Hospital 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 hospital services.

Qualitative Feedback, 1 April 2024 - 31 March 2025

Report Index

Data Source (Page 3)

Identifies the origin of the data, by source and hospital.

Top Trends (Page 4-5)

Identifies the top departments, specialisms, medical conditions/topics and service related issues.

Satisfaction Levels (Pages 6-7)

Tracks satisfaction of service aspects over time, and by hospital.

Equalities (Page 9)

Monitors experience by demographic groupings.

Experiences by Hospital (Pages 10-16)

Explores trends by individual hospital.

Data Table (Pages 17-18)
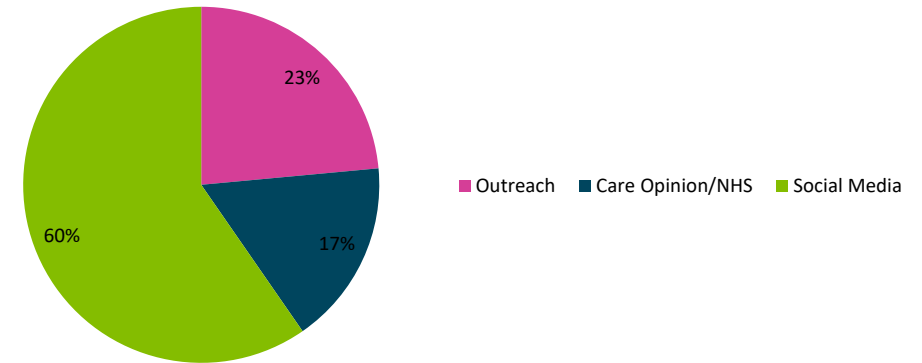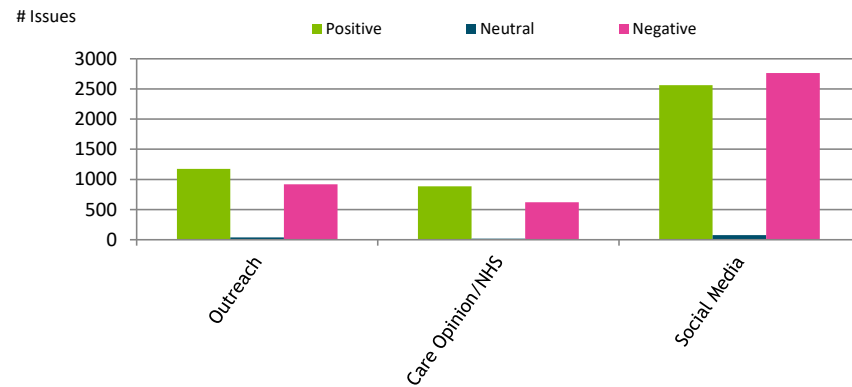
The numbers underpinning the trends.

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: 9264 issues from 2394 people

Issues

Positive ■ **Neutral** ■ **Negative** ■

Outreach, Care Opinion/NHS, Social Media

Sources providing the most comments overall

Pie chart legend: ■ Outreach ■ Care Opinion/NHS ■ Social Media

- Outreach: 23%
- Care Opinion/NHS: 17%
- Social Media: 60%

1.2 Feedback by Hospital

Issues

Positive ■ **Neutral** ■ **Negative** ■

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

Pie chart legend: ■ St Barts ■ Homerton ■ Queen's ■ Newham ■ King George ■ Royal London ■ Whipps Cross

- St Barts: 3%
- Homerton: 16%
- Queen's: 17%
- Newham: 12%
- King George: 8%
- Royal London: 30%
- Whipps Cross: 14%
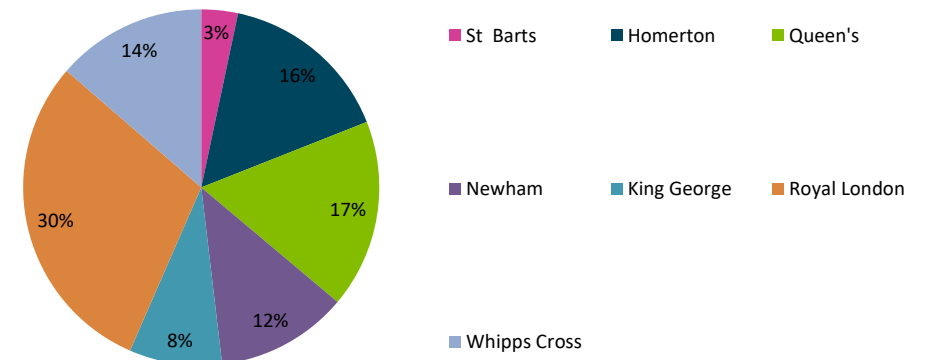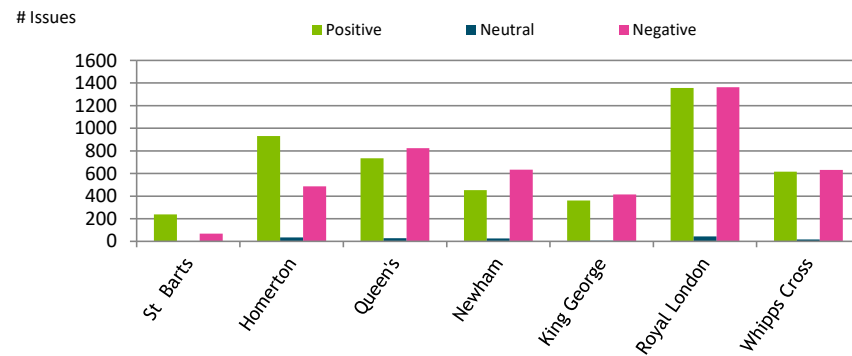
2. Which services are people most commenting on?
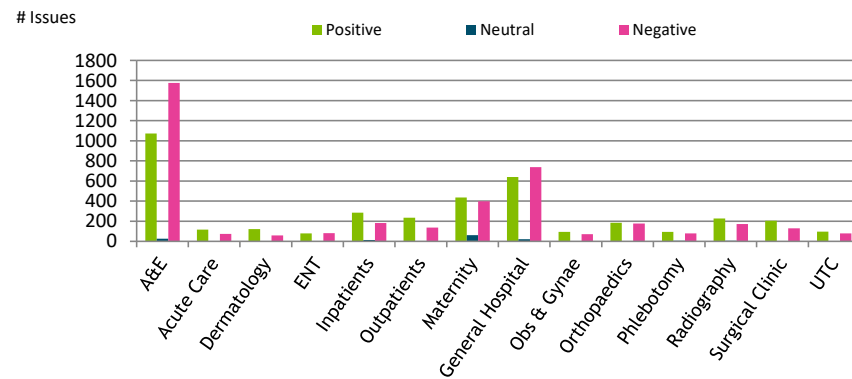
2.1 Service Sector

Issues

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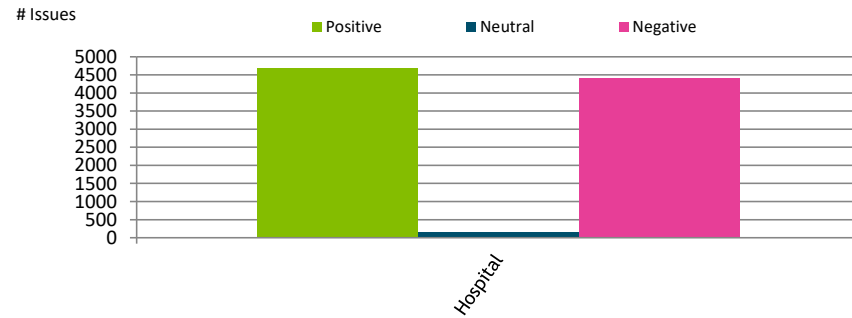
Service sectors receiving the most comments overall

2.2 Service Type

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

Pie chart:
- A&E: 34%
- Acute Care: 2%
- Dermatology: 2%
- ENT: 2%
- Inpatients: 6%
- Outpatients: 5%
- Maternity: 11%
- General Hospital: 18%
- Obs & Gynae: 2%
- Orthopaedics: 5%
- Phlebotomy: 2%
- Radiography: 5%
- Surgical Clinic: 4%
- UTC: 2%

