

GP Services in North East London (NEL)

Trends Analysis Report



CommunityInsight

10 January 2023

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 GP services in selected boroughs.

Reporting Period: 1 January - 31 December 2022



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.

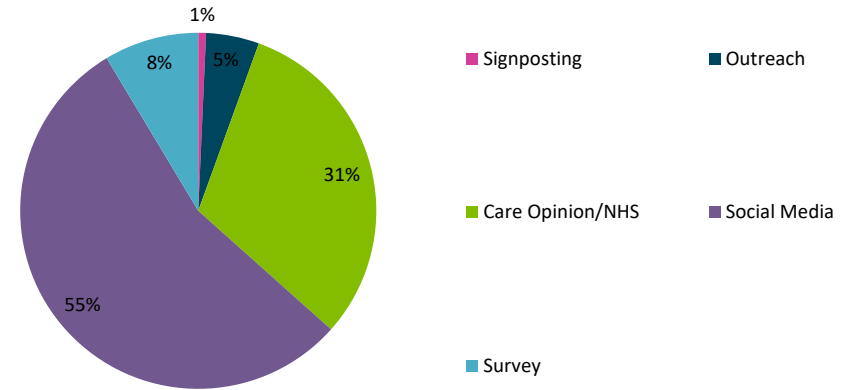
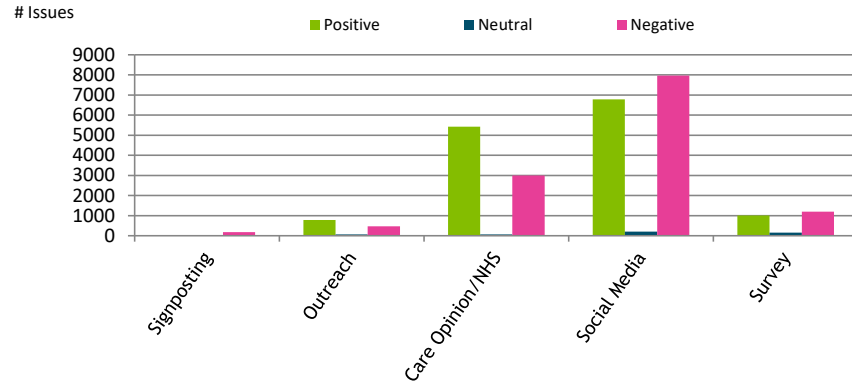


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source: Where did we collect the feedback?

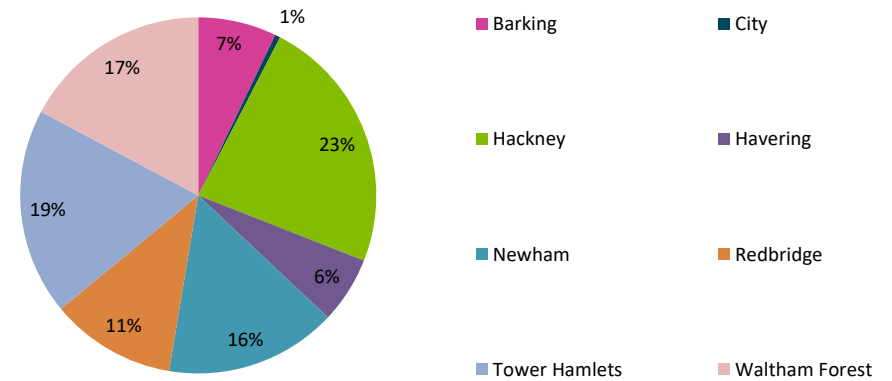
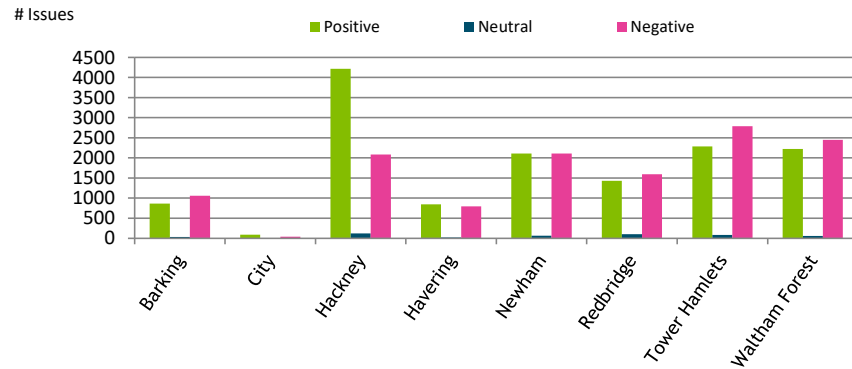


