The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Hackney

Community*Insight*

Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local health, social care and community services.

Qualitative Feedback, 1 January - 31 March 2025

healthwatch Hackney

Index and overview of findings

897

Data Source

This report is based on the experience of 897 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.

83%

Overall Satisfaction

Overall satisfaction is at 83% positive, 16% negative and 1% neutral, according to feedback.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication.

87%

Information, Involvement and Support

Satisfaction is at 87% positive, 12% negative and 1% neutral, comments suggest.

This quarter, complaints are down by 3% on user involvement, and by 1% on support and communication. More on page 5.

91%

Quality and Empathy

According to comments, satisfaction is at 91% positive and 9% negative.

Good levels of quality and empathy continue to be reported. *More on page 5.*

63%

Access to Services

Satisfaction is at 63% positive, 34% negative and 3% neutral.

This quarter, complaints are down by 16% on waiting times, by 14% on telephone access and by 12% on ability to book appointments. More on page 5.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

"I had to wait about 40 minutes after my appointment time to be seen, but the doctor was fantastic. Extremely thorough and went out of her way to explain everything to me."

576

GP Services

Satisfaction is at 87% positive, 12% negative and 1% neutral, according to feedback.

567 people comment on GP services. Feedback suggests patients continue to receive good quality, compassionate treatment and care, with good levels of involvement and support. More on page 9.

123

Dentists

Comments suggest satisfaction is at 86% positive and 14% negative.

123 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.

43

Homerton University Hospital

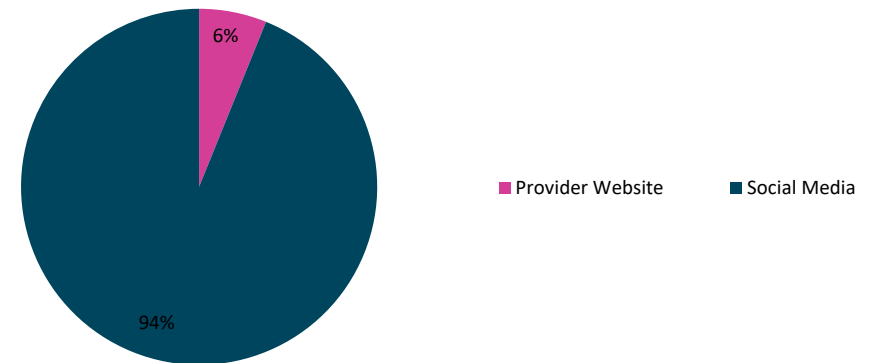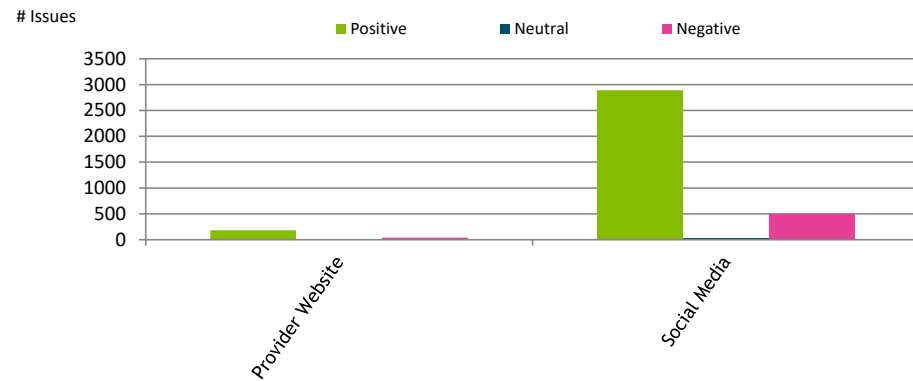*Satisfaction is at 51% positive and 49% negative, comments suggest.*

43 people comment this quarter. Experiences reflect good quality treatment and care, on the whole. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication, empathy and involvement. More on page 11.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.
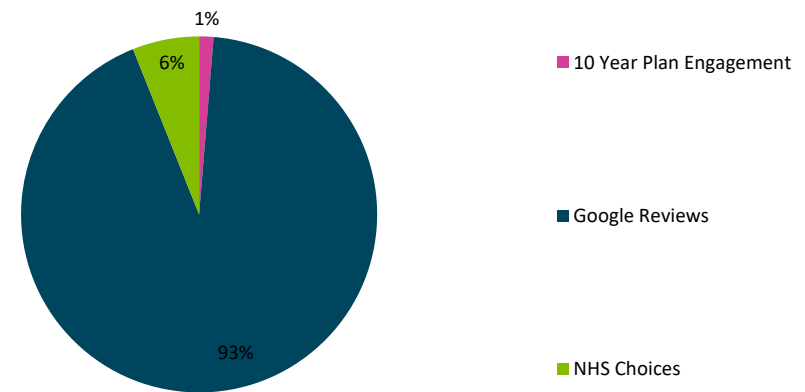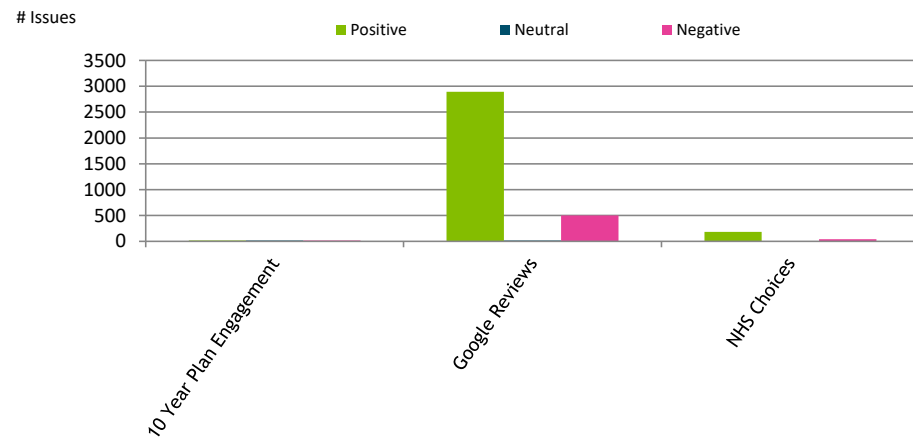
1. Data Source: Where did we collect the feedback?

1.1 Source: 3683 issues from 897 people

Issues

Legend: Positive · Neutral · Negative

Bar chart categories: Provider Website, Social Media
(Y-axis: 0 to 3500)

Sources providing the most comments overall

Pie chart:
- Provider Website: 6%
- Social Media: 94%

1.2 Origin

Issues

Legend: Positive · Neutral · Negative

Bar chart categories: 10 Year Plan Engagement, Google Reviews, NHS Choices
(Y-axis: 0 to 3500)

Origins providing the most comments overall

Pie chart:
- 10 Year Plan Engagement: 1%
- Google Reviews: 93%
- NHS Choices: 6%

4

2. Health and Care Services: Which service aspects are people most commenting on?

2.1 Top Trends: 3680 issues from 896 people

Legend: Positive, Neutral, Negative

Issues (bar chart categories): Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Booking
- Medication
- Support
- Telephone
- Timing
- Waiting List
- Quality
- Staff Attitude

Pie values: 6%, 1%, 2%, 10%, 1%, 3%, 1%, 20%, 1%, 3%, 3%, 21%, 28%

Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

2.2 Stated medical conditions

Legend: Positive, Neutral, Negative

Issues (bar chart categories): Children's Health, Dentistry, Diabetes, Digital and Online, Ear Health/Hearing, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Renal, Sexual Health, Skin Health, Vaccination

Pie chart legend:
- Children's Health
- Dentistry
- Diabetes
- Digital and Online
- Ear Health/Hearing
- Eye Health
- Maternity
- Mental Health
- Musculoskeletal Health
- Older People's Health
- Renal
- Sexual Health
- Skin Health
- Vaccination