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

Service type receiving the most comments overall

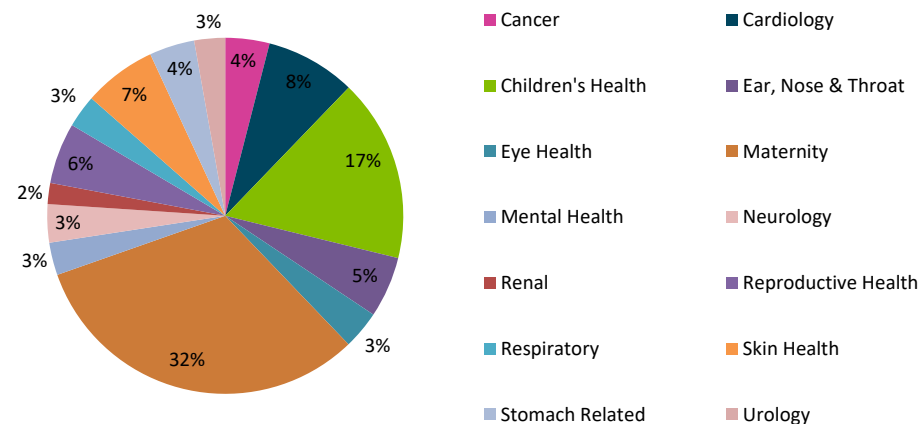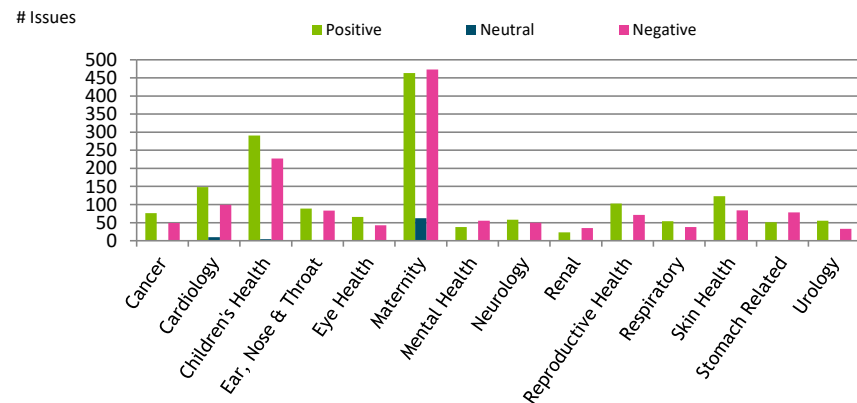## 3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics
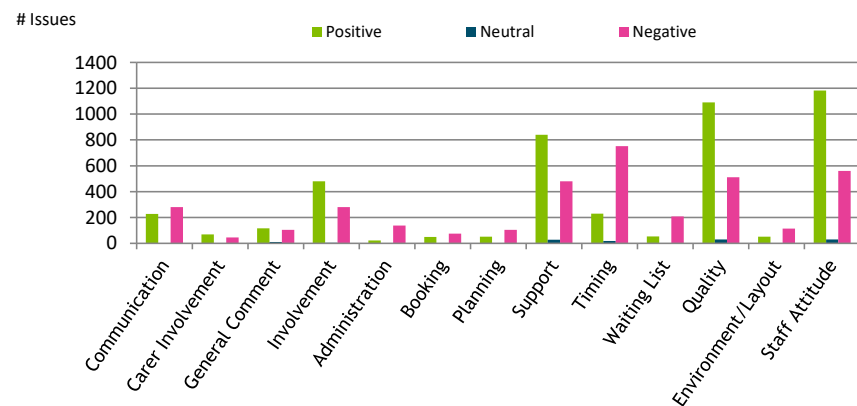
Issues

Legend: Positive, Neutral, Negative

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

Medical conditions/topics receiving the most comments overall

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

Pie chart values: 4%, 8%, 17%, 5%, 3%, 32%, 3%, 3%, 2%, 6%, 3%, 7%, 4%, 3%

3.2 Top Trends: 9264 issues from 2394 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Communication, Carer Involvement, General Comment, Involvement, Administration, Booking, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Communication
- Carer Involvement
- General Comment
- Involvement
- Administration
- Booking
- Planning
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Staff Attitude

Pie chart values: 6%, 1%, 3%, 9%, 2%, 2%, 2%, 16%, 12%, 3%, 20%, 2%, 22%
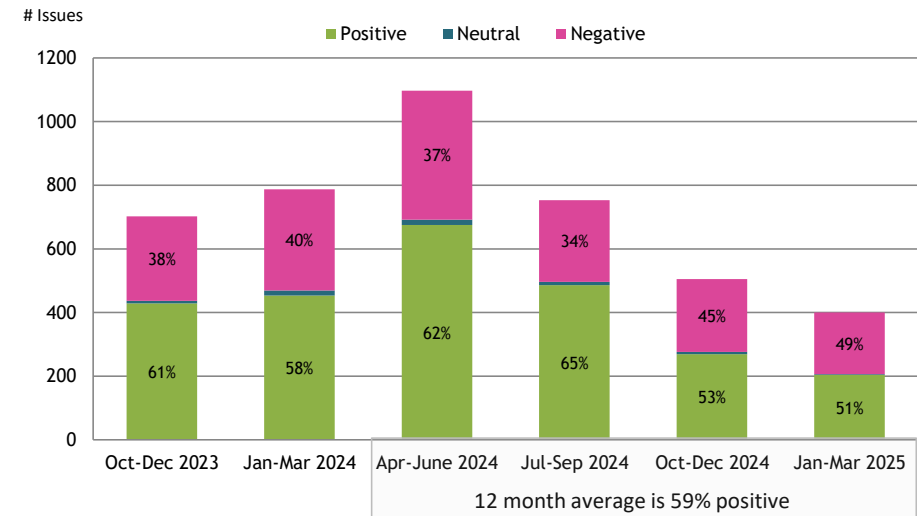
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

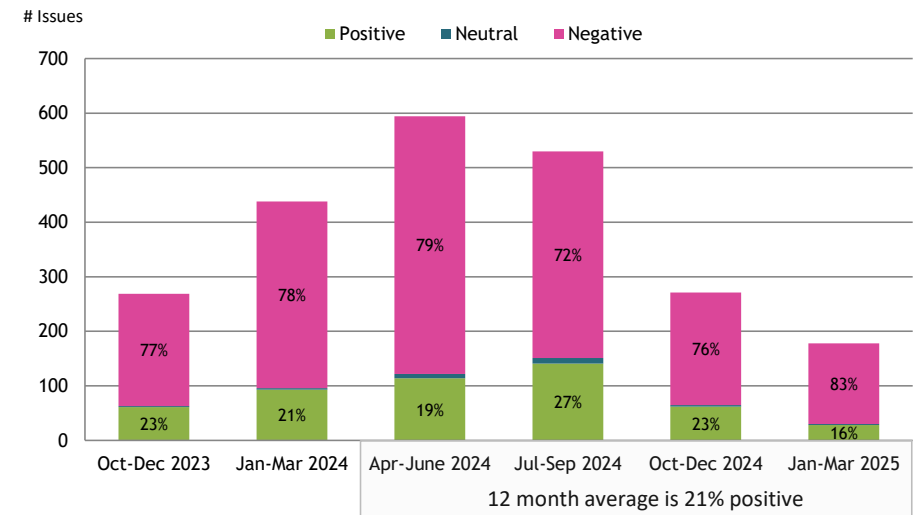Legend: Positive (green), Neutral (blue), Negative (pink)

Quarter	Positive	Negative
Oct-Dec 2023	51%	48%
Jan-Mar 2024	51%	47%
Apr-June 2024	52%	46%
Jul-Sep 2024	54%	44%
Oct-Dec 2024	48%	51%
Jan-Mar 2025	44%	55%

12 month average is 50% positive

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

Issues

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

Quarter	Positive	Negative
Oct-Dec 2023	61%	38%
Jan-Mar 2024	58%	40%
Apr-June 2024	62%	37%
Jul-Sep 2024	65%	34%
Oct-Dec 2024	53%	45%
Jan-Mar 2025	51%	49%

