

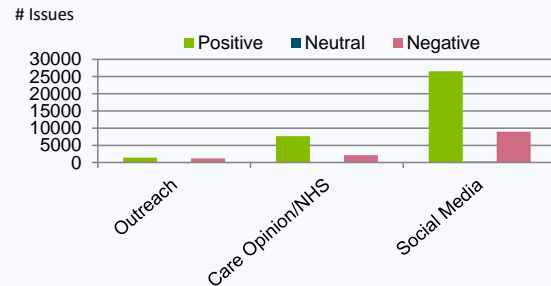
# GP Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2025

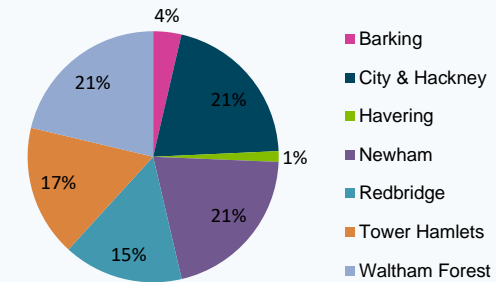
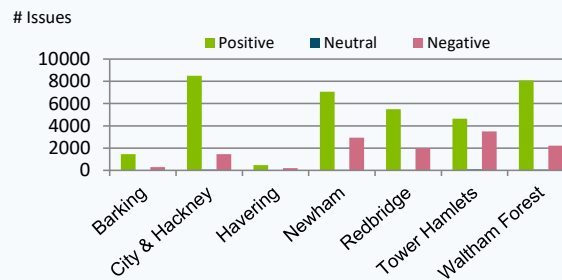
Community Insight  
Analysis



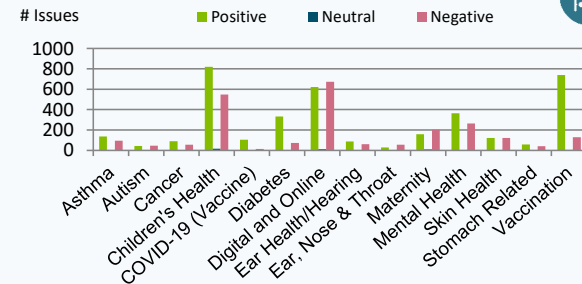
## 1. Top Source: 48680 issues from 11338 people