1.1 Source: 27492 issues from 6094 people



Sources providing the most comments overall

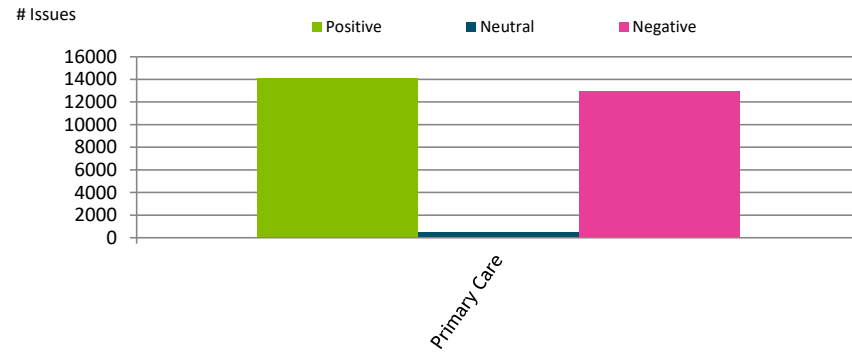
1.2 Feedback by Borough



2. Which services are people most commenting on?

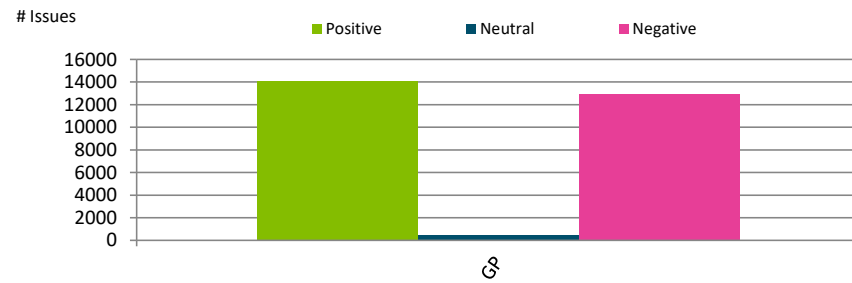


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

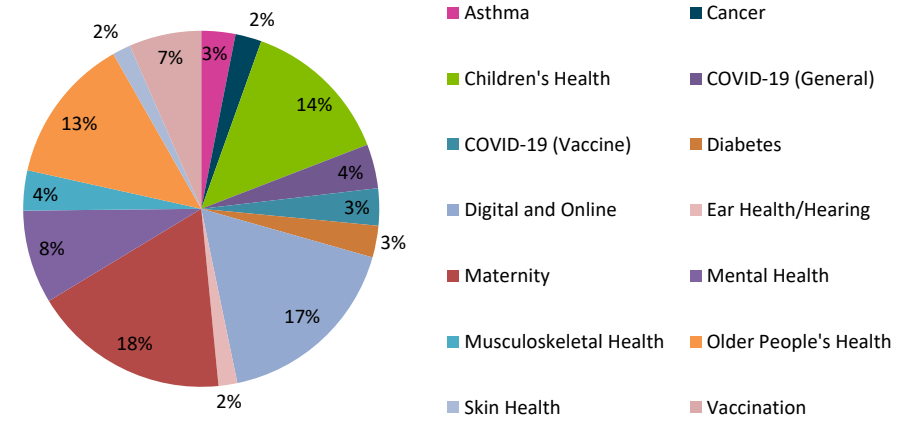
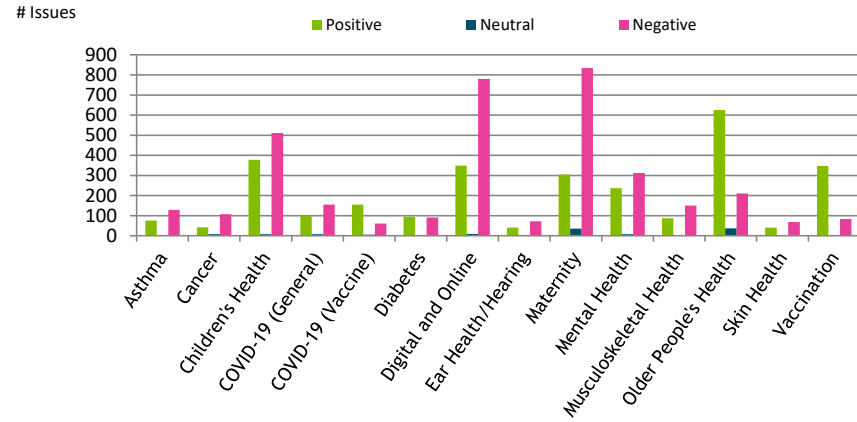


