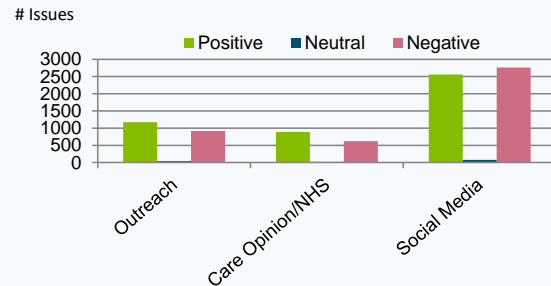# Hospital Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2025
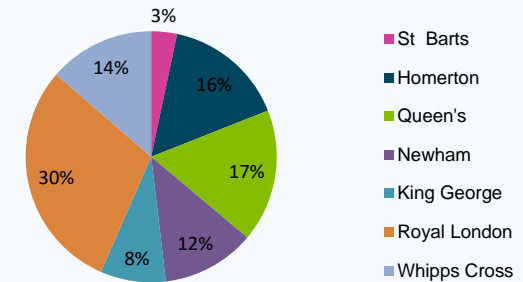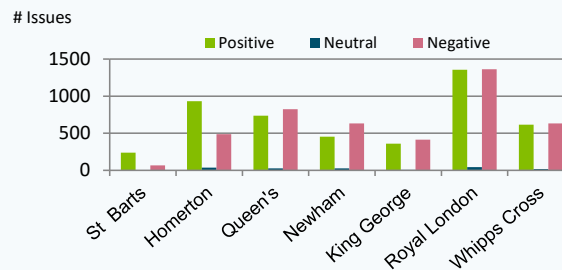
Community Insight Analysis

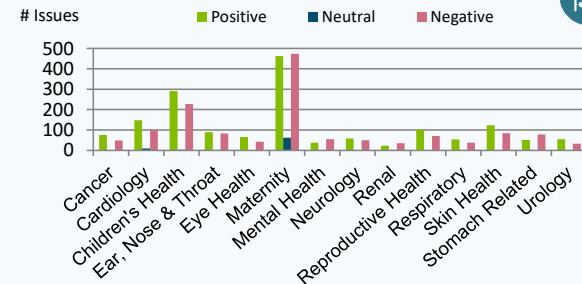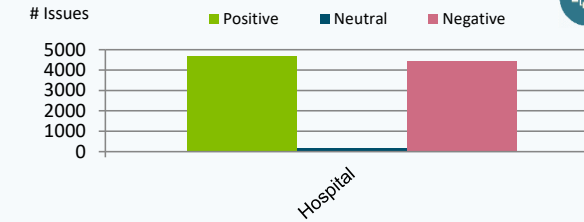## 1. Top Source: 9264 issues from 2394 people

Issues

Legend: Positive, Neutral, Negative

Categories: Outreach, Care Opinion/NHS, Social Media

Y-axis: 0, 500, 1000, 1500, 2000, 2500, 3000

2. Feedback by Hospital

Issues

Legend: Positive, Neutral, Negative

Categories: St Barts, Homerton, Queen's, Newham, King George, Royal London, Whipps Cross

Y-axis: 0, 500, 1000, 1500

Pie chart:
- St Barts: 3%
- Homerton: 16%
- Queen's: 17%
- Newham: 12%
- King George: 8%
- Royal London: 30%
- Whipps Cross: 14%

3. Top Conditions/Topics

Issues

Legend: Positive, Neutral, Negative

Categories: Cancer, Cardiology, Children's Health, Ear, Nose & Throat, Eye Health, Maternity, Mental Health, Neurology, Renal, Reproductive Health, Respiratory, Skin Health, Stomach Related, Urology

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

4. Service Sector

Issues

Legend: Positive, Neutral, Negative

Categories: Hospital

Y-axis: 0, 1000, 2000, 3000, 4000, 5000

5. Clinical Care Pathway

Issues

Legend: Positive, Neutral, Negative

Categories: Transport, Reception, Diagnosis/Tests, Clinical Treatment, Nursing Care, Discharge, Follow On, Community