12 month average is 59% positive

4.3 How do people feel about general quality and empathy?

Issues

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

Quarter	Positive	Negative
Oct-Dec 2023	61%	37%
Jan-Mar 2024	70%	27%
Apr-June 2024	69%	29%
Jul-Sep 2024	71%	27%
Oct-Dec 2024	63%	35%
Jan-Mar 2025	59%	41%

12 month average is 66% positive

4.4 How do people feel about access to services?

Issues

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

Quarter	Positive	Negative
Oct-Dec 2023	23%	77%
Jan-Mar 2024	21%	78%
Apr-June 2024	19%	79%
Jul-Sep 2024	27%	72%
Oct-Dec 2024	23%	76%
Jan-Mar 2025	16%	83%

12 month average is 21% positive
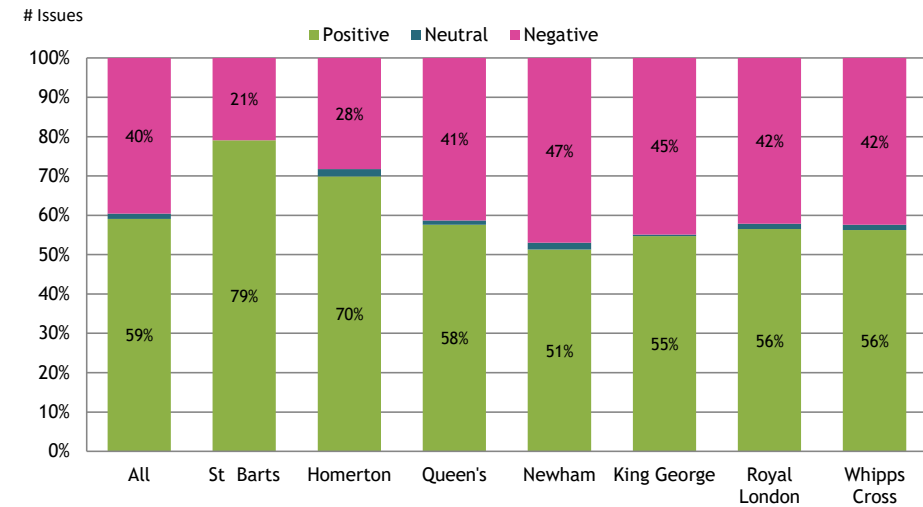
5. By Hospital: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?
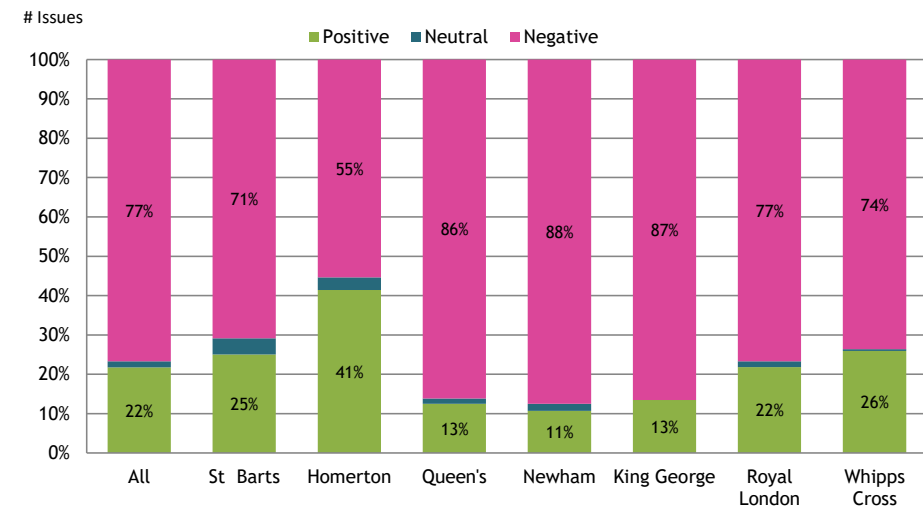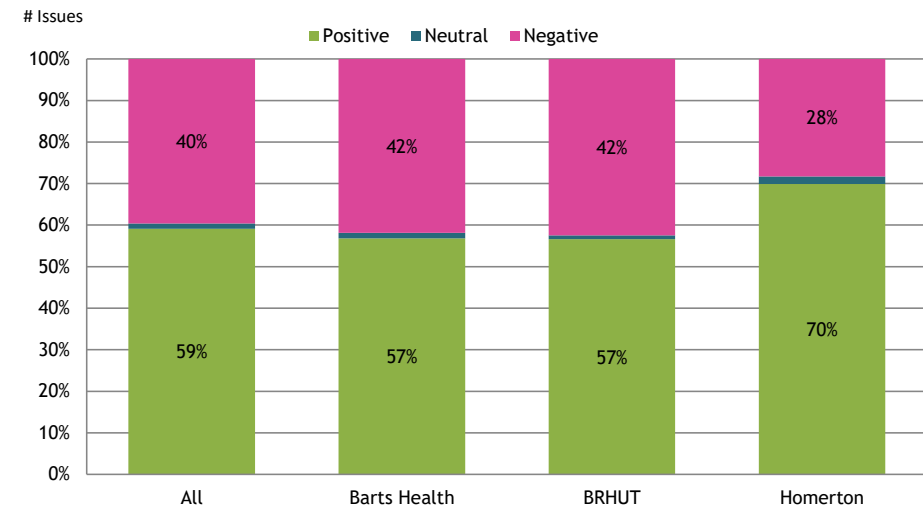
Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

5.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

5.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Hospital	Positive	Negative
All	22%	77%
St Barts	25%	71%
Homerton	41%	55%
Queen's	13%	86%
Newham	11%	88%
King George	13%	87%
Royal London	22%	77%
Whipps Cross	26%	74%