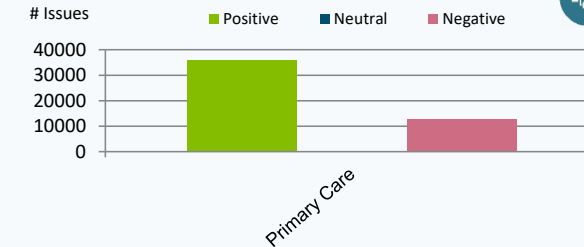
## 2. Feedback by Borough



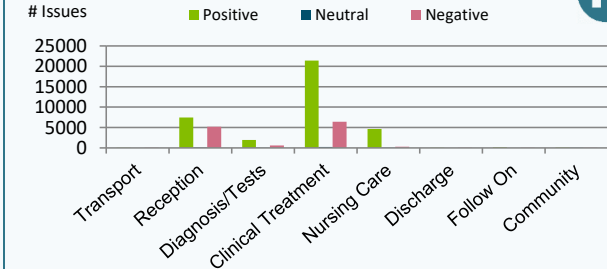
## 3. Top Conditions/Topics



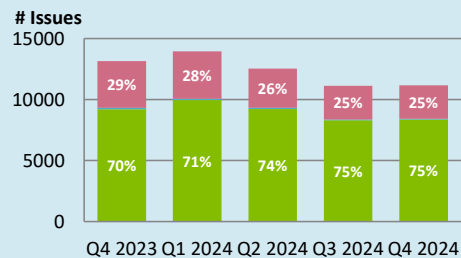
## 4. Service Sector



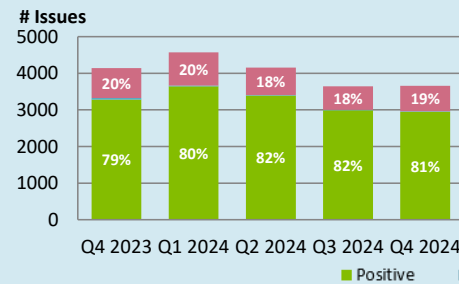
## 5. Clinical Care Pathway



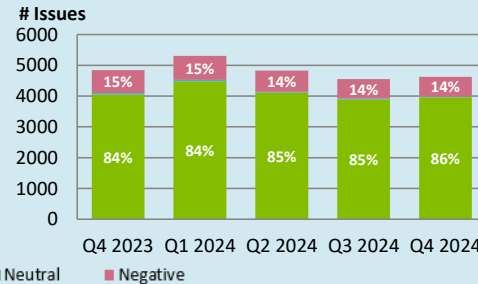
## 6.1 Timeline: Overall Sentiment



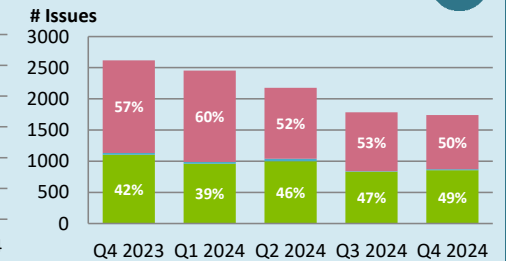
## 6.2 Timeline: Involvement



## 6.3 Timeline: Quality

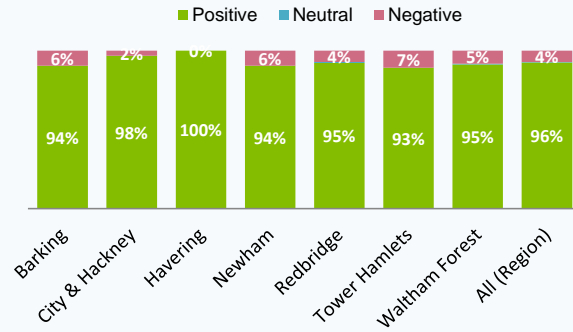


## 6.4 Timeline: Access

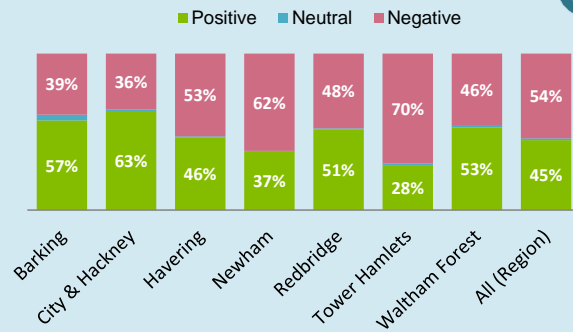




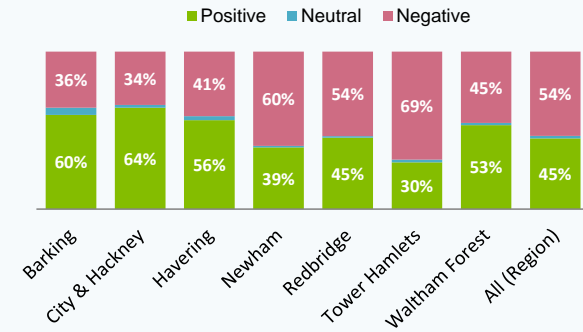
### 7.3.4 Quality: Staff Attitude (Nurses)