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

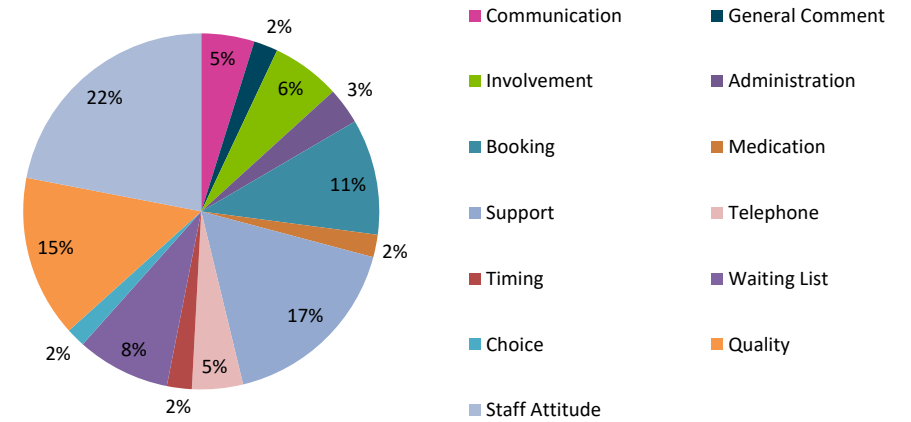
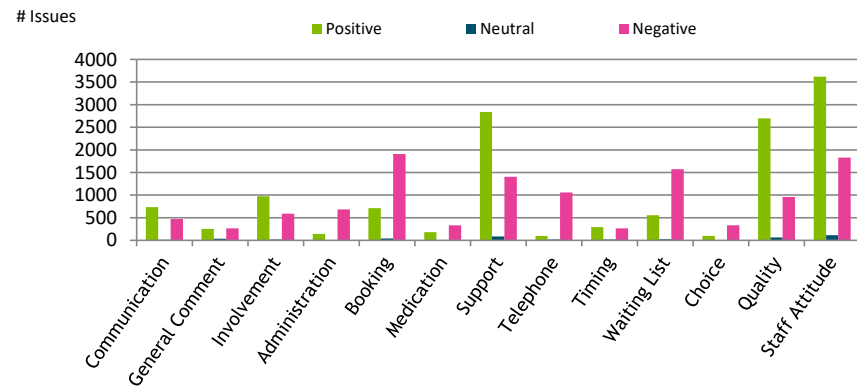


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 27492 issues from 6094 people