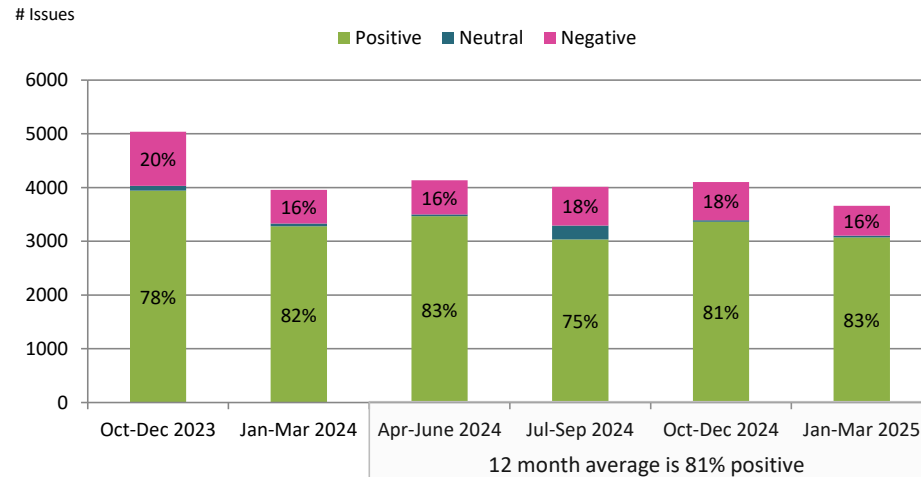Pie values: 6%, 46%, 1%, 3%, 1%, 20%, 3%, 4%, 2%, 3%, 1%, 6%, 3%, 1%
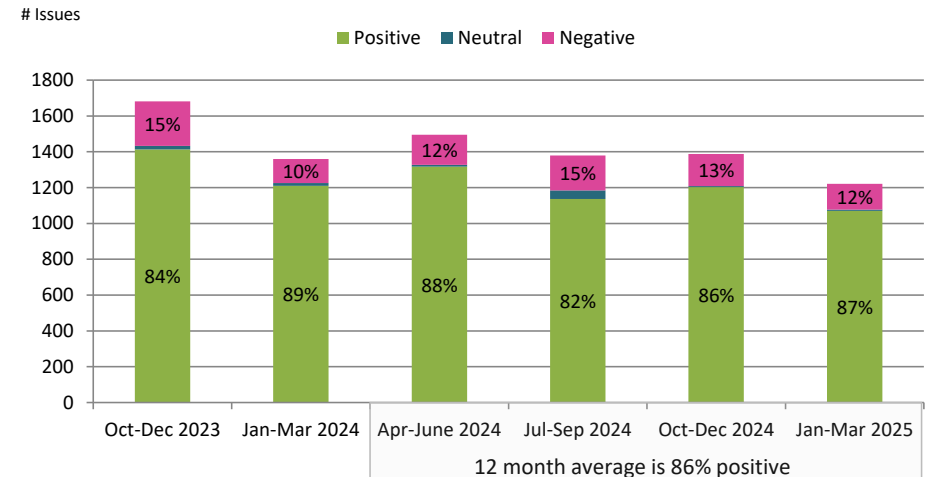
Medical conditions receiving the most comments overall

5

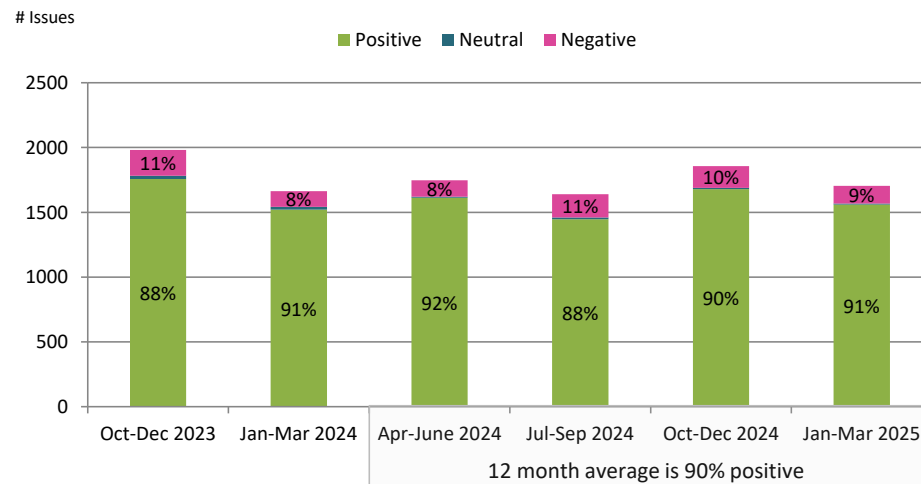## 3. Timeline: On the whole, how do people feel about Health and Care services?
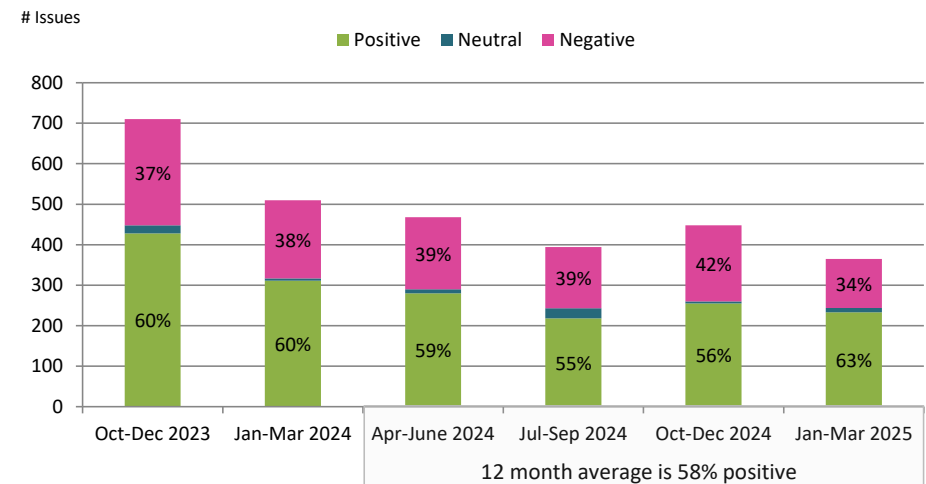
3.1 How do people feel about services overall?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Oct-Dec 2023	78%	20%
Jan-Mar 2024	82%	16%
Apr-June 2024	83%	16%
Jul-Sep 2024	75%	18%
Oct-Dec 2024	81%	18%
Jan-Mar 2025	83%	16%

12 month average is 81% positive

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Oct-Dec 2023	84%	15%
Jan-Mar 2024	89%	10%
Apr-June 2024	88%	12%
Jul-Sep 2024	82%	15%
Oct-Dec 2024	86%	13%
Jan-Mar 2025	87%	12%

12 month average is 86% positive

3.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Oct-Dec 2023	88%	11%
Jan-Mar 2024	91%	8%
Apr-June 2024	92%	8%
Jul-Sep 2024	88%	11%
Oct-Dec 2024	90%	10%
Jan-Mar 2025	91%	9%

12 month average is 90% positive

3.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Oct-Dec 2023	60%	37%
Jan-Mar 2024	60%	38%
Apr-June 2024	59%	39%
Jul-Sep 2024	55%	39%
Oct-Dec 2024	56%	42%
Jan-Mar 2025	63%	34%

12 month average is 58% positive

4.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Service sectors receiving the most comments overall

Pie chart legend: Hospital Service, Primary Care Service
- 6% (Hospital Service)
- 94% (Primary Care Service)