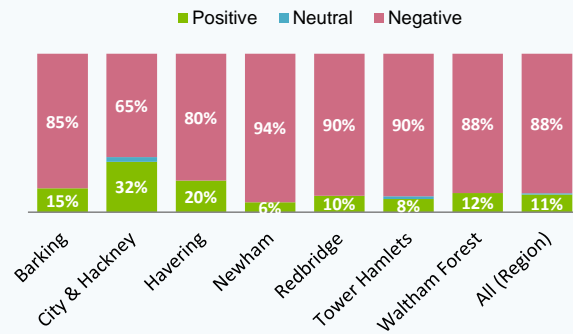
### 7.4 Sentiment by Borough: Access



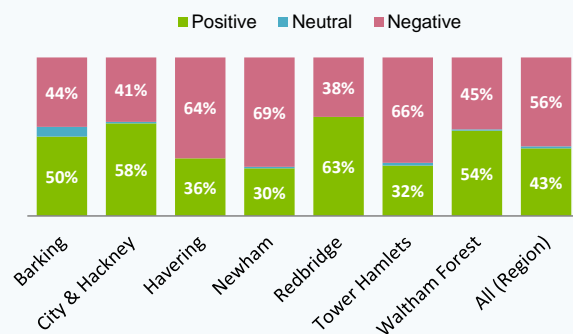
### 7.4.1 Access: Booking



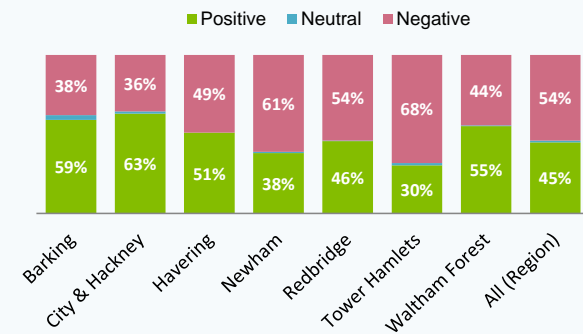
### 7.4.2 Access: Telephones



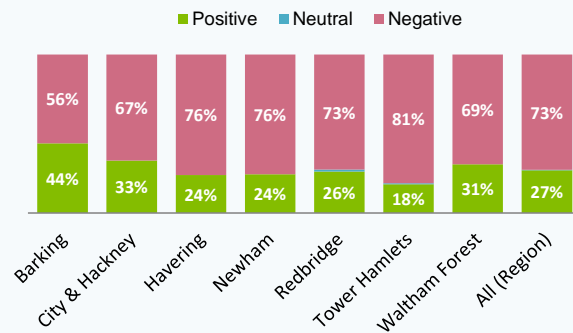
### 7.4.3 Access: Online Systems



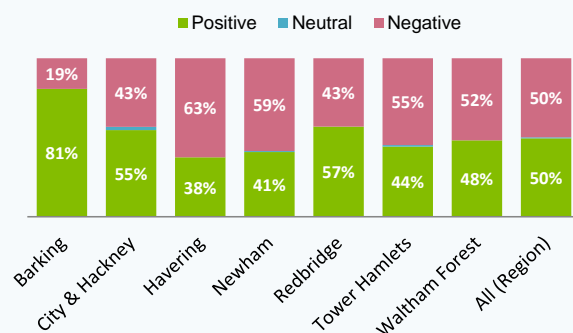
### 7.4.4 Access: Waiting Lists



### 7.5 Administration



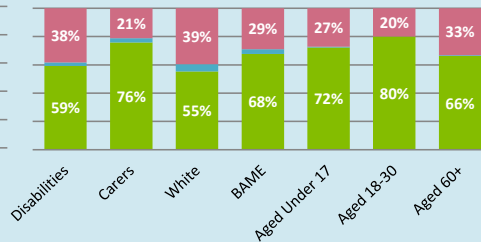
### 7.6 Repeat Prescriptions



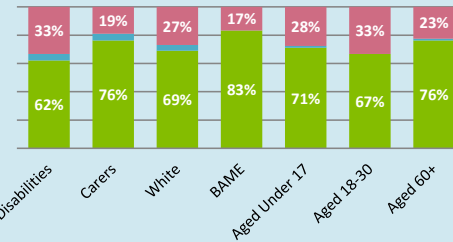
### 8.1 Sentiment by Equalities: Overall



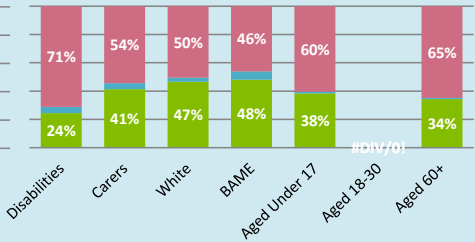
### 8.2 Sentiment by Equalities: Involvement



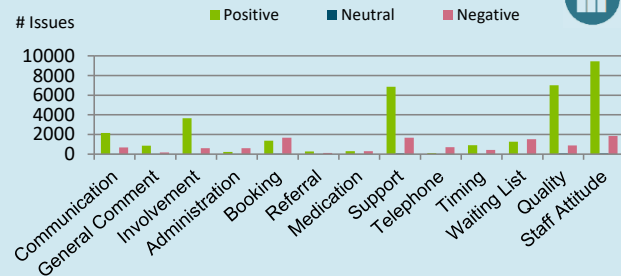
### 8.3 Sentiment by Equalities: Quality