6. By Trust: On the whole, how do people feel about Health and Care services?
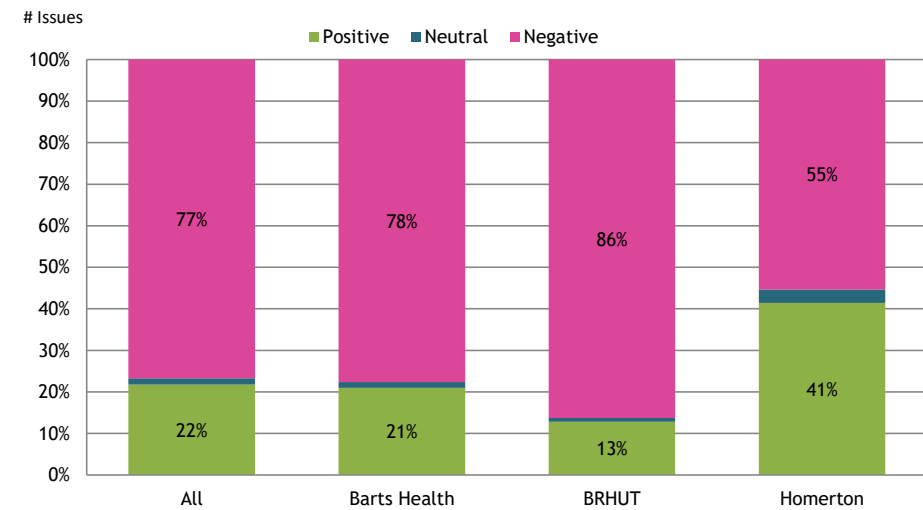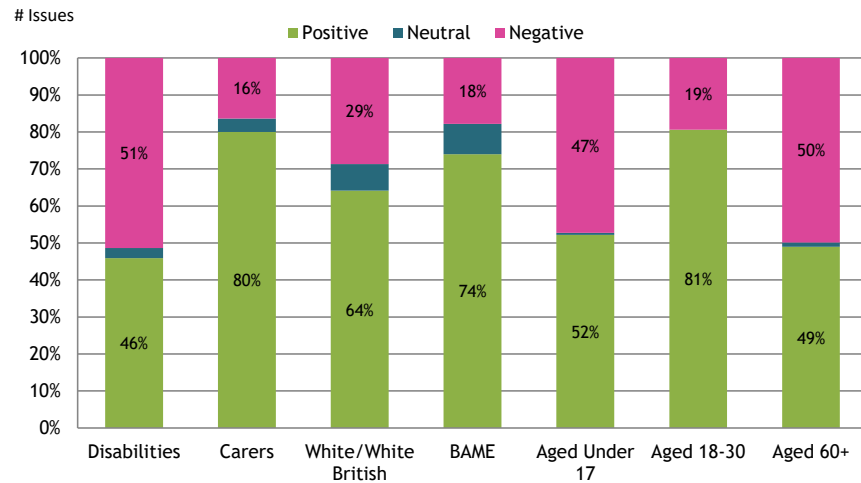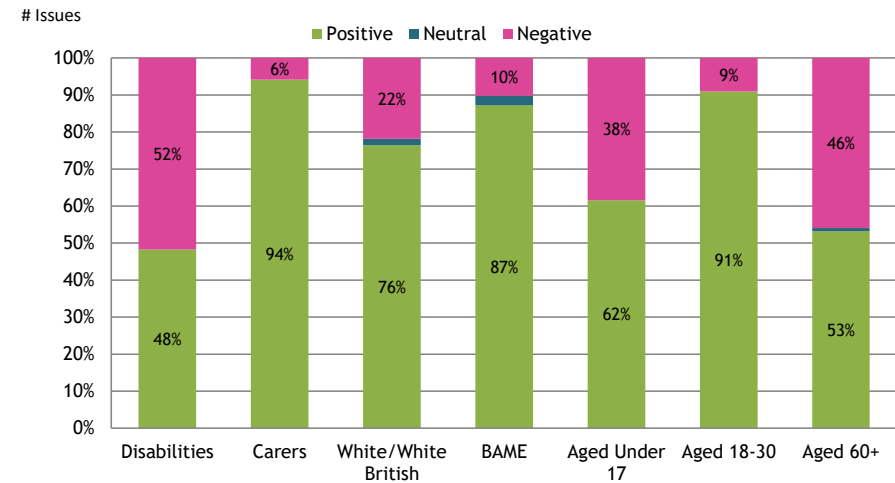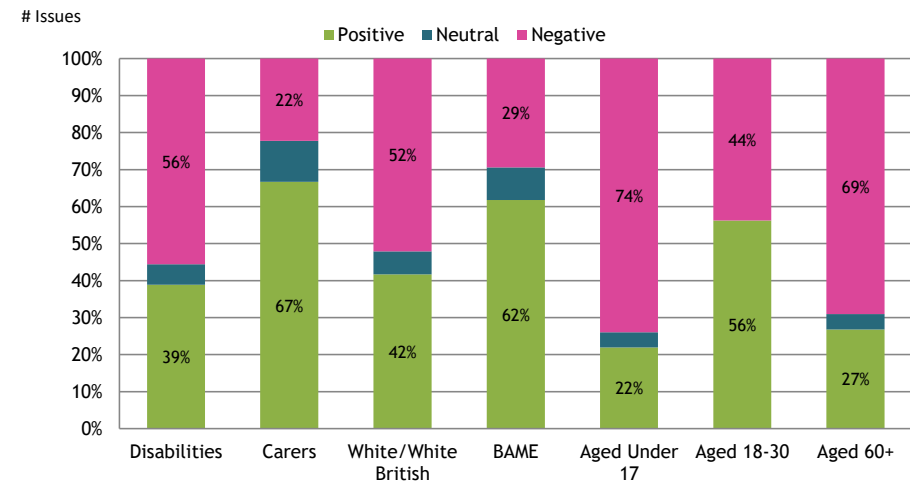
6.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Trust	Negative	Positive
All	48%	51%
Barts Health	22%	49%
BRHUT	34%	46%
Homerton	52%	64%

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

Issues

Legend: Positive | Neutral | Negative

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

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

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

6.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

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

7.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	46%	51%
Carers	80%	16%
White/White British	64%	29%
BAME	74%	18%
Aged Under 17	52%	47%
Aged 18-30	81%	19%
Aged 60+	49%	50%

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

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	48%	52%
Carers	94%	6%
White/White British	76%	22%
BAME	87%	10%
Aged Under 17	62%	38%
Aged 18-30	91%	9%
Aged 60+	53%	46%

7.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Neutral	Negative
Disabilities	68%		32%
Carers	100%	0%	
White/White British	90%		10%
BAME	94%	2%	
Aged Under 17	62%		38%
Aged 18-30	95%		5%
Aged 60+	69%		31%

7.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	39%	56%
Carers	67%	22%
White/White British	42%	52%
BAME	62%	29%
Aged Under 17	22%	74%
Aged 18-30	56%	44%
Aged 60+	27%	69%

8.1 Service Sector

Issues

Legend: Positive ■ Neutral ■ Negative ■

Service sectors receiving the most comments overall

8.2 Service Type

Issues

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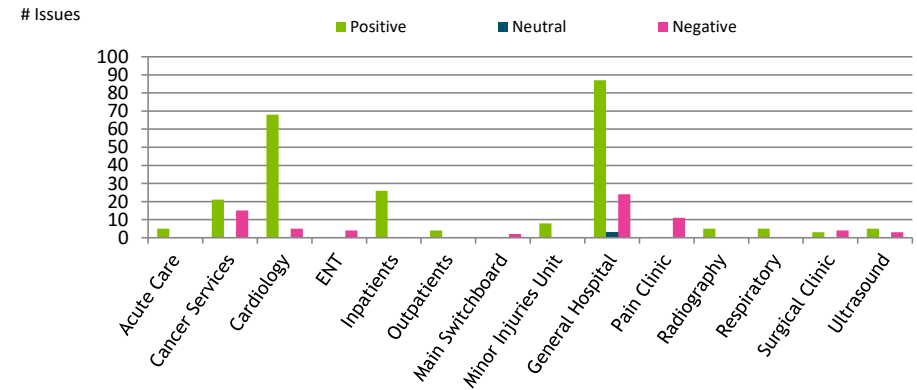
Service type receiving the most comments overall

8.3 Stated medical conditions/topics

Issues

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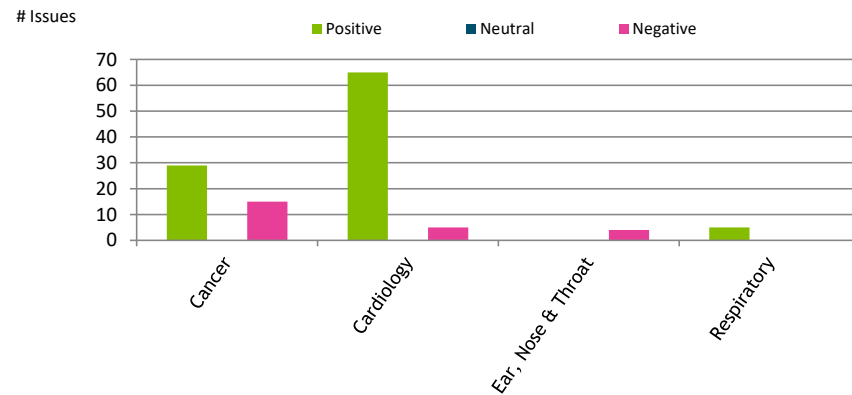
Medical conditions/topics receiving the most comments overall