4.2 Service Type

Issues

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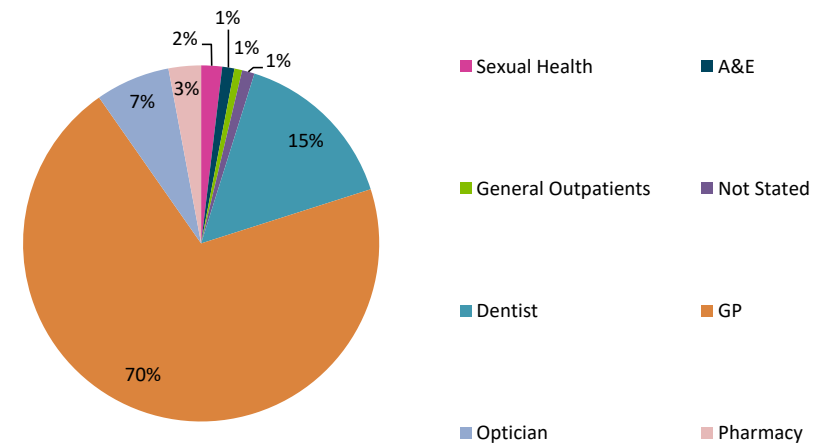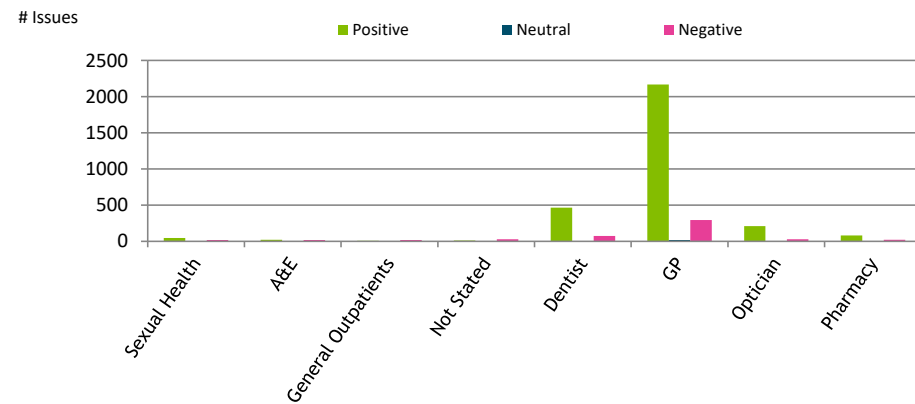
Service type receiving the most comments overall

Pie chart legend: Sexual Health, A&E, General Outpatients, Not Stated, Dentist, GP, Optician, Pharmacy
- 1%
- 2%
- 1%
- 1%
- 3%
- 7%
- 15%
- 70%

4. Trends: Which services are people most commenting on?

4.3 Services

Issues

Legend: Positive · Neutral · Negative
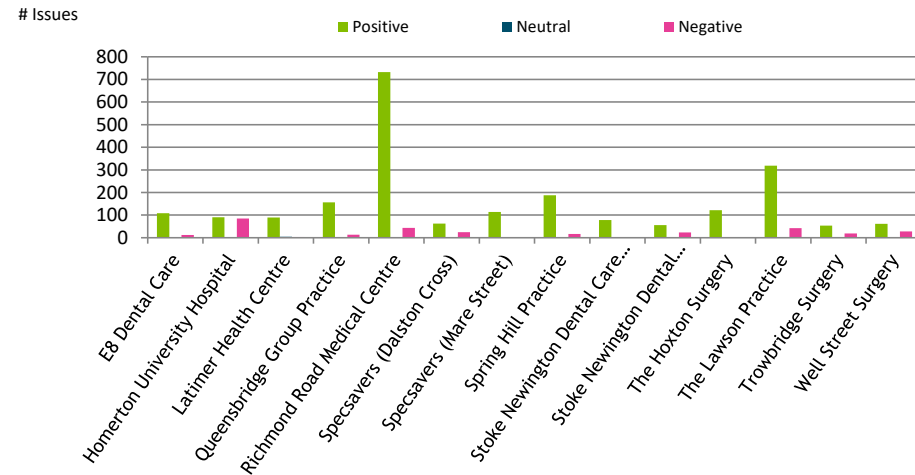
Services receiving the most comments overall

Pie chart legend:
- E8 Dental Care — 5%
- Homerton University Hospital — 7%
- Latimer Health Centre — 4%
- Queensbridge Group Practice — 7%
- Richmond Road Medical Centre — 30%
- Specsavers (Dalston Cross) — 3%
- Specsavers (Mare Street) — 4%
- Spring Hill Practice — 8%
- Stoke Newington Dental Care Ltd — 3%
- Stoke Newington Dental Practice — 3%
- The Hoxton Surgery — 5%
- The Lawson Practice — 14%
- Trowbridge Surgery — 4%
- Well Street Surgery — 3%

4.4 Breakdown of care pathway locations

Issues

Legend: Positive · Neutral · Negative

Care pathway locations

Pie chart legend:
- Reception — 21%
- Diagnosis/Testing — 6%
- Clinical Treatment — 57%
- Clinical Nursing — 12%
- Follow On — 1%
- Community Services — 3%

8
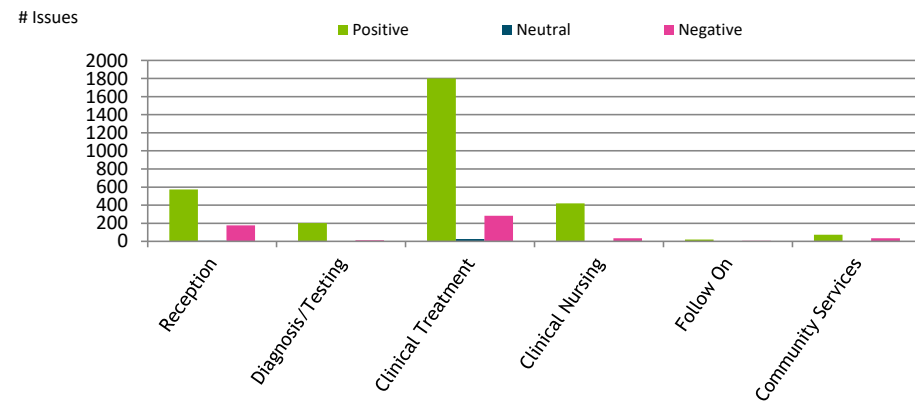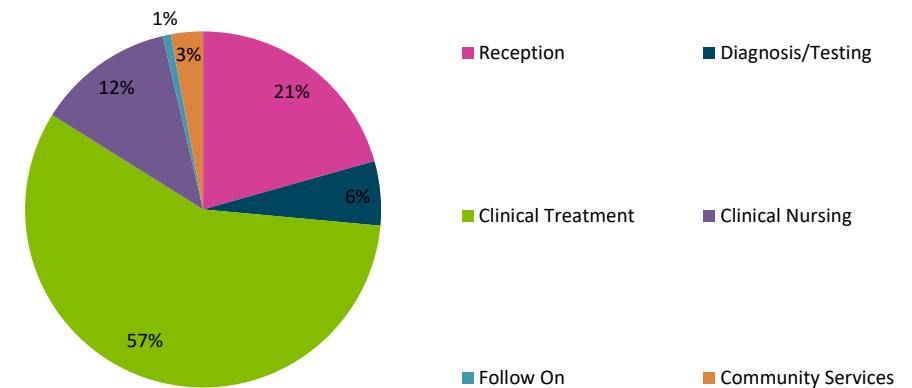
5. Trends: GP Services

5.1 Trends, GP Services: 2480 issues from 576 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Planning, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Medication
- Planning
- Support
- Telephone
- Timing
- Waiting List
- Quality
- Staff Attitude

Pie chart values: 5%, 2%, 10%, 1%, 4%, 1%, 1%, 20%, 1%, 3%, 4%, 20%, 28%

5.2 Sentiment, GP Services

Issues

Legend: Positive, Neutral, Negative

Y-axis: 0, 500, 1000, 1500, 2000, 2500

X-axis: Sentiment

Pie chart: Positive 87%, Neutral 1%, Negative 12%

5.3 Trends, Dentists: 538 issues from 123 people

Issues

Positive Neutral Negative

Issues receiving the most comments overall

Legend:
- Advice/Information
- General Comment
- Administration
- Registration
- Timing
- Cost
- Environment/Layout
- Staff Attitude
- Carer Involvement
- User Involvement
- Booking
- Support
- Waiting List
- Quality
- Hygiene
- Complaints