Y-axis: 0, 500, 1000, 1500, 2000, 2500, 3000

6.1 Timeline: Overall Sentiment

Issues

Y-axis: 0, 1000, 2000, 3000, 4000

Quarter	Positive	Negative
Q4 2023	51%	47%
Q1 2024	52%	46%
Q2 2024	54%	44%
Q3 2024	48%	51%
Q4 2024	44%	55%

6.2 Timeline: User Involvement

Issues

Y-axis: 0, 200, 400, 600, 800, 1000, 1200

Quarter	Positive	Negative
Q4 2023	58%	40%
Q1 2024	62%	37%
Q2 2024	65%	34%
Q3 2024	53%	45%
Q4 2024	51%	49%

6.3 Timeline: Quality

Issues

Y-axis: 0, 200, 400, 600, 800, 1000, 1200, 1400

Quarter	Positive	Negative
Q4 2023	70%	27%
Q1 2024	69%	29%
Q2 2024	71%	27%
Q3 2024	63%	35%
Q4 2024	59%	41%

6.4 Timeline: Access

Issues

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

Quarter	Positive	Negative
Q4 2023	21%	78%
Q1 2024	19%	79%
Q2 2024	27%	72%
Q3 2024	23%	76%
Q4 2024	16%	83%

Legend: Positive, Neutral, Negative

7.1 Sentiment by Hospital: Overall

Legend: Positive (green), Neutral (dark blue), Negative (pink)

	All	St Barts	Homerton	Queen's	Newham	King George	Royal London	Whipps Cross
Negative	48%	22%	34%	52%	57%	53%	49%	50%
Positive	51%	77%	64%	46%	41%	46%	49%	49%
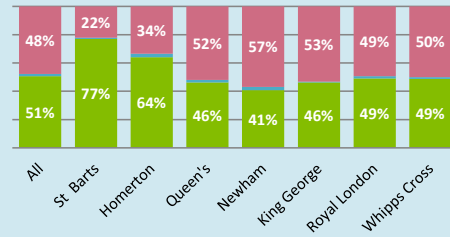
7.2 Sentiment by Hospital: Involvement

	All	St Barts	Homerton	Queen's	Newham	King George	Royal London	Whipps Cross
Negative	40%	21%	28%	41%	47%	45%	42%	42%
Positive	59%	79%	70%	58%	51%	55%	56%	56%
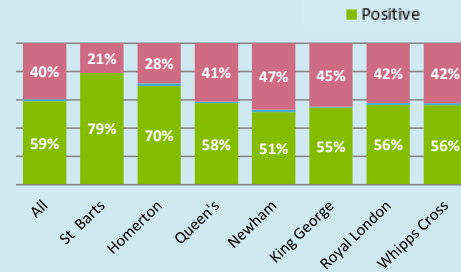
7.3 Sentiment by Hospital: Quality

	All	St Barts	Homerton	Queen's	Newham	King George	Royal London	Whipps Cross
Negative	31%	12%	21%	35%	43%	43%	28%	35%
Positive	67%	88%	77%	64%	53%	56%	70%	63%
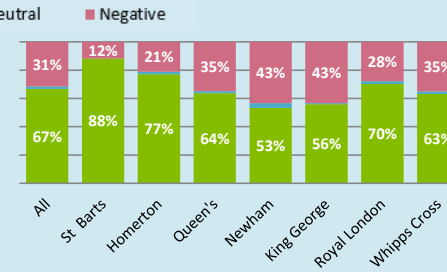
7.4 Sentiment by Hospital: Access

	All	St Barts	Homerton	Queen's	Newham	King George	Royal London	Whipps Cross
Negative	77%	71%	55%	86%	88%	87%	77%	74%
Positive	22%	25%	41%	13%	11%	13%	22%	22%
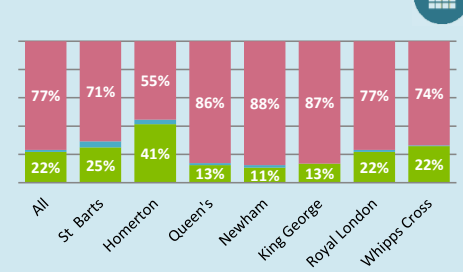
8.1 Sentiment by Trust: Overall