8.4 Top Trends: 308 issues from 66 people
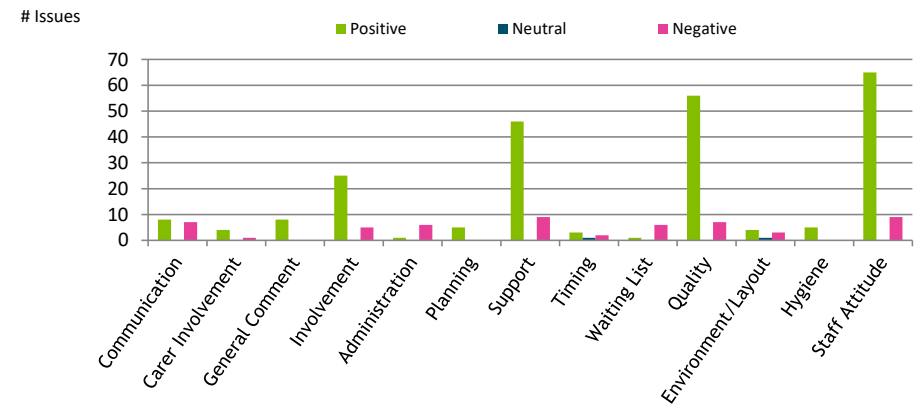
Issues

Legend: Positive ■ Neutral ■ Negative ■

Issues receiving the most comments overall

8.5 Service Sector

Issues
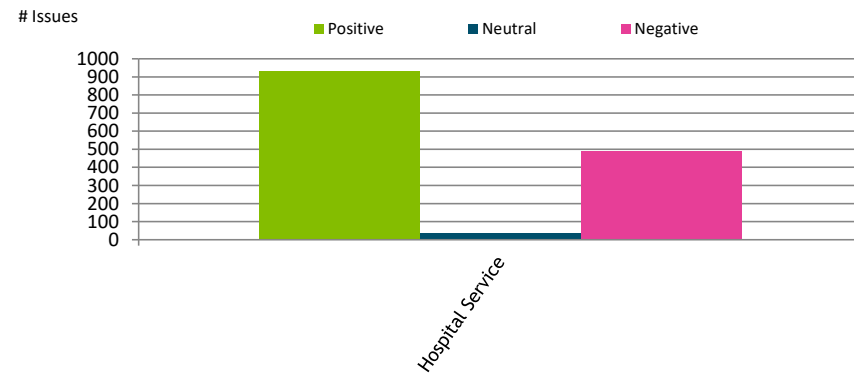
Service sectors receiving the most comments overall

8.6 Service Type
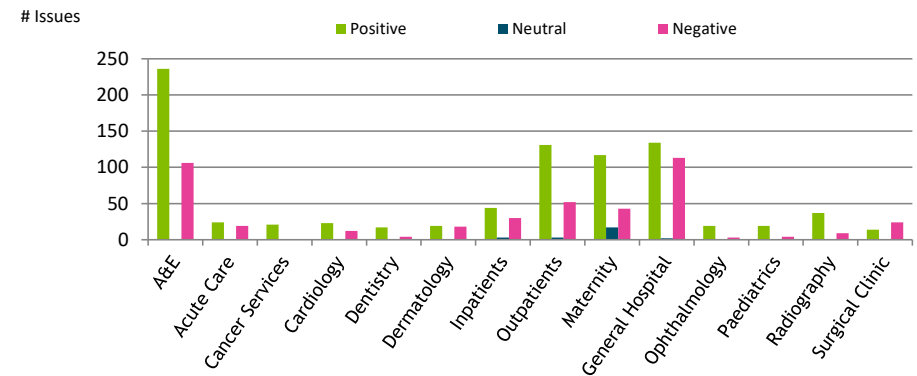
Issues

Service type receiving the most comments overall

8.7 Stated medical conditions/topics
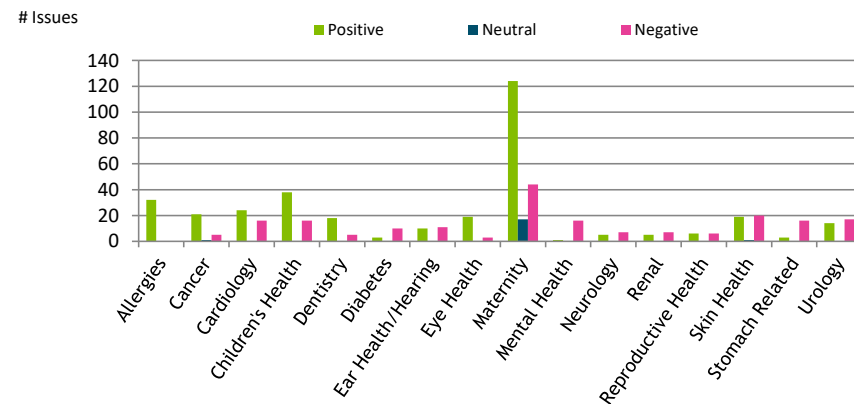
Issues

Medical conditions/topics receiving the most comments overall

8.8 Top Trends: 1453 issues from 316 people
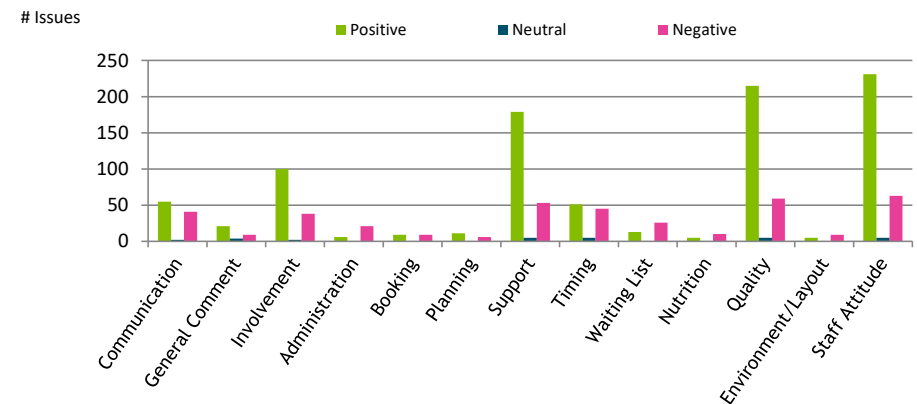
Issues

Issues receiving the most comments overall

8.9 Service Sector

Issues

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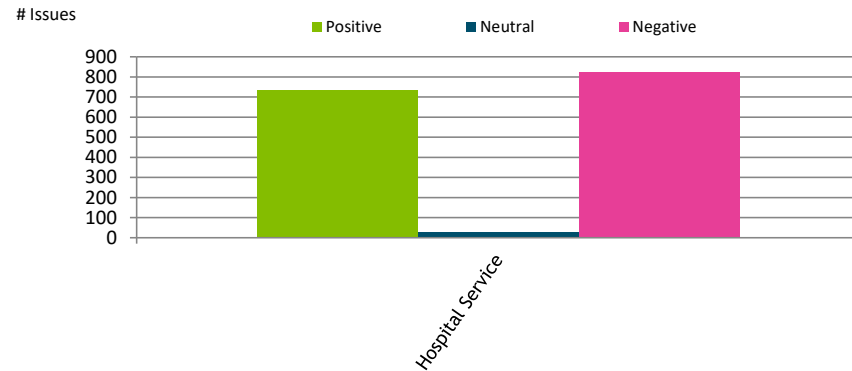
Service sectors receiving the most comments overall

8.10 Service Type

Issues

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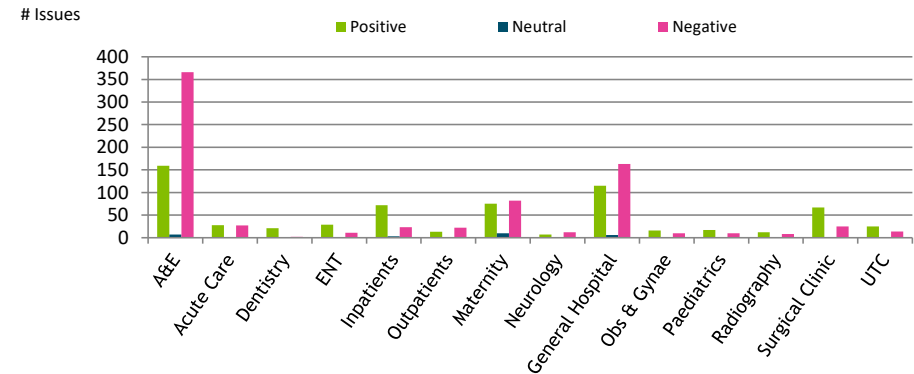
Service type receiving the most comments overall