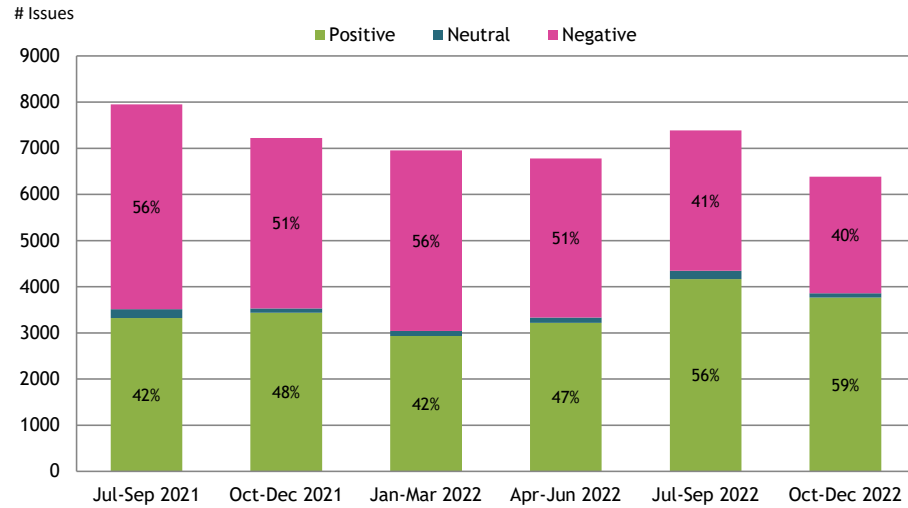


Issues receiving the most comments overall

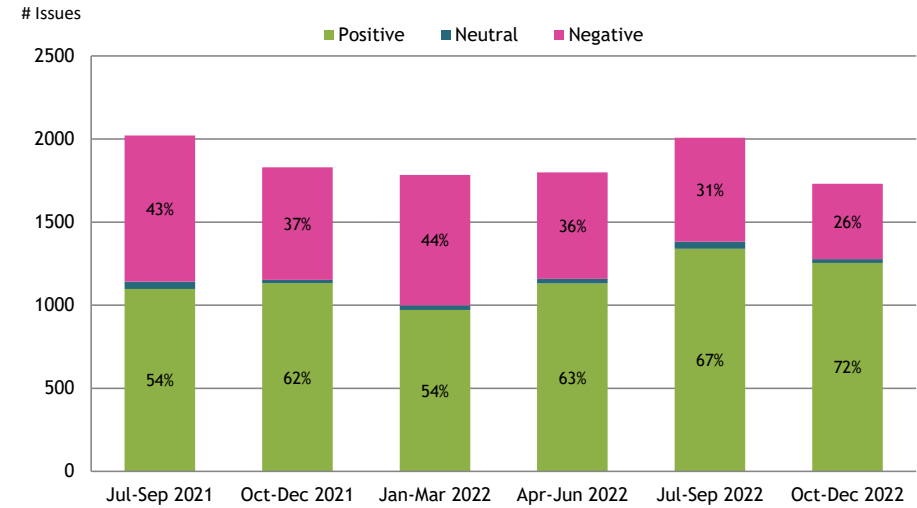
4. Timeline: On the whole, how do people feel about Health and Care services?



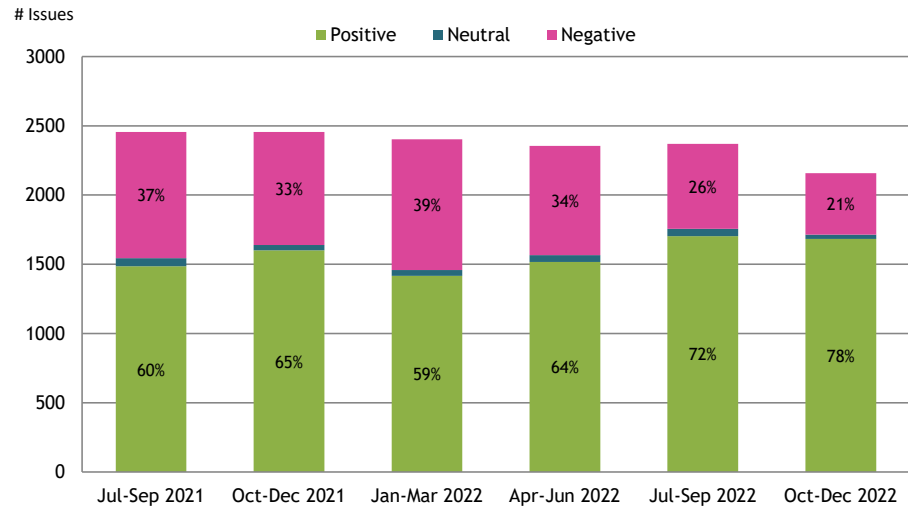
4.1 How do people feel about services overall?



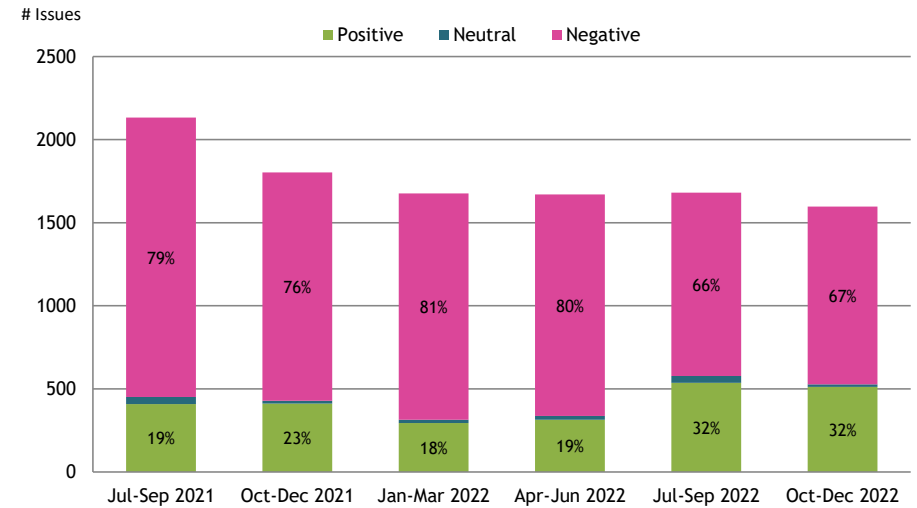
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