	All	Barts Health	BRHUT	Homerton
Negative	48%	49%	52%	34%
Positive	51%	49%	46%	64%

8.2 Sentiment by Trust: Involvement

	All	Barts Health	BRHUT	Homerton
Negative	40%	42%	42%	28%
Positive	59%	57%	57%	70%

8.3 Sentiment by Trust: Quality

	All	Barts Health	BRHUT	Homerton
Negative	31%	32%	38%	21%
Positive	67%	66%	61%	77%

8.4 Sentiment by Trust: Access

	All	Barts Health	BRHUT	Homerton
Negative	77%	78%	86%	55%
Positive	22%	21%	13%	41%

9.1 Emergency Care by Hospital

	All	Homerton	Queen's	Newham	King George	Royal London	Whipps Cross
Negative	57%	32%	65%	72%	61%	58%	52%
Positive	42%	68%	34%	27%	39%	41%	48%

9.2 Inpatients by Hospital

	All	St Barts	Homerton	Queen's	Newham	King George	Royal London	Whipps Cross
Negative	40%	0%	44%	23%	36%	70%	55%	39%
Positive	57%	100%	52%	74%	64%	30%	43%	53%

9.3 Outpatients by Hospital

	All	St Barts	Homerton	Queen's	Newham	King George	Royal London	Whipps Cross
Negative	39%	27%	31%	35%	31%	37%	45%	43%
Positive	60%	73%	67%	64%	68%	62%	54%	57%

9.4 Maternity by Hospital

	All	Homerton	Queen's	Newham	King George	Royal London	Whipps Cross
Negative	44%	24%	49%	50%	100%	47%	53%
Positive	49%	66%	45%	41%	0%	50%	38%
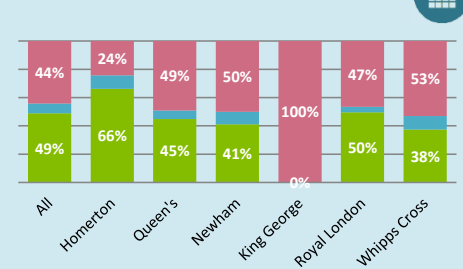
10.1 Sentiment by Equalities: Overall

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	51%	16%	29%	18%	47%	19%	50%
Positive	46%	80%	64%	74%	52%	81%	49%
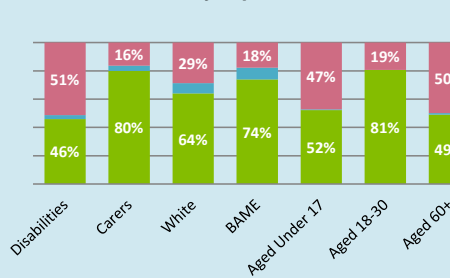
10.2 Sentiment by Equalities: Involvement

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	52%	6%	22%	10%	38%	9%	46%
Positive	48%	94%	76%	87%	62%	91%	53%
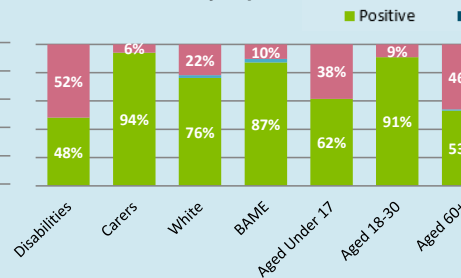
10.3 Sentiment by Equalities: Quality

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	32%	0%	10%	2%	38%	5%	31%
Positive	68%	100%	90%	94%	62%	95%	69%
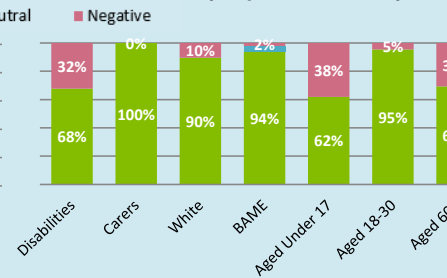
10.4 Sentiment by Equalities: Access