8.11 Stated medical conditions/topics

Issues

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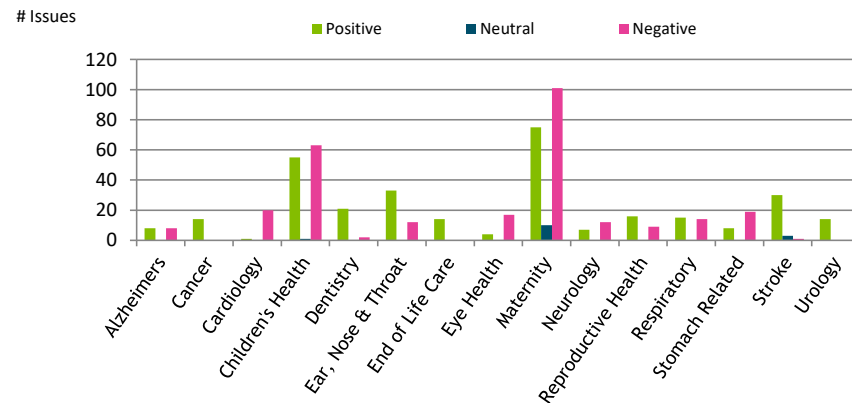
Medical conditions/topics receiving the most comments overall

8.12 Top Trends: 1586 issues from 380 people
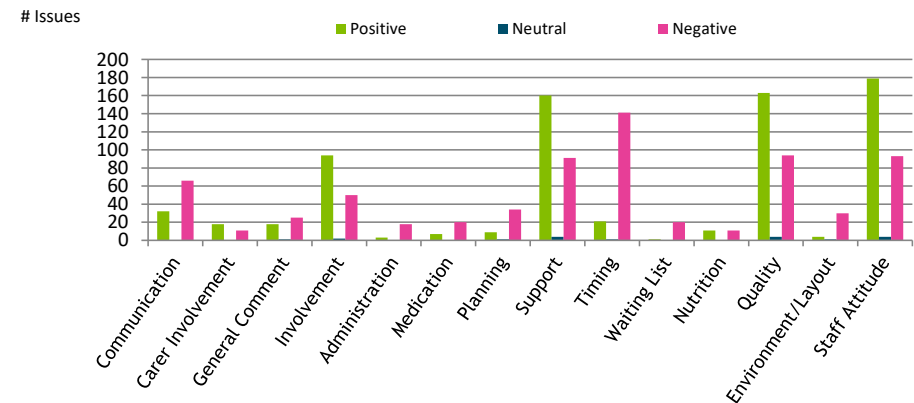
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

8.13 Service Sector

Issues
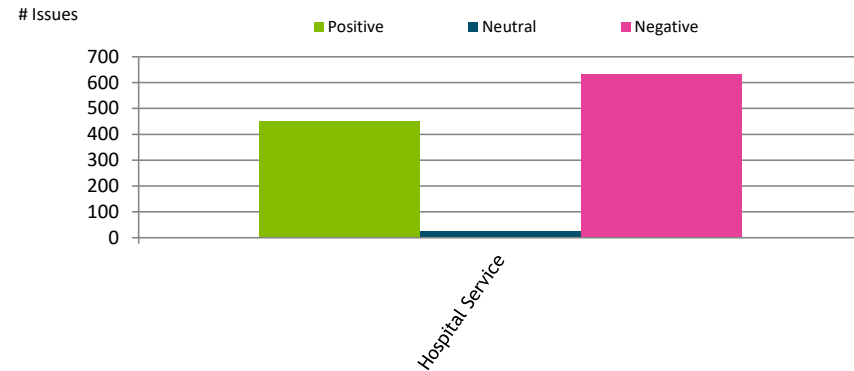
Service sectors receiving the most comments overall

8.14 Service Type
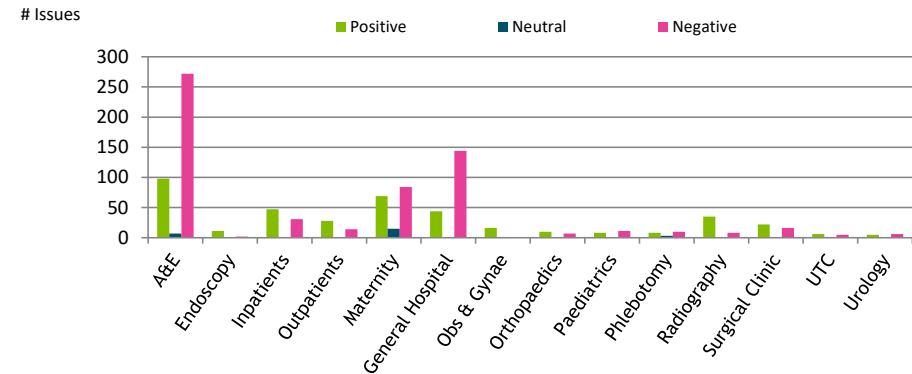
Issues

Service type receiving the most comments overall

8.15 Stated medical conditions/topics
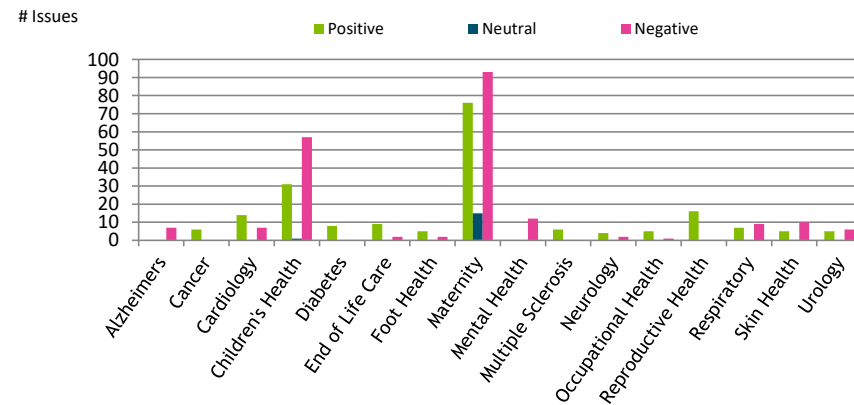
Issues

Medical conditions/topics receiving the most comments overall
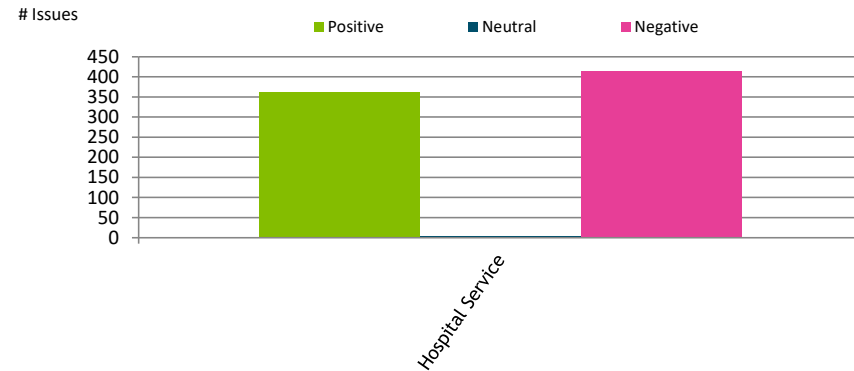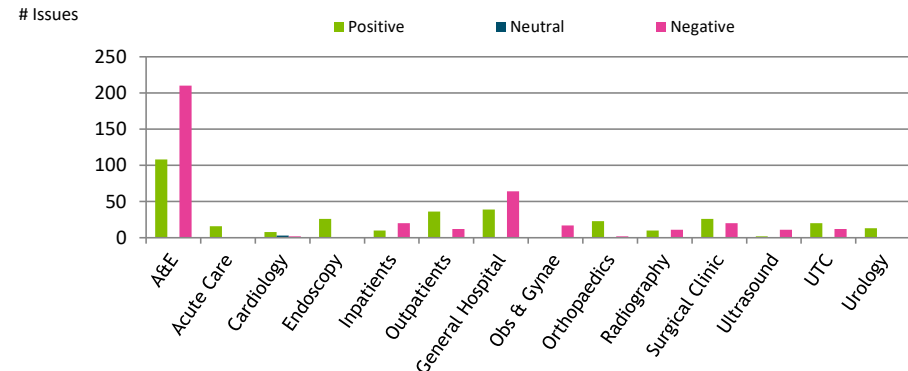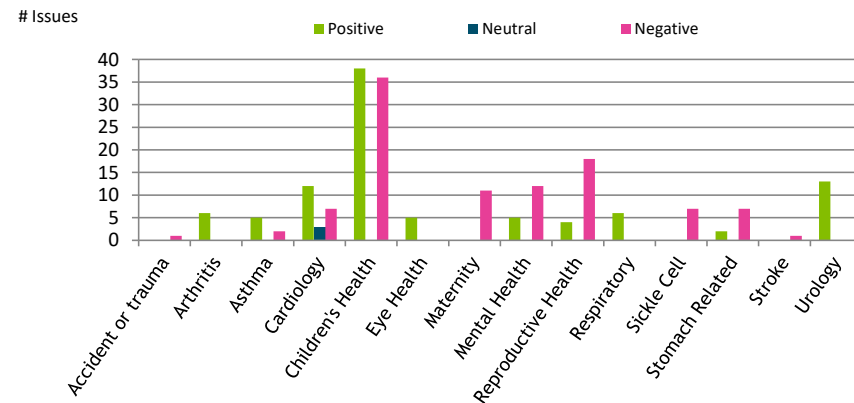
8.16 Top Trends: 1112 issues from 293 people
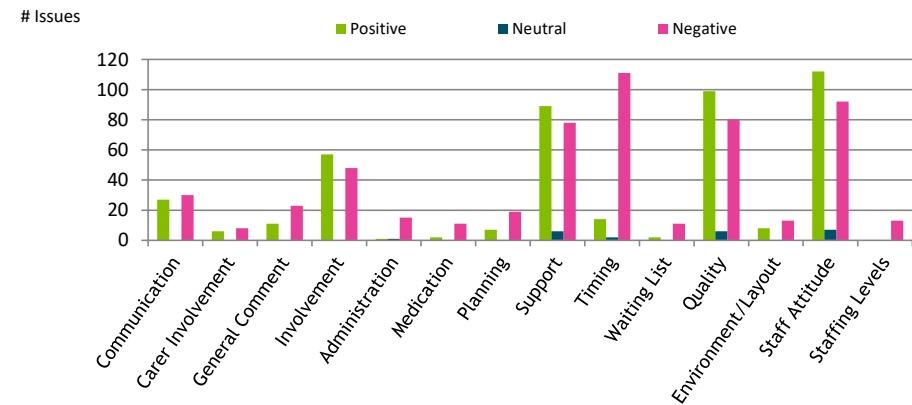
Issues