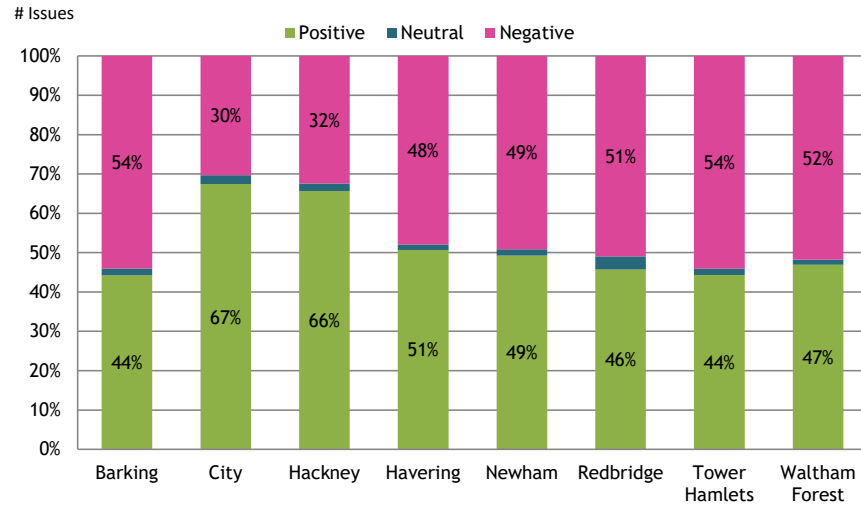
4.4 How do people feel about access to services?



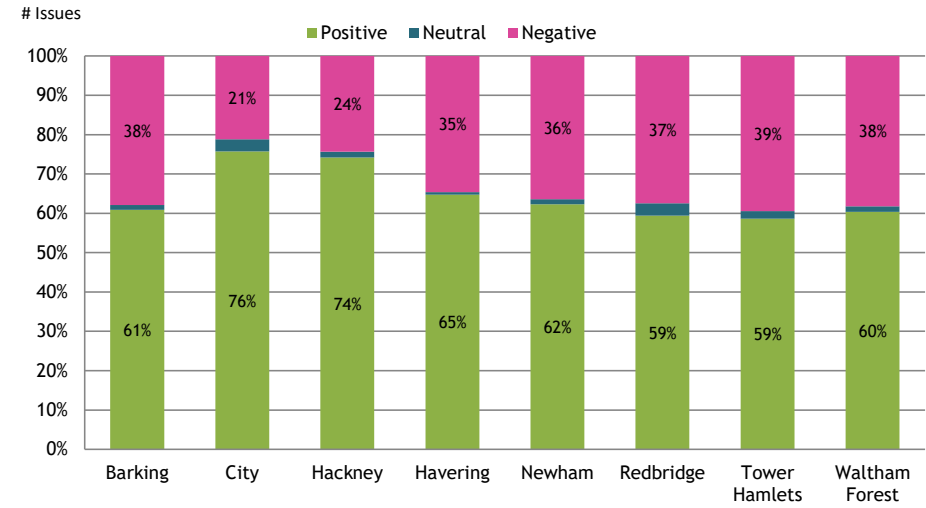
5. By Borough: On the whole, how do people feel about Health and Care services?