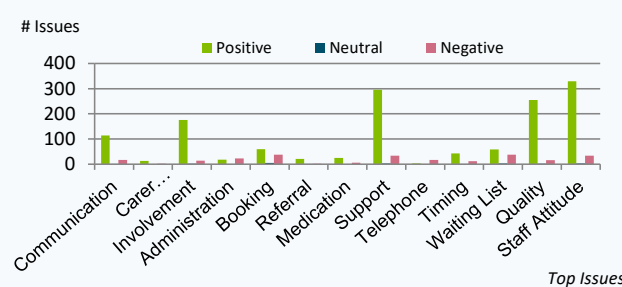
### 8.4 Sentiment by Equalities: Access



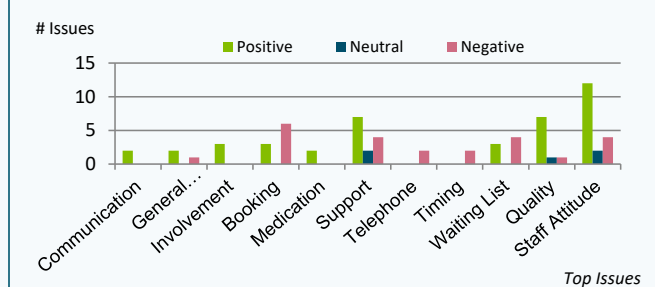
### 9. Top Issues



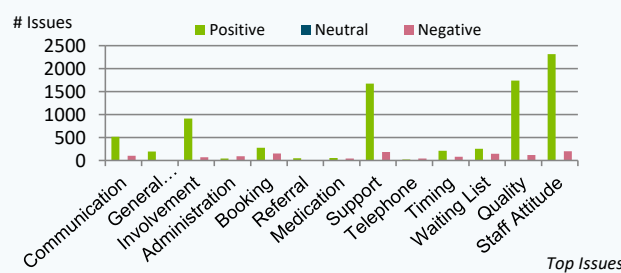
### 9.1 Barking: 1763 issues from 343 people



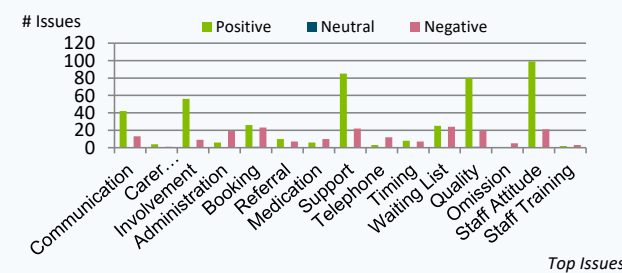
### 9.2 City of London: 70 issues from 19 people



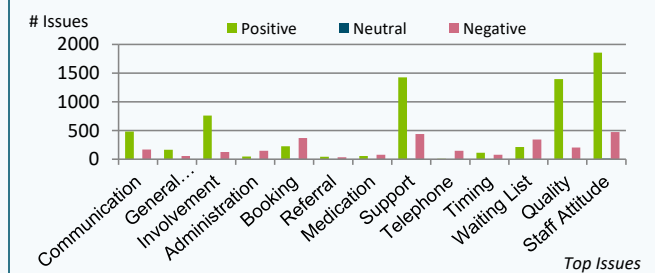
### 9.3 Hackney: 10039 issues from 2234 people



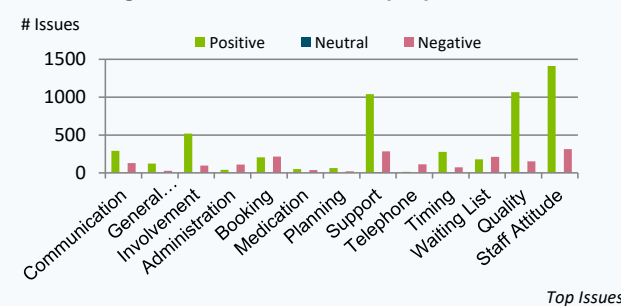
### 9.4 Havering: 669 issues from 125 people