Issues receiving the most comments overall

13

8.17 Service Sector

Issues

Service sectors receiving the most comments overall
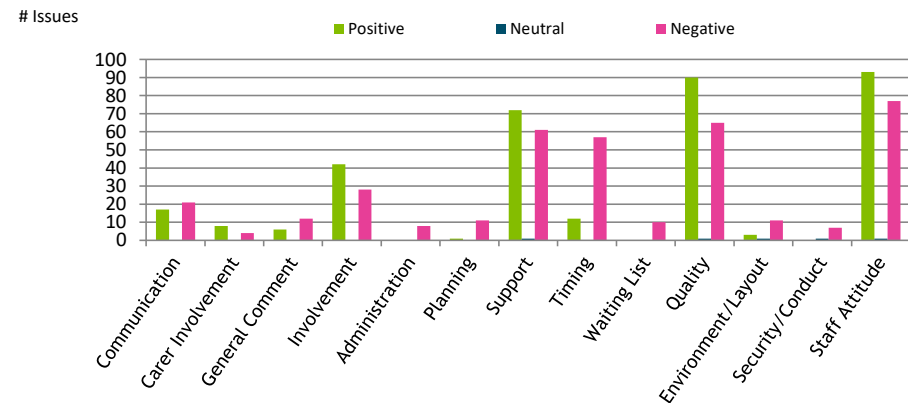
8.18 Service Type

Issues

Service type receiving the most comments overall

8.19 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
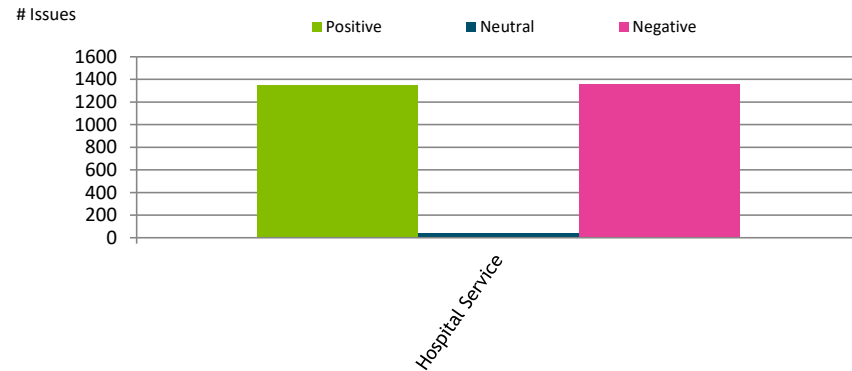
8.20 Top Trends: 781 issues from 190 people

Issues

Issues receiving the most comments overall

8.21 Service Sector
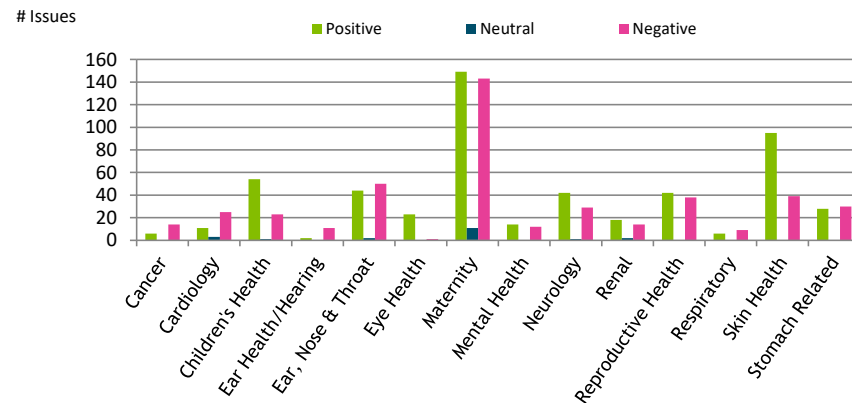
Issues

Service sectors receiving the most comments overall

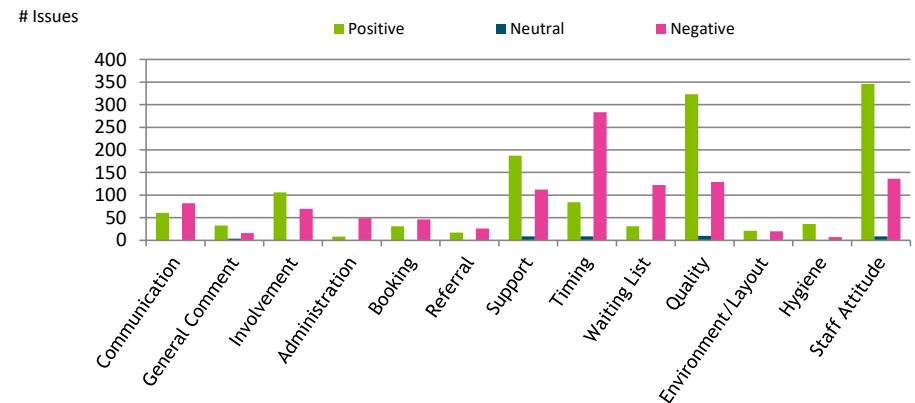**8.22 Service Type**
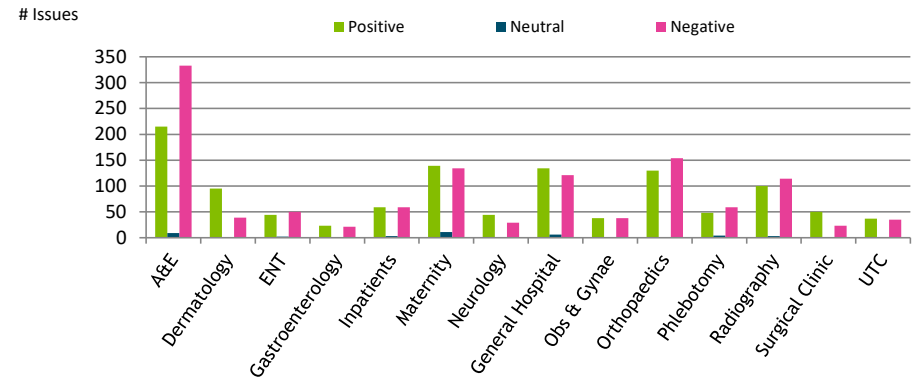
Issues