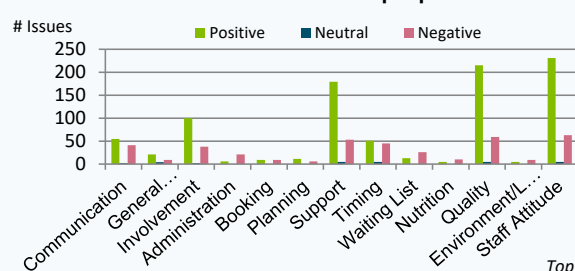|	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	56%	22%	52%	29%	74%	44%	69%
Positive	39%	67%	42%	62%	22%	56%	27%
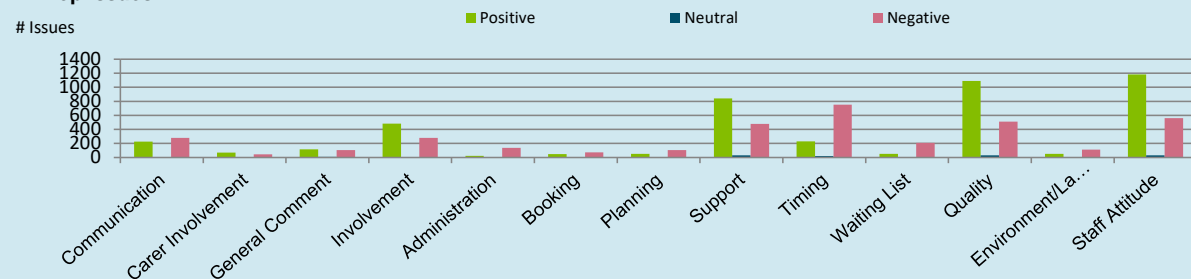
11. Top Issues

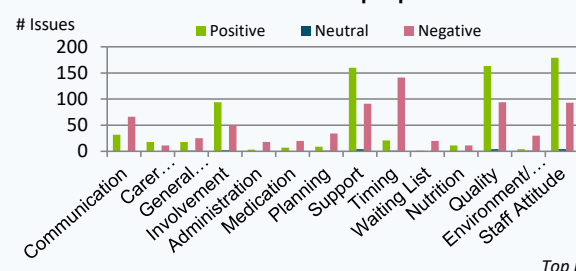## 11.1 St Bartholomews: 308 issues from 66 people
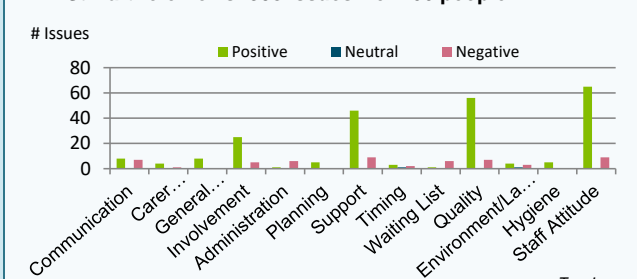
Top Issues

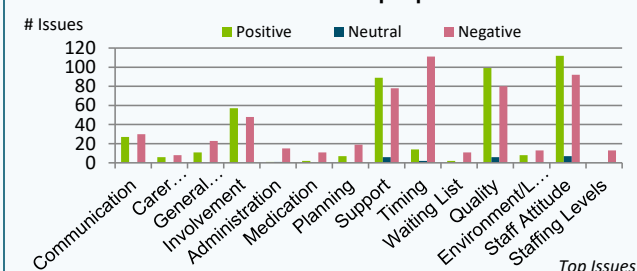## 11.2 Homerton: 1453 issues from 316 people