5.4 Sentiment, GP Services

Issues

Positive Neutral Negative

Sentiment

0% 14% 86%

Positive Neutral Negative
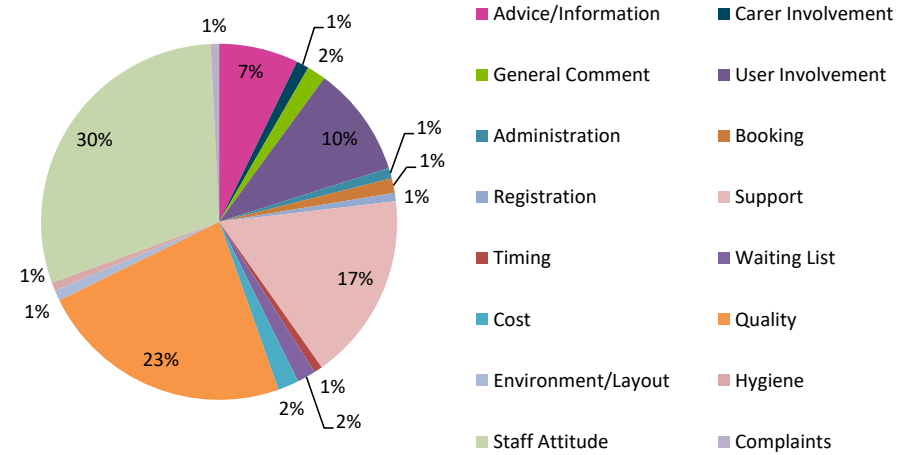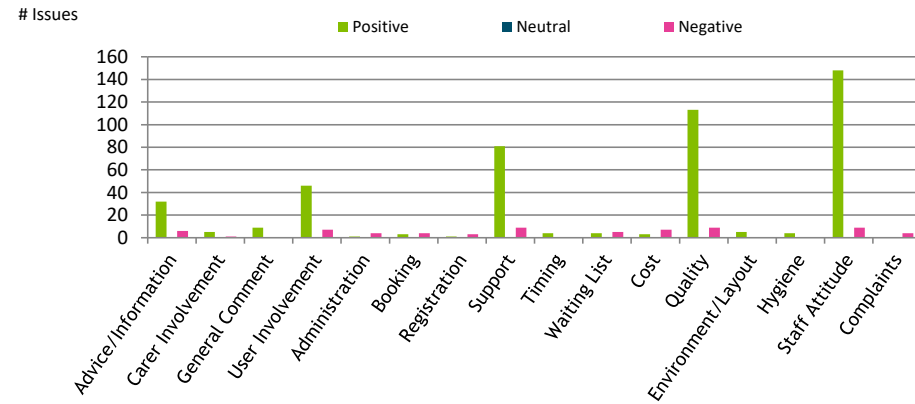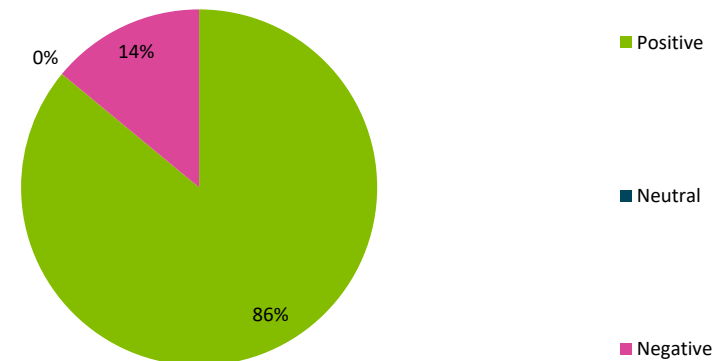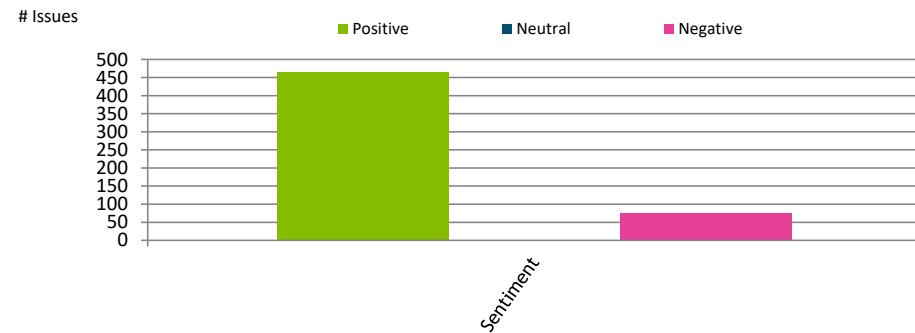
5.5 Trends, Homerton University Hospital: 176 issues from 43 people

Issues

Legend: Positive | Neutral | Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Referral, Support, Telephone, Timing, Waiting List, Quality, Hazard, Security/Conduct, Staff Attitude, Complaints

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 4%
- Carer Involvement — 2%
- General Comment — 2%
- User Involvement — 8%
- Administration — 2%
- Booking — 1%
- Referral — 1%
- Support — 20%
- Telephone — 1%
- Timing — 5%
- Waiting List — 3%
- Quality — 22%
- Hazard — 1%
- Security/Conduct — 1%
- Staff Attitude — 24%
- Complaints — 1%

5.6 Sentiment, Homerton University Hospital

Issues

Legend: Positive | Neutral | Negative

Sentiment

- Positive — 51%
- Neutral — 0%
- Negative — 49%

11
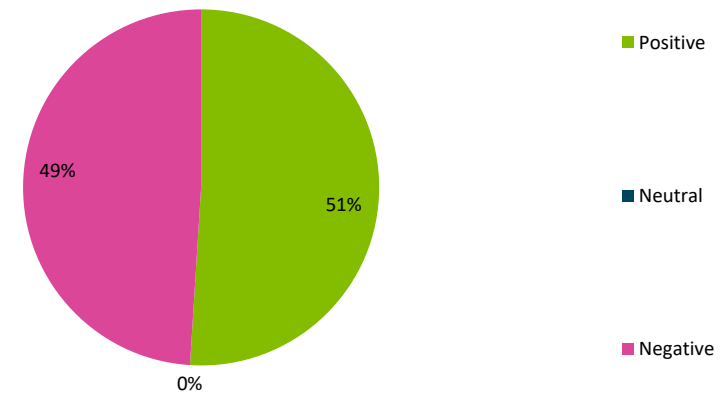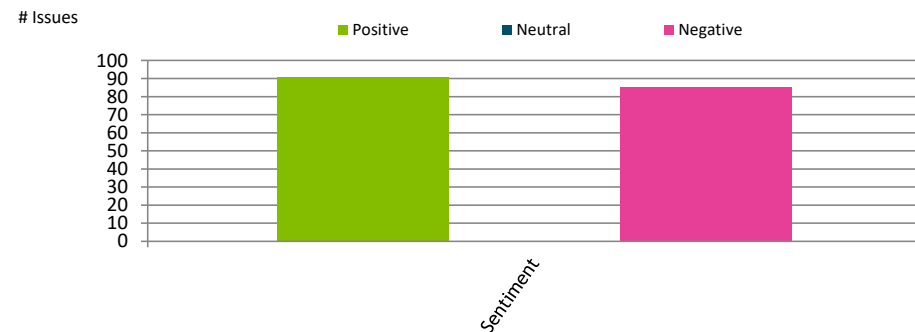
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (8 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, Medical Records, Cost, Staff Training, Staffing Levels

Pie chart:
- Advice/Information 12%
- General Comment 12%
- Medical Records 13%
- Cost 25%
- Staff Training 25%
- Staffing Levels 13%
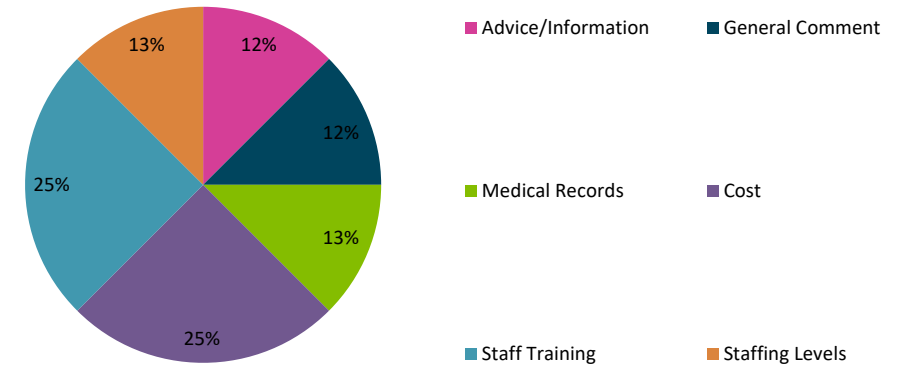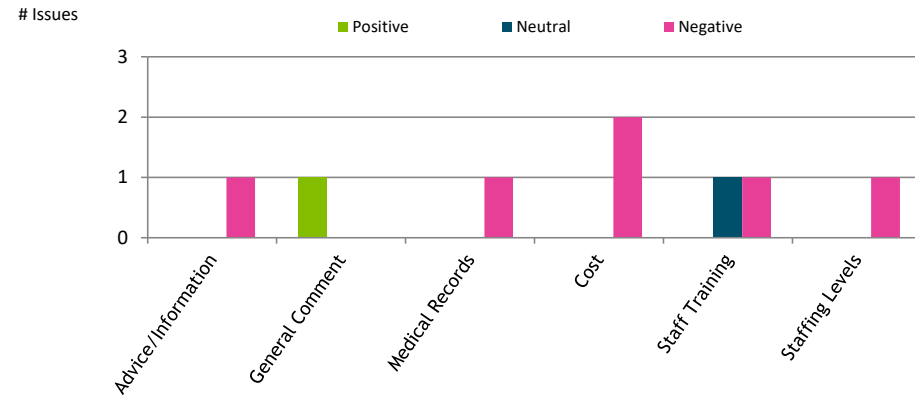
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Transport