Service type receiving the most comments overall

8.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
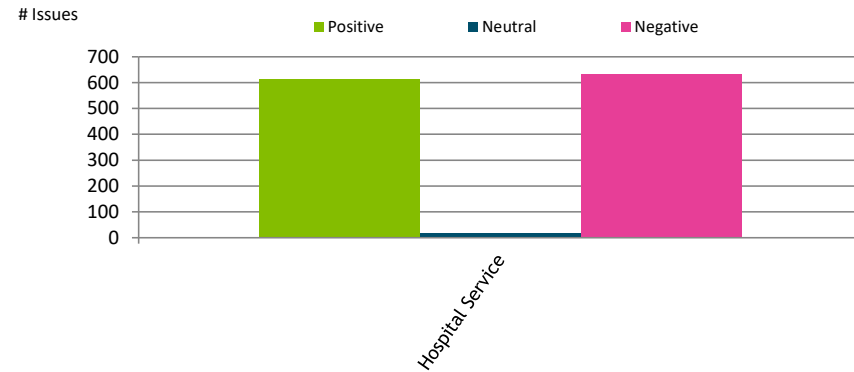
8.24 Top Trends: 2762 issues from 798 people

Issues

Issues receiving the most comments overall

8.25 Service Sector

Issues

Legend: Positive, Neutral, Negative

Service sectors receiving the most comments overall

8.26 Service Type

Issues

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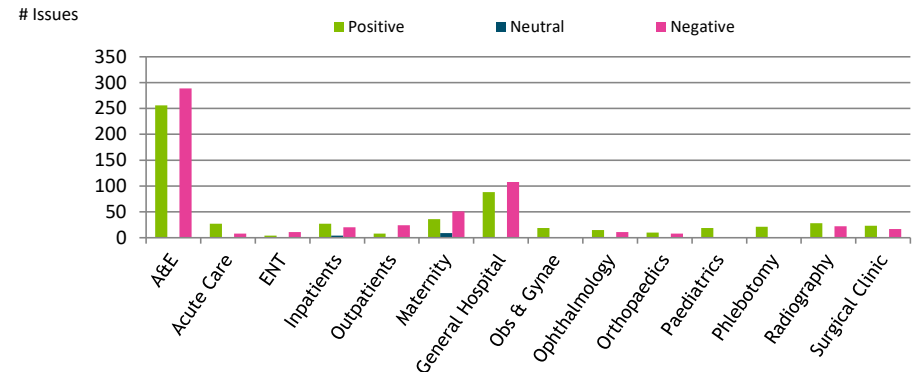
Service type receiving the most comments overall

8.27 Stated medical conditions/topics

Issues

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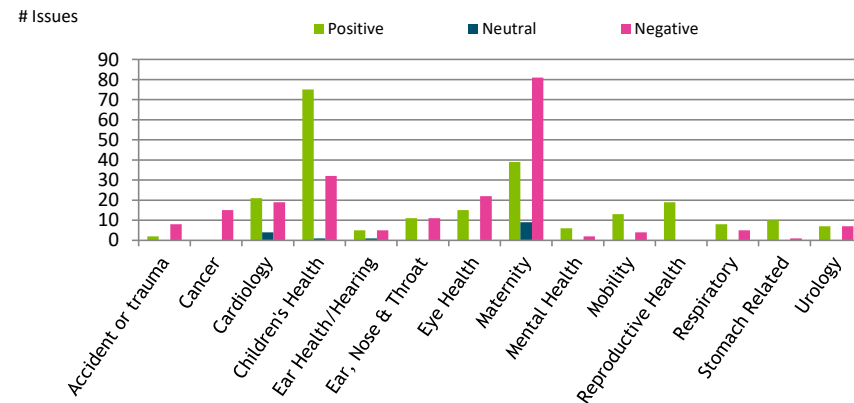
Medical conditions/topics receiving the most comments overall

8.28 Top Trends: 1264 issues from 351 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

16
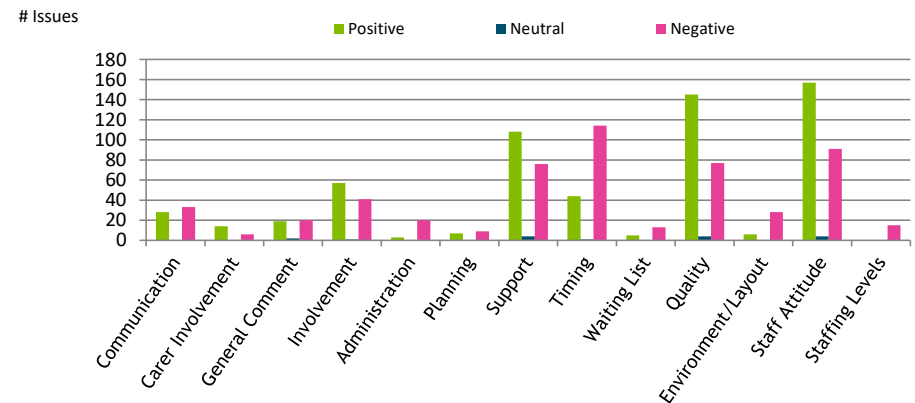
9. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	228	2	280	510
	Carer Involvement	*Involvement or influence of carers and family members.*	69	0	45	114
	Peer Involvement	*Involvement or Influence of friends.*	0	0	1	1
	General Comment	*A generalised statement (ie; "The doctor was good.")*	116	11	105	232
	User Involvement	*Involvement or influence of the service user.*	481	5	280	766
Systems	Administration	*Administrative processes and delivery.*	22	1	137	160
	Admission	*Physical admission to a hospital ward, or other service.*	9	2	40	51
	Booking	*Ability to book, reschedule or cancel appointments.*	50	0	75	125
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	66	66
	Data Protection	*General data protection (including GDPR).*	0	0	5	5
	Referral	*Referral to a service.*	21	1	33	55
	Medical Records	*Management of medical records.*	0	1	13	14
	Medication	*Prescription and management of medicines.*	23	0	61	84
	Opening Times	*Opening times of a service.*	4	1	1	6
	Planning	*Leadership and general organisation.*	51	2	104	157
	Registration	*Ability to register for a service.*	1	1	15	17
	Support	*Levels of support provided.*	841	29	480	1350
	Telephone	*Ability to contact a service by telephone.*	4	2	63	69
	Timing	*Physical timing (ie; length of wait at appointments).*	229	19	753	1001
	Waiting List	*Length of wait while on a list.*	53	0	208	261
Values	Choice	*General choice.*	1	1	16	18
	Cost	*General cost.*	1	0	13	14
	Language	*Language, including terminology.*	4	0	6	10
	Nutrition	*Provision of sustainance.*	35	1	47	83
	Privacy	*Privacy, personal space and property.*	3	0	23	26
	Quality	*General quality of a service, or staff.*	1091	30	511	1632
	Sensory	*Deaf/blind or other sensory issues.*	2	0	2	4
	Stimulation	*General stimulation, including access to activities.*	17	0	5	22

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	6	1	3	10
	Environment/Layout	*Physical environment of a service.*	51	3	114	168
	Equipment	*General equipment issues.*	11	0	11	22
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	30	30
	Hygiene	*Levels of hygiene and general cleanliness.*	58	0	37	95
	Mobility	*Physical mobility to, from and within services.*	3	1	26	30
	Travel/Parking	*Ability to travel or park.*	7	2	26	35
Staff	Omission	*General omission (ie; transport did not arrive).*	0	1	36	37
	Security/Conduct	*General security of a service, including conduct of staff.*	3	1	44	48
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1183	30	561	1774
	Complaints	*Ability to log and resolve a complaint.*	0	0	15	15
	Staff Training	*Training of staff.*	8	2	45	55
	Staffing Levels	*General availability of staff.*	1	6	85	92
	Total:		**4687**	**156**	**4421**	**9264**