Top Issues

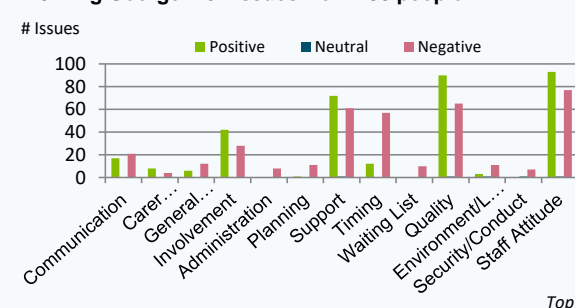## 11.3 Queen's: 1586 issues from 380 people

Top Issues

11.4 Newham: 1112 issues from 293 people
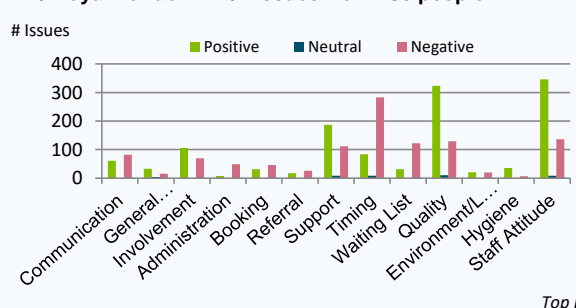

Top Issues

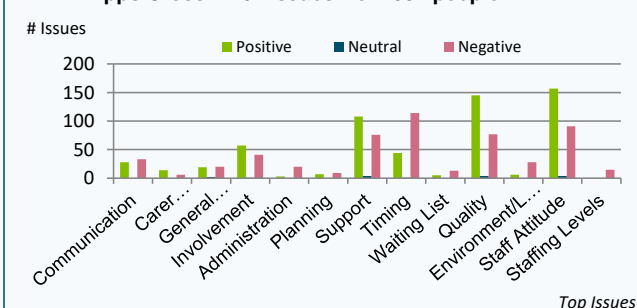## 11.5 King George: 781 issues from 190 people

Top Issues

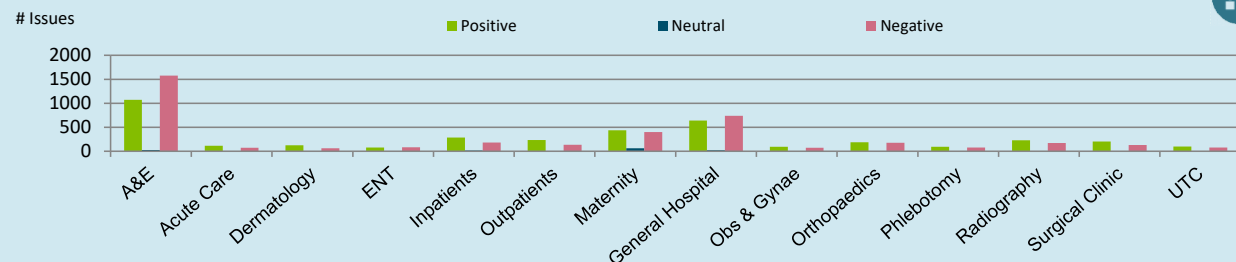## 11.6 Royal London: 2762 issues from 798 people

Top Issues
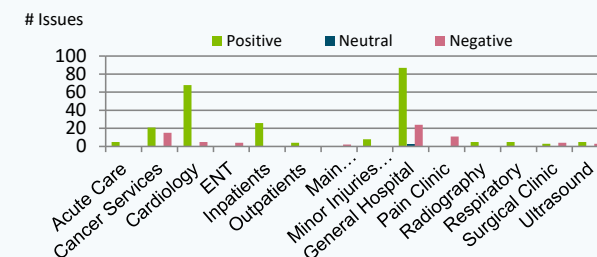
11.7 Whipps Cross: 1264 issues from 351 people