Pie chart:
- Positive 12%
- Neutral 13%
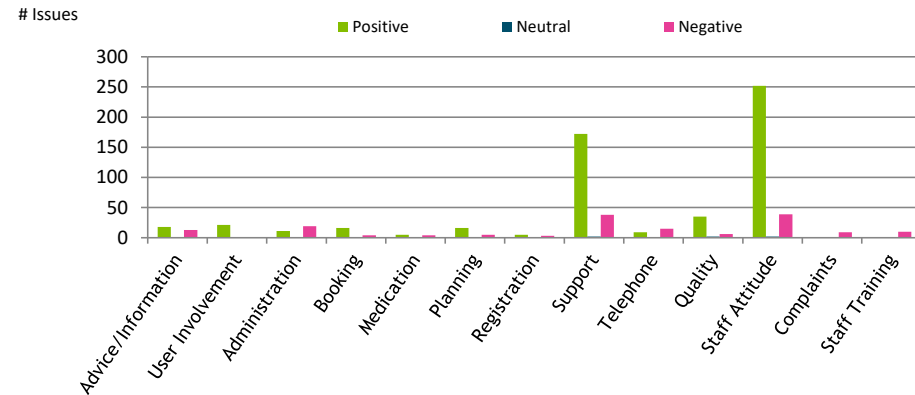- Negative 75%
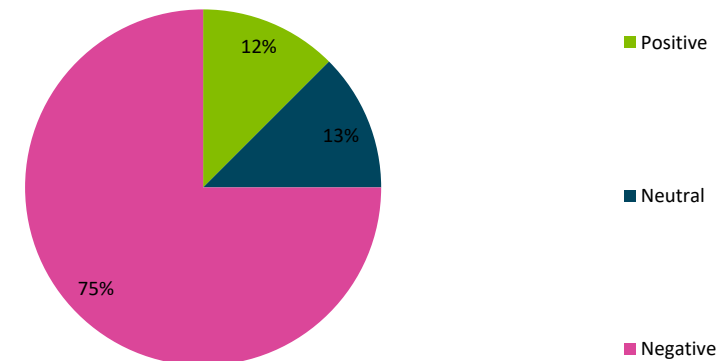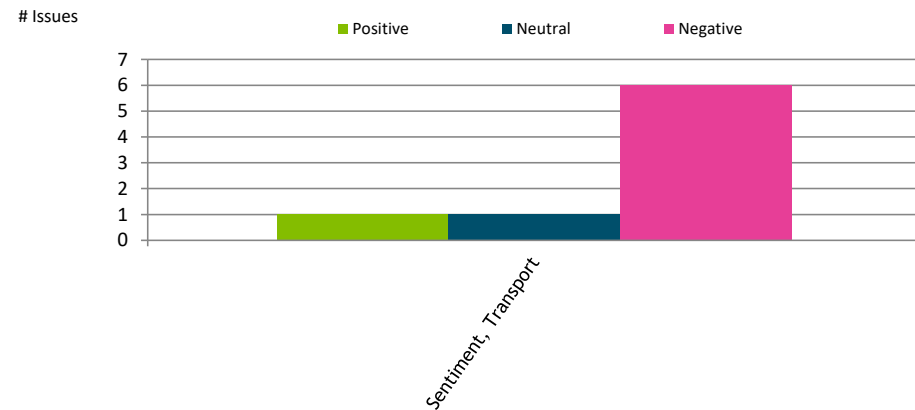
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (757 issues)

Issues

Legend: Positive | Neutral | Negative

Categories (x-axis): Advice/Information, User Involvement, Administration, Booking, Medication, Planning, Registration, Support, Telephone, Quality, Staff Attitude, Complaints, Staff Training

Y-axis: 0, 50, 100, 150, 200, 250, 300

Issues receiving the most comments overall

Pie chart legend and values:
- Advice/Information — 4%
- User Involvement — 3%
- Administration — 4%
- Booking — 3%
- Medication — 1%
- Planning — 3%
- Registration — 1%
- Support — 29%
- Telephone — 3%
- Quality — 6%
- Staff Attitude — 40%
- Complaints — 2%
- Staff Training — 1%

6.4 Sentiment, Reception

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

Category: Sentiment, Reception

Pie chart:
- Positive — 76%
- Neutral — 1%
- Negative — 23%

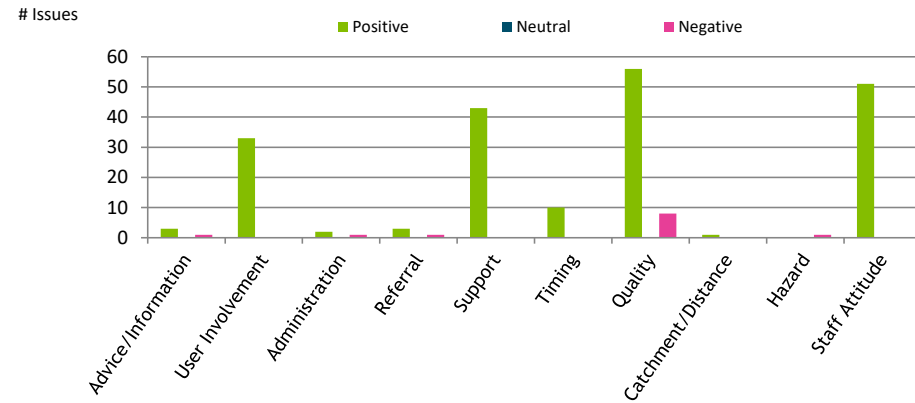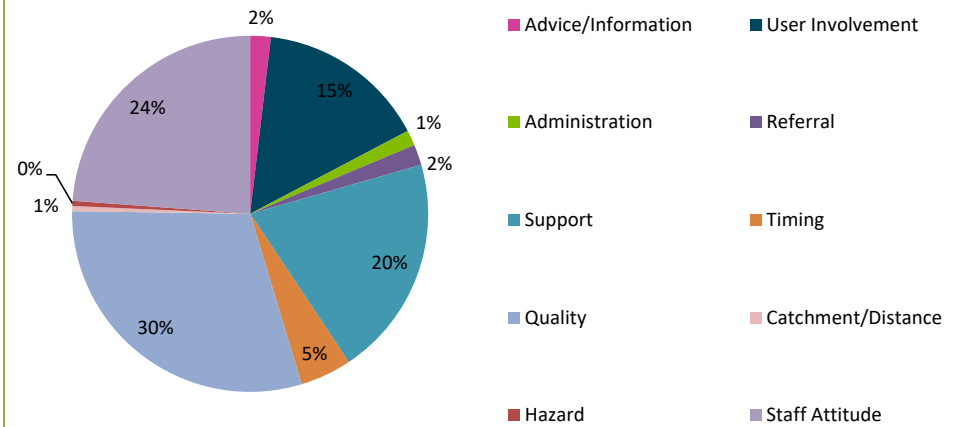## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (214 issues)
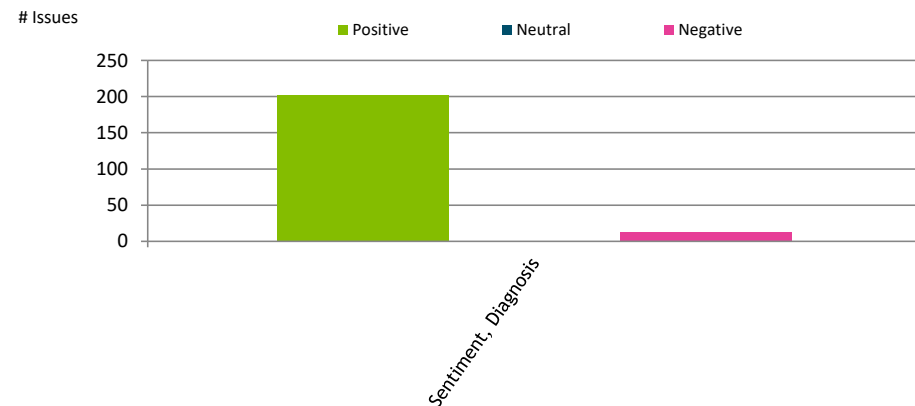
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Referral, Support, Timing, Quality, Catchment/Distance, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 2%
- User Involvement: 15%
- Administration: 1%
- Referral: 2%
- Support: 20%
- Timing: 5%
- Quality: 30%
- Catchment/Distance: 0%
- Hazard: 1%
- Staff Attitude: 24%