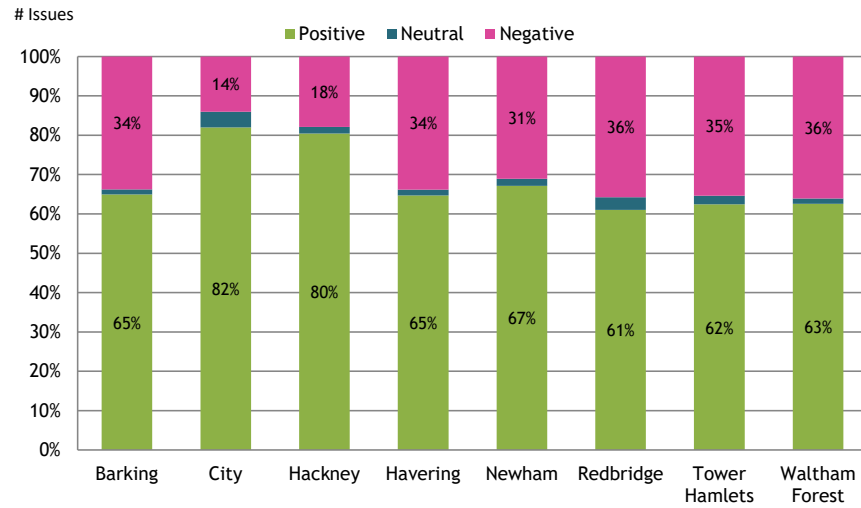
5.1 How do people feel about services overall?



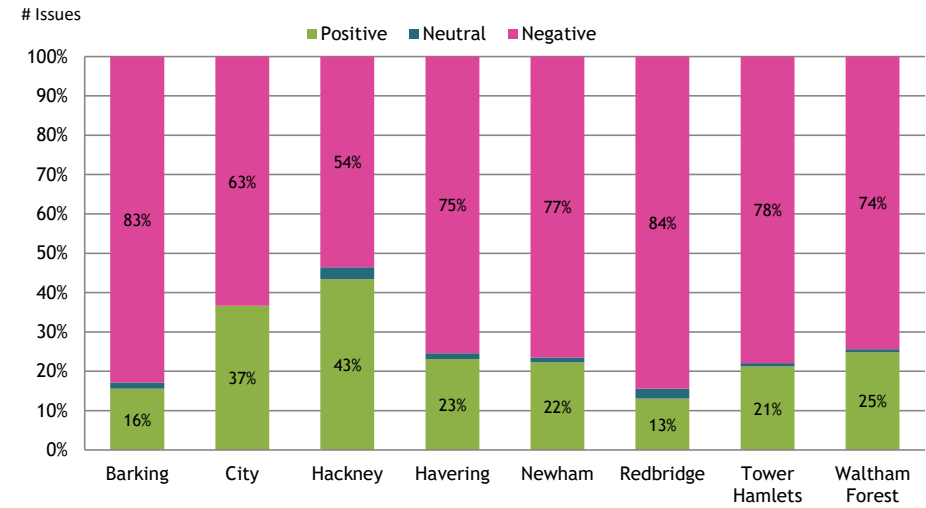
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



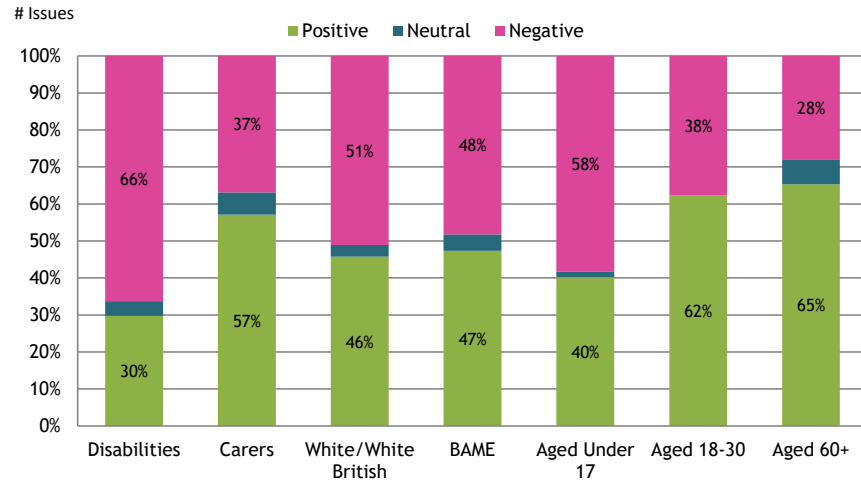
5.4 How do people feel about access to services?