Top Issues
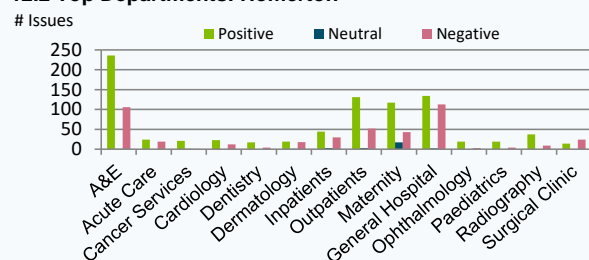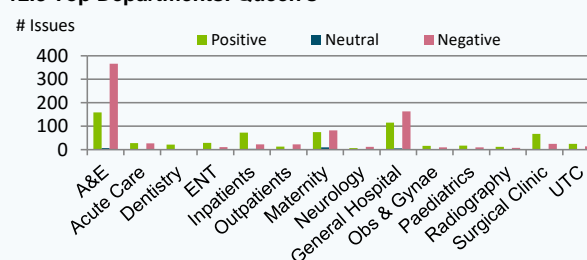
12. Top Departments

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Acute Care, Dermatology, ENT, Inpatients, Outpatients, Maternity, General Hospital, Obs & Gynae, Orthopaedics, Phlebotomy, Radiography, Surgical Clinic, UTC

12.1 Top Departments: St Bartholomews

Issues

Legend: Positive, Neutral, Negative

Categories: Acute Care, Cancer Services, Cardiology, ENT, Inpatients, Outpatients, Main..., Minor Injuries..., General Hospital, Pain Clinic, Radiography, Respiratory, Surgical Clinic, Ultrasound

12.2 Top Departments: Homerton

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Acute Care, Cancer Services, Cardiology, Dentistry, Dermatology, Inpatients, Outpatients, Maternity, General Hospital, Ophthalmology, Paediatrics, Radiography, Surgical Clinic

12.3 Top Departments: Queen's

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Acute Care, Dentistry, ENT, Inpatients, Outpatients, Maternity, Neurology, General Hospital, Obs & Gynae, Paediatrics, Radiography, Surgical Clinic, UTC

12.4 Top Departments: Newham

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Endoscopy, Inpatients, Outpatients, Maternity, General Hospital, Obs & Gynae, Orthopaedics, Paediatrics, Phlebotomy, Radiography, Surgical Clinic, UTC, Urology
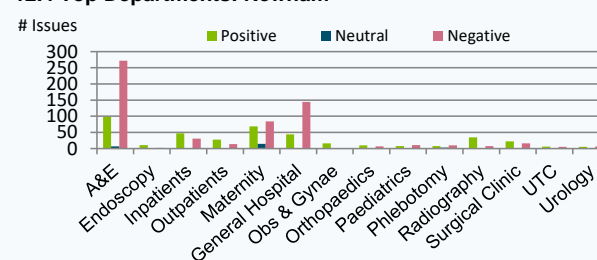
12.5 Top Departments: King George

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Acute Care, Cardiology, Endoscopy, Inpatients, Outpatients, General Hospital, Obs & Gynae, Orthopaedics, Radiography, Surgical Clinic, Ultrasound, UTC, Urology
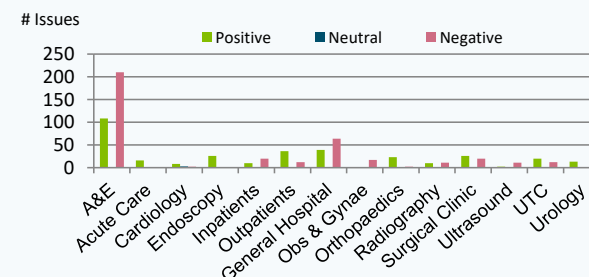
12.6 Top Departments: Royal London