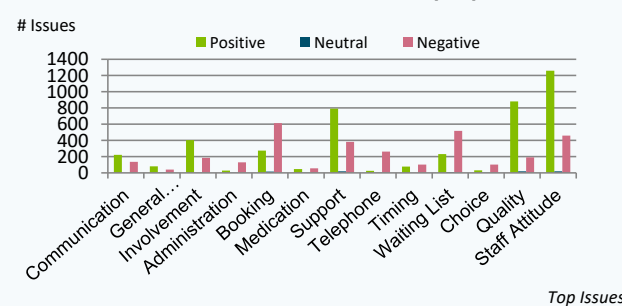
### 9.5 Newham: 10058 issues from 2424 people



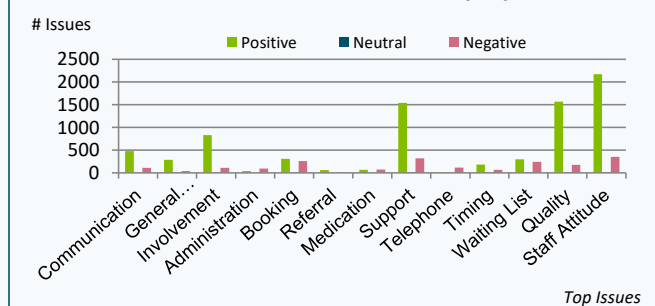
### 9.6 Redbridge: 7502 issues from 1818 people



### 9.7 Tower Hamlets: 8231 issues from 1903 people



### 9.8 Waltham Forest: 10348 issues from 2472 people



## 10. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	Communication, including access to advice and information.	2154	3	679
	Carer Involvement	Involvement or influence of carers and family members.	197	0	30
	Peer Involvement	Involvement or Influence of friends.	1	0	0
	General Comment	A generalised statement (ie; "The doctor was good.")	862	21	174
	User Involvement	Involvement or influence of the service user.	3661	6	617
Systems	Administration	Administrative processes and delivery.	228	3	617
	Admission	Physical admission to a hospital ward, or other service.	0	0	0
	Booking	Ability to book, reschedule or cancel appointments.	1378	45	1681
	Cancellations	Cancellation of appointment by the service provider.	0	0	74
	Data Protection	General data protection (including GDPR).	1	1	20
	Referral	Referral to a service.	278	2	121
	Medical Records	Management of medical records.	8	1	45
	Medication	Prescription and management of medicines.	302	4	302
	Opening Times	Opening times of a service.	17	2	29
	Planning	Leadership and general organisation.	178	2	91
	Registration	Ability to register for a service.	50	5	72
	Support	Levels of support provided.	6858	63	1668
	Telephone	Ability to contact a service by telephone.	90	7	713
	Timing	Physical timing (ie; length of wait at appointments).	913	13	422
	Waiting List	Length of wait while on a list.	1266	28	1526
Values	Choice	General choice.	133	3	228
	Cost	General cost.	2	0	36
	Language	Language, including terminology.	37	3	41
	Nutrition	Provision of sustenance.	4	0	4
	Privacy	Privacy, personal space and property.	7	0	27
	Quality	General quality of a service, or staff.	6995	59	878
	Sensory	Deaf/blind or other sensory issues.	8	2	9
	Stimulation	General stimulation, including access to activities.	20	2	4

## 10. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Environment	Catchment/Distance	Distance to a service (and catchment area for eligibility).	152	3	22
	Environment/Layout	Physical environment of a service.	192	2	60
	Equipment	General equipment issues.	20	2	24
	Hazard	General hazard to safety (ie; a hospital wide infection).	0	1	14
	Hygiene	Levels of hygiene and general cleanliness.	158	1	17
	Mobility	Physical mobility to, from and within services.	14	1	12
	Travel/Parking	Ability to travel or park.	9	1	9
Staff	Omission	General omission (ie; transport did not arrive).	1	0	131
	Security/Conduct	General security of a service, including conduct of staff.	0	0	39
	Staff Attitude	Attitude, compassion and empathy of staff.	9453	67	1857
	Complaints	Ability to log and resolve a complaint.	13	0	77
	Staff Training	Training of staff.	70	4	160
	Staffing Levels	General availability of staff.	2	1	60
Total:			35732	358	12590
Total Issues:			48680		

Community Insight is a partnership between Healthwatch and the NHS in North East London, with support from Local Voice.

All statistics within this analysis are based on qualitative feedback, obtained from sources outlined in section 1.