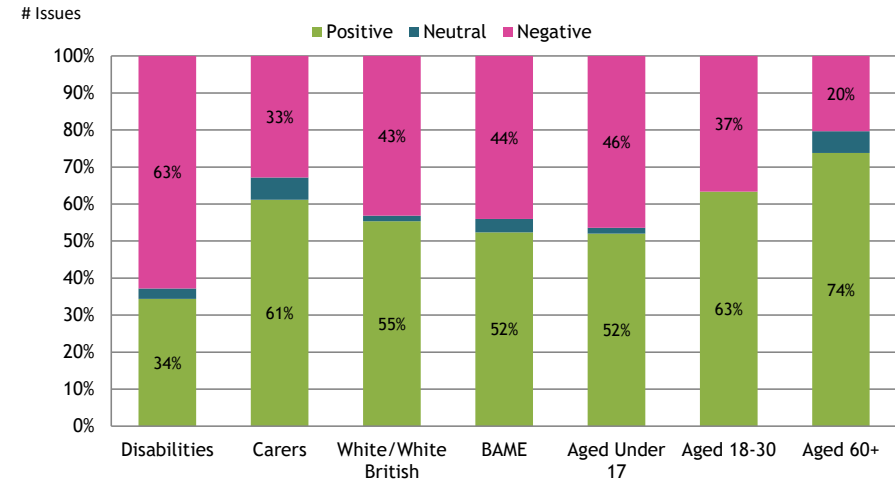
6. Equalities: On the whole, how do people feel about Health and Care services?



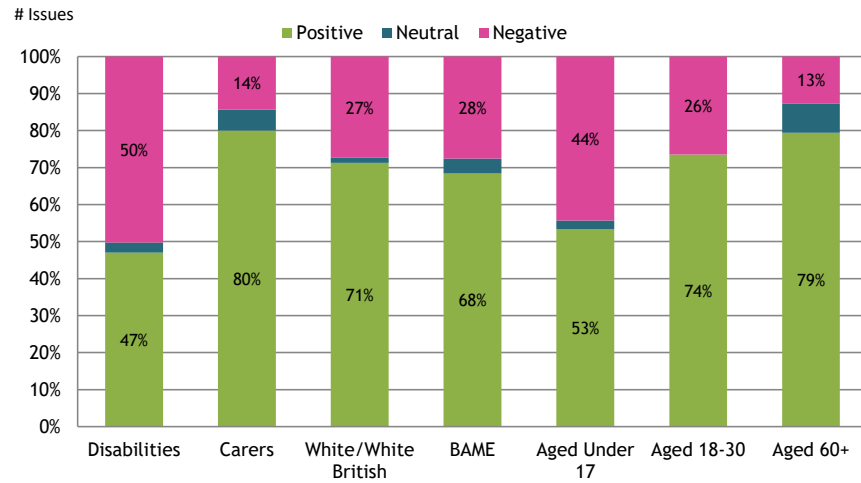
6.1 How do people feel about services overall?



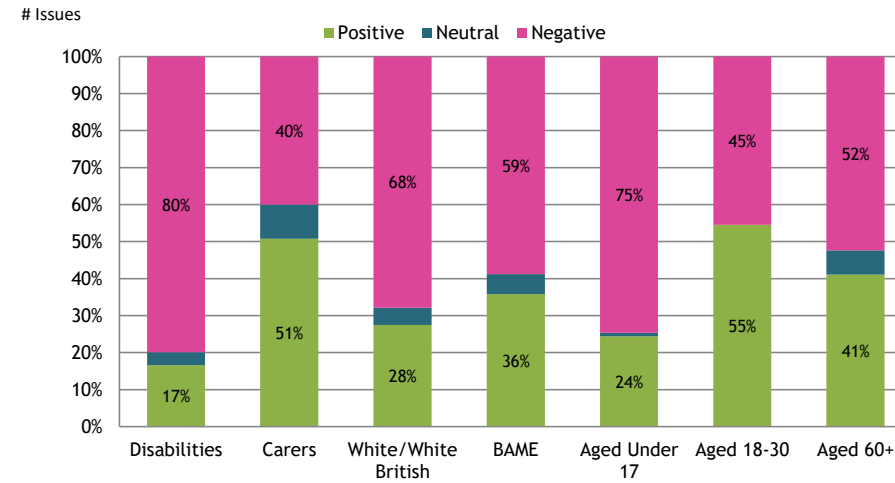
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