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Dermatology, ENT, Gastroenterology, Inpatients, Maternity, Neurology, General Hospital, Obs & Gynae, Orthopaedics, Phlebotomy, Radiography, Surgical Clinic, UTC
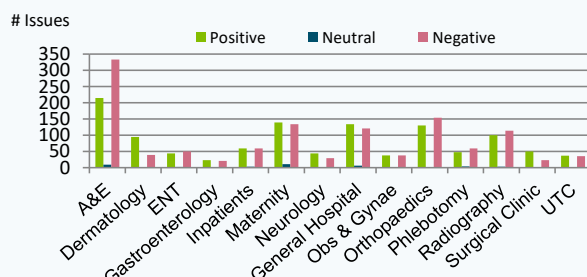
12.7 Top Departments: Whipps Cross
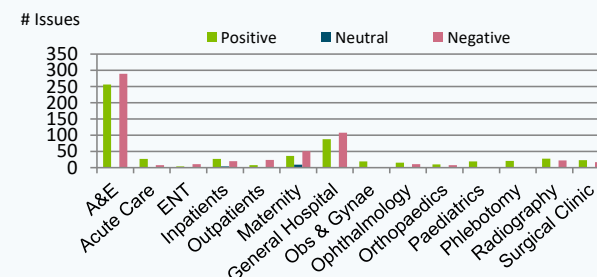
Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Acute Care, ENT, Inpatients, Outpatients, Maternity, General Hospital, Obs & Gynae, Ophthalmology, Orthopaedics, Paediatrics, Phlebotomy, Radiography, Surgical Clinic

13. Data Table: Number of issues

	Issue Name	Descriptor	# Issues Positive	# Issues Neutral	# Issues Negative
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	228	2	280
	Carer Involvement	*Involvement or influence of carers and family members.*	69	0	45
	Peer Involvement	*Involvement or Influence of friends.*	0	0	1
	General Comment	*A generalised statement (ie; "The doctor was good.")*	116	11	105
	User Involvement	*Involvement or influence of the service user.*	481	5	280
Systems	Administration	*Administrative processes and delivery.*	22	1	137
	Admission	*Physical admission to a hospital ward, or other service.*	9	2	40
	Booking	*Ability to book, reschedule or cancel appointments.*	50	0	75
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	66
	Data Protection	*General data protection (including GDPR).*	0	0	5
	Referral	*Referral to a service.*	21	1	33
	Medical Records	*Management of medical records.*	0	1	13
	Medication	*Prescription and management of medicines.*	23	0	61
	Opening Times	*Opening times of a service.*	4	1	1
	Planning	*Leadership and general organisation.*	51	2	104
	Registration	*Ability to register for a service.*	1	1	15
	Support	*Levels of support provided.*	841	29	480
	Telephone	*Ability to contact a service by telephone.*	4	2	63
	Timing	*Physical timing (ie; length of wait at appointments).*	229	19	753
	Waiting List	*Length of wait while on a list.*	53	0	208
Values	Choice	*General choice.*	1	1	16
	Cost	*General cost.*	1	0	13
	Language	*Language, including terminology.*	4	0	6
	Nutrition	*Provision of sustainance.*	35	1	47
	Privacy	*Privacy, personal space and property.*	3	0	23
	Quality	*General quality of a service, or staff.*	1091	30	511
	Sensory	*Deaf/blind or other sensory issues.*	2	0	2
	Stimulation	*General stimulation, including access to activities.*	17	0	5

13. Data Table: Number of issues

	Issue Name	Descriptor	# Issues		
			Positive	**Neutral**	**Negative**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	6	1	3
	Environment/Layout	*Physical environment of a service.*	51	3	114
	Equipment	*General equipment issues.*	11	0	11
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	30
	Hygiene	*Levels of hygiene and general cleanliness.*	58	0	37
	Mobility	*Physical mobility to, from and within services.*	3	1	26
	Travel/Parking	*Ability to travel or park.*	7	2	26
Staff	Omission	*General omission (ie; transport did not arrive).*	0	1	36
	Security/Conduct	*General security of a service, including conduct of staff.*	3	1	44
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1183	30	561
	Complaints	*Ability to log and resolve a complaint.*	0	0	15
	Staff Training	*Training of staff.*	8	2	45
	Staffing Levels	*General availability of staff.*	1	6	85

	Positive	**Neutral**	**Negative**
Total:	4687	156	4421
Total Issues:	9264		

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 qualitattive feedback, obtained from sources outlined in section 1.