Legend:
- Advice/Information
- User Involvement
- Administration
- Referral
- Support
- Timing
- Quality
- Catchment/Distance
- Hazard
- Staff Attitude

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Diagnosis

Pie chart:
- Positive: 94%
- Neutral: 0%
- Negative: 6%

Legend:
- Positive
- Neutral
- Negative
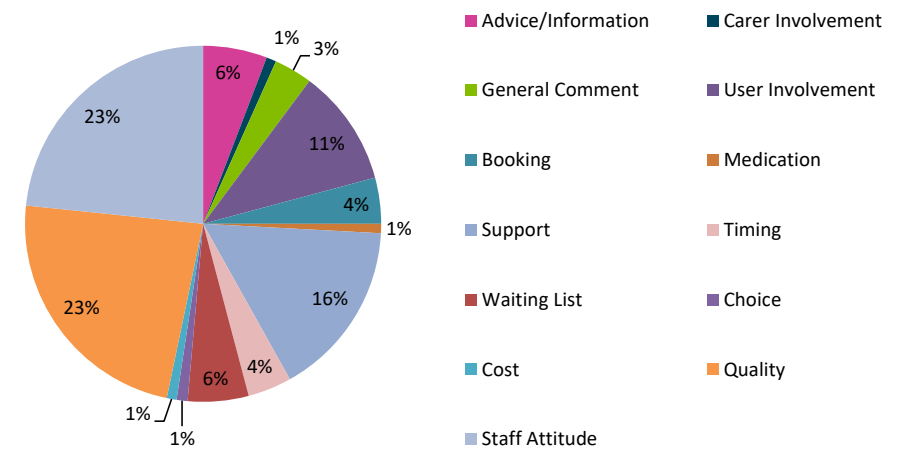
14
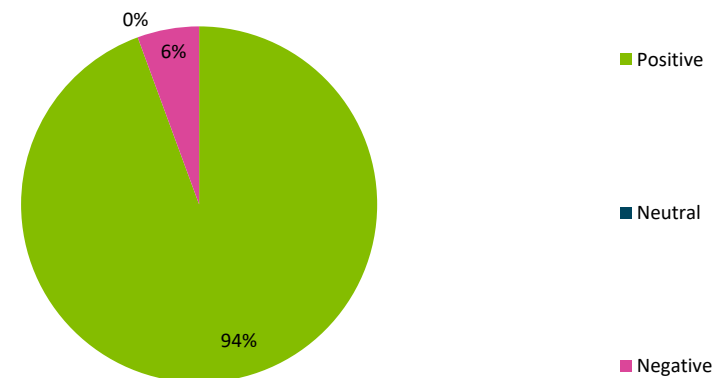
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (2108 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Medication, Support, Timing, Waiting List, Choice, Cost, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart values:
- Advice/Information: 6%
- Carer Involvement: 1%
- General Comment: 3%
- User Involvement: 11%
- Booking: 4%
- Medication: 1%
- Support: 16%
- Timing: 4%
- Waiting List: 6%
- Choice: 1%
- Cost: 1%
- Quality: 23%
- Staff Attitude: 23%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Sentiment, Treatment

Pie chart values:
- Positive: 85%
- Neutral: 1%
- Negative: 14%

15
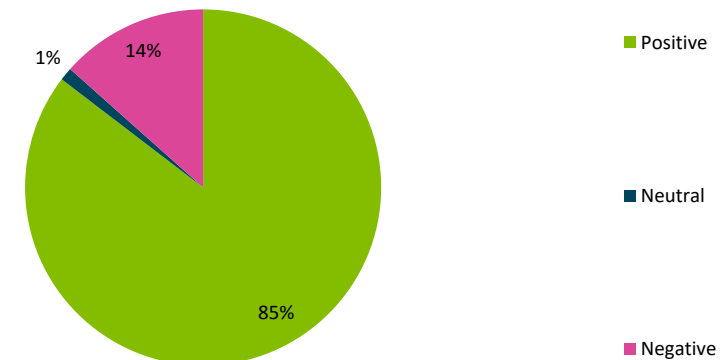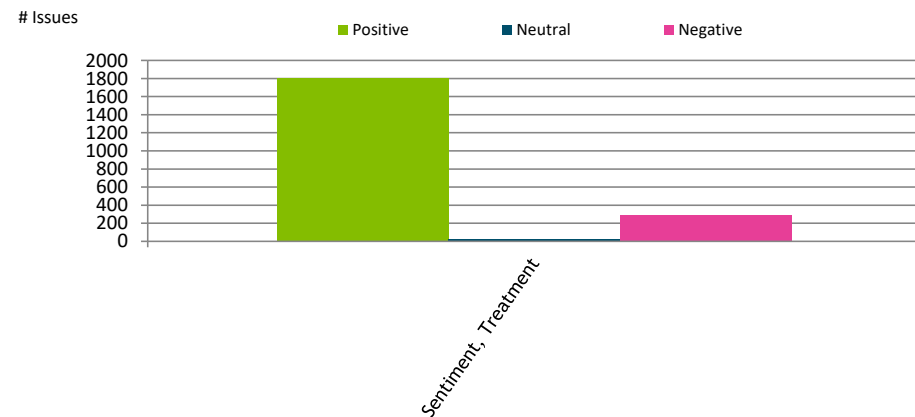
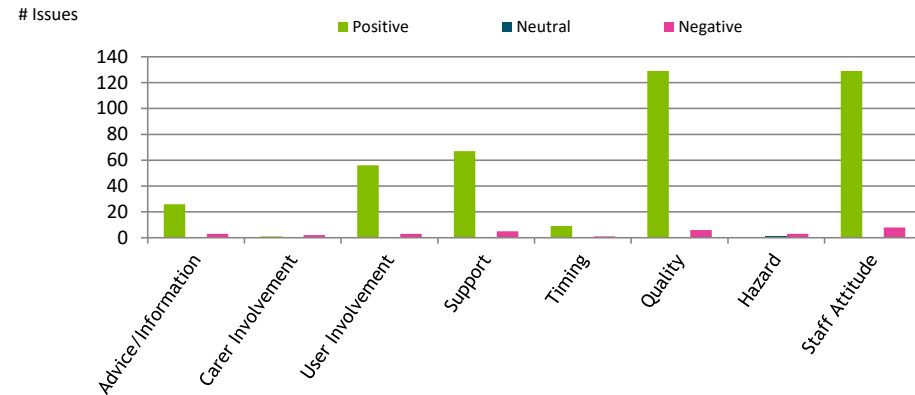## 6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (457 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Quality, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 6%
- Carer Involvement 1%
- User Involvement 13%
- Support 16%
- Timing 2%
- Quality 30%
- Hazard 1%
- Staff Attitude 31%
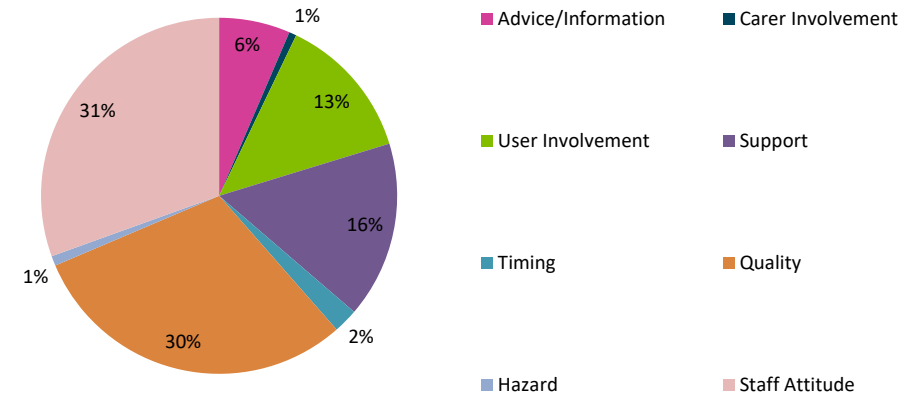
6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Nursing Care

