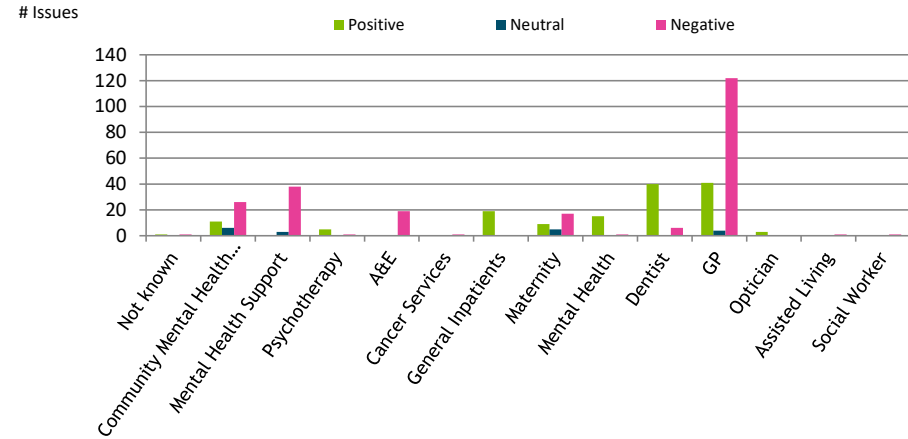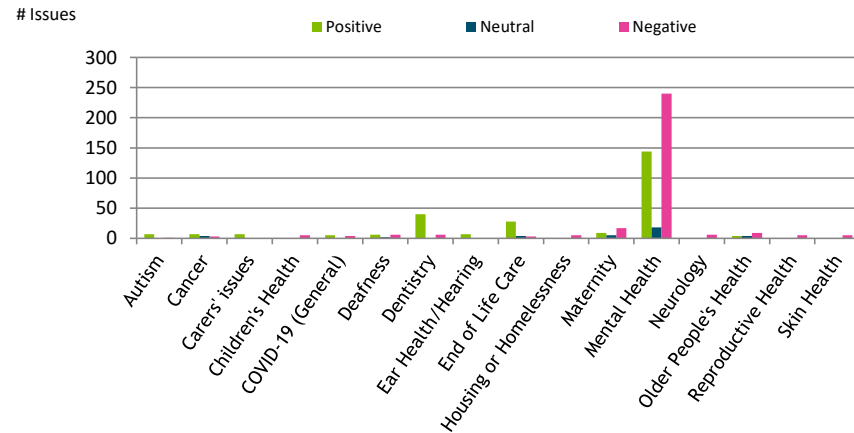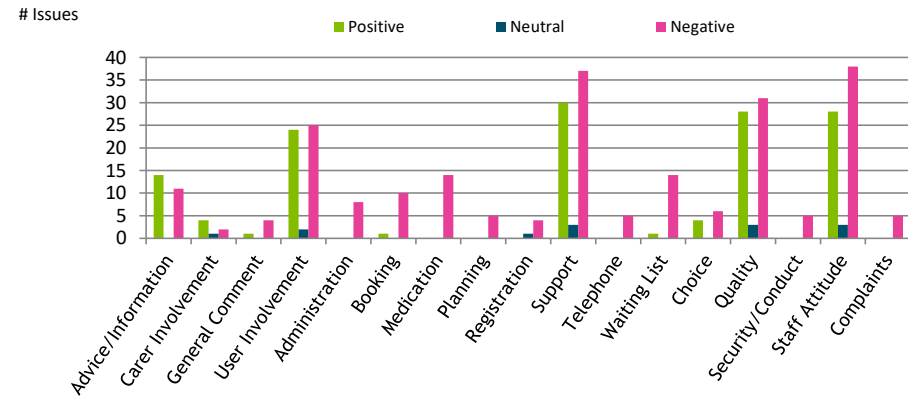**7.32 Top Trends: 402 issues from 86 people**

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.*	61	6	76	143
	Carer Involvement	*Involvement or influence of carers and family members.*	12	2	19	33
	Peer Involvement	*Involvement or Influence of friends.*	2	1	4	7
	General Comment	*A generalised statement (ie; "The doctor was good.")*	6	8	11	25
	User Involvement	*Involvement or influence of the service user.*	100	10	121	231
Systems	Administration	*Administrative processes and delivery.*	9	3	48	60
	Admission	*Physical admission to a hospital ward, or other service.*	1	1	3	5
	Booking	*Ability to book, reschedule or cancel appointments.*	40	3	112	155
	Cancellations	*Cancellation of appointment by the service provider.*	1	1	19	21
	Data Protection	*General data protection (including GDPR).*	2	0	3	5
	Referral	*Referral to a service.*	10	5	27	42
	Medical Records	*Management of medical records.*	0	3	17	20
	Medication	*Prescription and management of medicines.*	16	2	48	66
	Opening Times	*Opening times of a service.*	1	1	2	4
	Planning	*Leadership and general organisation.*	4	1	14	19
	Registration	*Ability to register for a service.*	2	3	47	52
	Support	*Levels of support provided.*	142	6	224	372
	Telephone	*Ability to contact a service by telephone.*	3	1	30	34
	Timing	*Physical timing (ie; length of wait at appointments).*	8	3	21	32
	Waiting List	*Length of wait while on a list.*	19	3	113	135
Values	Choice	*General choice.*	17	1	41	59
	Cost	*General cost.*	2	1	14	17
	Language	*Language, including terminology.*	3	1	3	7
	Nutrition	*Provision of sustainance.*	1	0	2	3
	Privacy	*Privacy, personal space and property.*	4	3	4	11
	Quality	*General quality of a service, or staff.*	142	3	160	305
	Sensory	*Deaf/blind or other sensory issues.*	1	0	1	2
	Stimulation	*General stimulation, including access to activities.*	3	0	4	7

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).*	11	1	2	14
	Environment/Layout	*Physical environment of a service.*	4	0	6	10
	Equipment	*General equipment issues.*	2	1	3	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	3	1	5	9
	Hygiene	*Levels of hygiene and general cleanliness.*	4	0	4	8
	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	12	12
	Staff Attitude	*Attitude, compassion and empathy of staff.*	147	6	183	336
	Complaints	*Ability to log and resolve a complaint.*	0	0	14	14
	Staff Training	*Training of staff.*	0	3	17	20
	Staffing Levels	*General availability of staff.*	0	1	3	4
	Total:		**783**	**85**	**1448**	**2316**

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