Pie chart:
- Positive 92%
- Neutral 0%
- Negative 8%

16
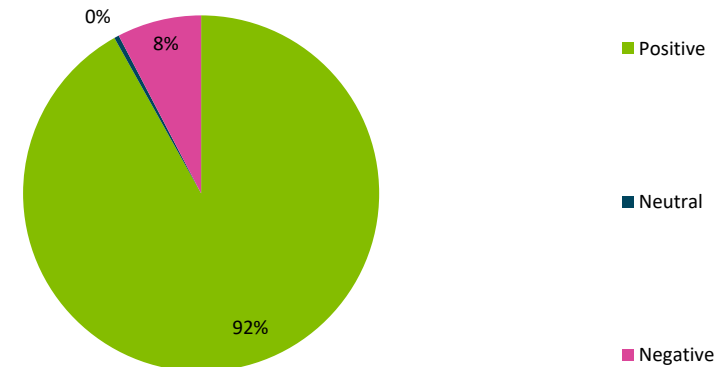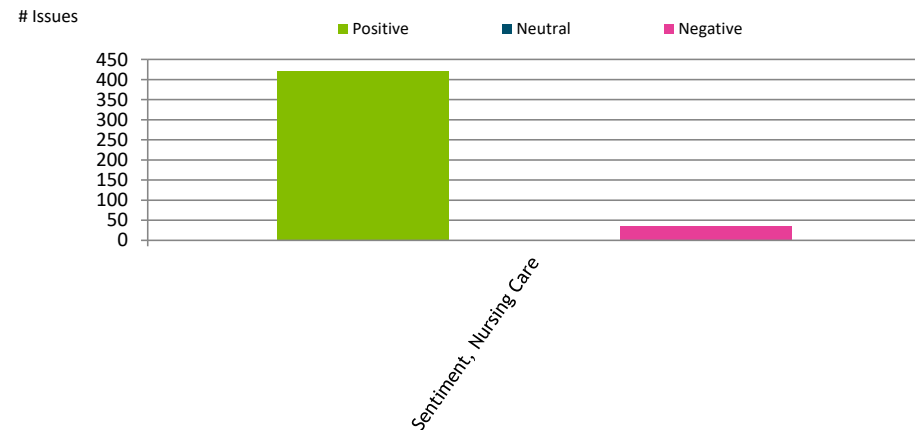
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (2 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart:
- 50% Registration
- 50% Advice/Information

Legend: ■ Advice/Information ■ Registration

6.12 Sentiment, Discharge
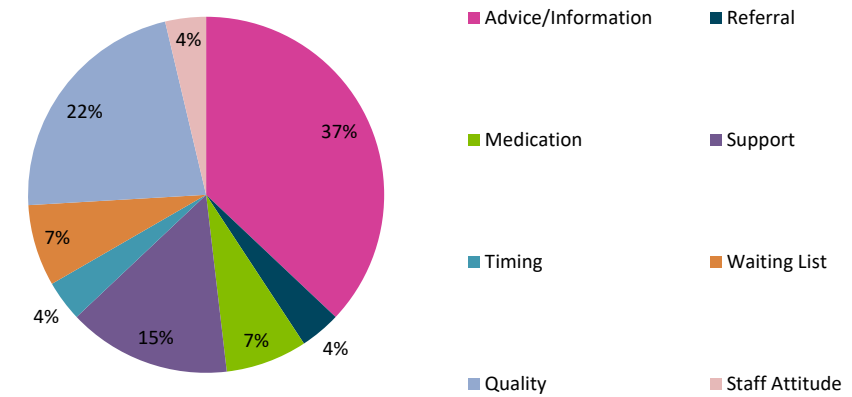
Issues

Legend: ■ Positive ■ Neutral ■ Negative
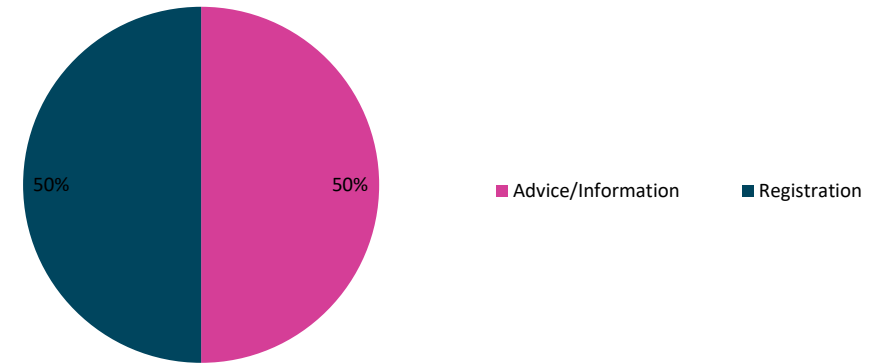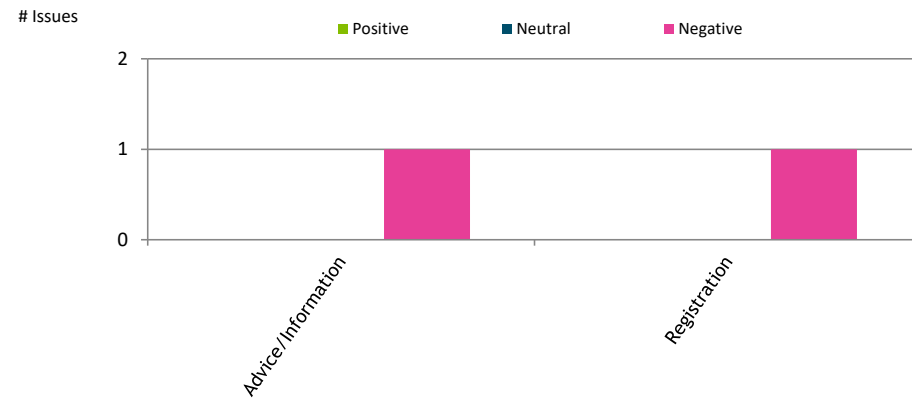
Sentiment, Discharge
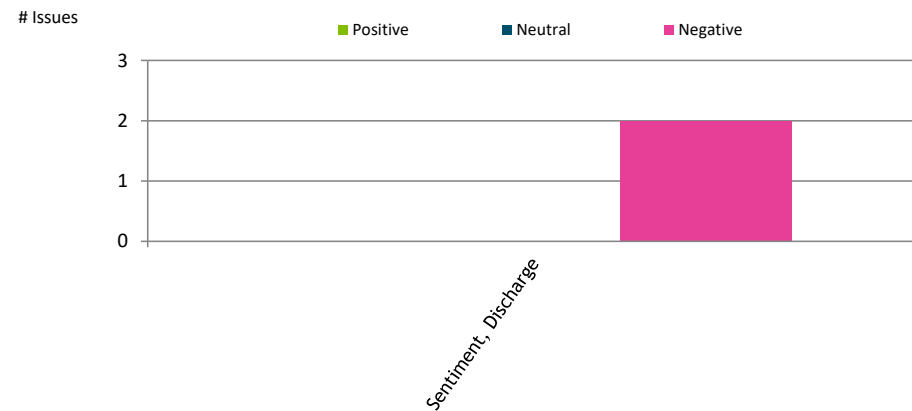
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (27 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories:
- Advice/Information
- Referral
- Medication
- Support
- Timing
- Waiting List
- Quality
- Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 37%
- Referral — 4%
- Medication — 7%
- Support — 15%
- Timing — 4%
- Waiting List — 7%
- Quality — 22%
- Staff Attitude — 4%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Follow On

Pie chart:
- Positive — 74%
- Neutral — 0%
- Negative — 26%
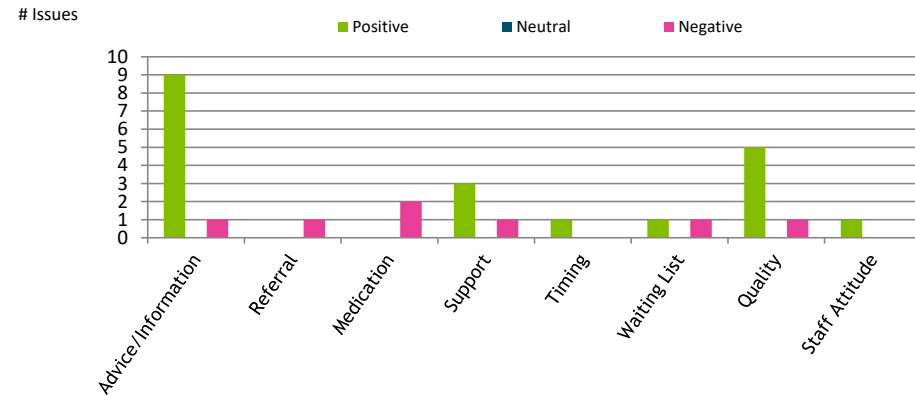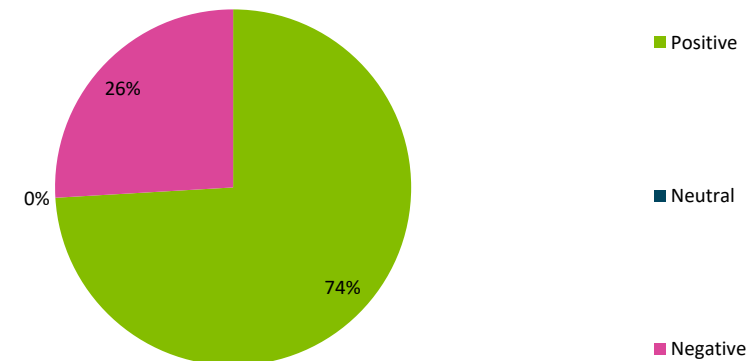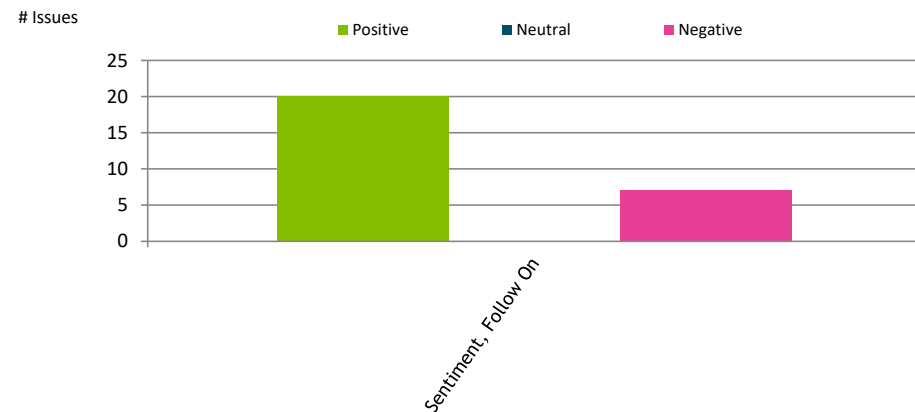
6. Care Pathway: Community (community health services and social care)

6.15 Trends, Community (107 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Administration, Support, Telephone, Timing, Waiting List, Quality, Catchment/Distance, Environment/Layout, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart values:
- Advice/Information 9%
- Carer Involvement 2%
- User Involvement 11%
- Administration 4%
- Support 20%
- Telephone 4%
- Timing 5%
- Waiting List 2%
- Quality 17%
- Catchment/Distance 2%
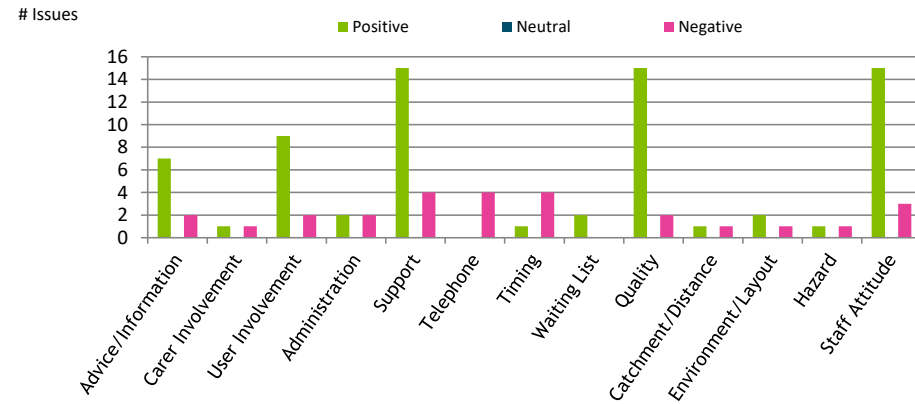- Environment/Layout 3%
- Hazard 2%
- Staff Attitude 19%

Legend:
- Advice/Information — Carer Involvement
- User Involvement — Administration
- Support — Telephone
- Timing — Waiting List
- Quality — Catchment/Distance
- Environment/Layout — Hazard
- Staff Attitude

6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative

Sentiment, Community

Pie chart:
- Positive 68%
- Neutral 0%
- Negative 32%

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7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	169	1	32	202
	Carer Involvement	*Involvement or influence of carers and family members.*	19	0	6	25
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	64	1	6	71
	User Involvement	*Involvement or influence of the service user.*	307	3	29	339
Systems	Administration	*Administrative processes and delivery.*	15	0	27	42
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	1	1
	Booking	*Ability to book, reschedule or cancel appointments.*	72	1	31	104
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	5	5
	Data Protection	*General data protection (including GDPR).*	1	0	0	1
	Referral	*Referral to a service.*	9	2	4	15
	Medical Records	*Management of medical records.*	0	0	2	2
	Medication	*Prescription and management of medicines.*	14	0	15	29
	Opening Times	*Opening times of a service.*	2	0	3	5
	Planning	*Leadership and general organisation.*	18	0	5	23
	Registration	*Ability to register for a service.*	5	0	8	13
	Support	*Levels of support provided.*	593	3	77	673
	Telephone	*Ability to contact a service by telephone.*	9	0	19	28
	Timing	*Physical timing (ie; length of wait at appointments).*	79	2	31	112
	Waiting List	*Length of wait while on a list.*	73	8	34	115
Values	Choice	*General choice.*	14	0	8	22
	Cost	*General cost.*	8	1	11	20
	Language	*Language, including terminology.*	0	0	2	2
	Nutrition	*Provision of sustainance.*	0	0	1	1
	Privacy	*Privacy, personal space and property.*	1	0	1	2
	Quality	*General quality of a service, or staff.*	678	4	55	737
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	5	0	1	6

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	7	0	2	9
	Environment/Layout	*Physical environment of a service.*	20	0	3	23
	Equipment	*General equipment issues.*	4	0	2	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	1	5	7
	Hygiene	*Levels of hygiene and general cleanliness.*	16	1	2	19
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	1	0	0	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	11	11
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	7	7
	Staff Attitude	*Attitude, compassion and empathy of staff.*	883	4	83	970
	Complaints	*Ability to log and resolve a complaint.*	0	0	9	9
	Staff Training	*Training of staff.*	5	1	15	21
	Staffing Levels	*General availability of staff.*	0	1	4	5
	Total:		**3092**	**34**	**557**	**3683**

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