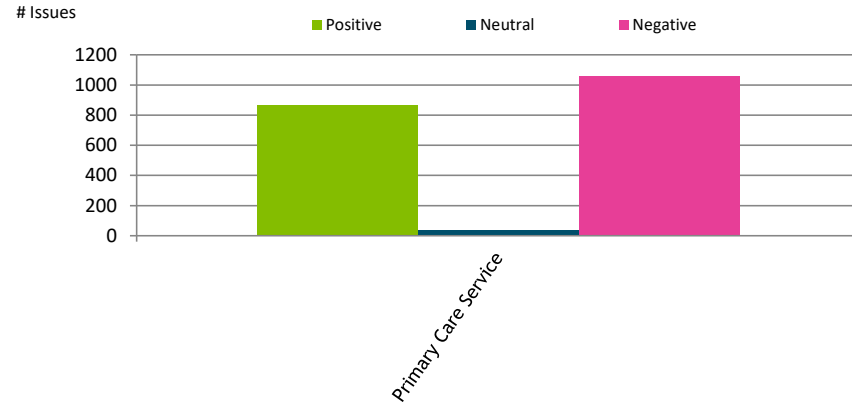
6.4 How do people feel about access to services?



7. Trends by Borough: Barking

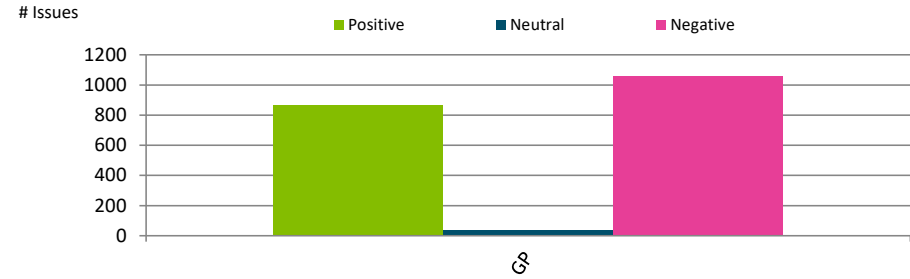


7.1 Service Sector



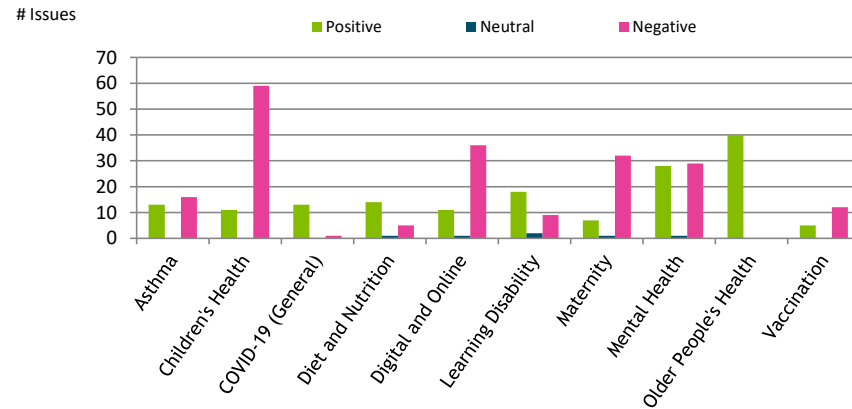
Service sectors receiving the most comments overall

7.2 Service Type



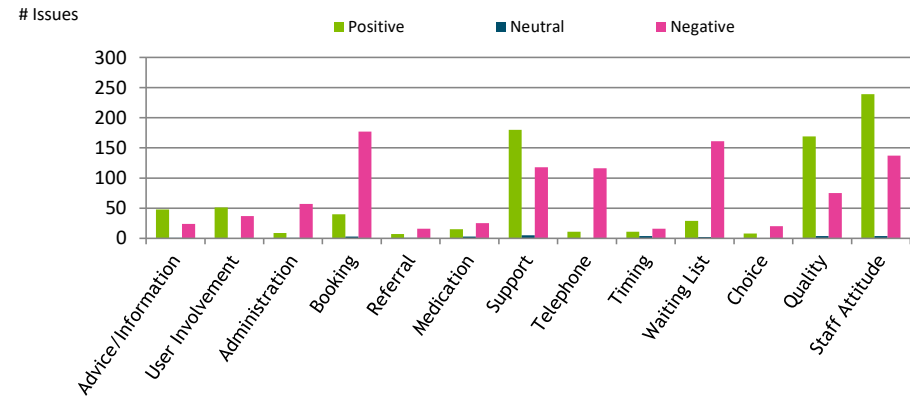
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 1959 issues from 389 people

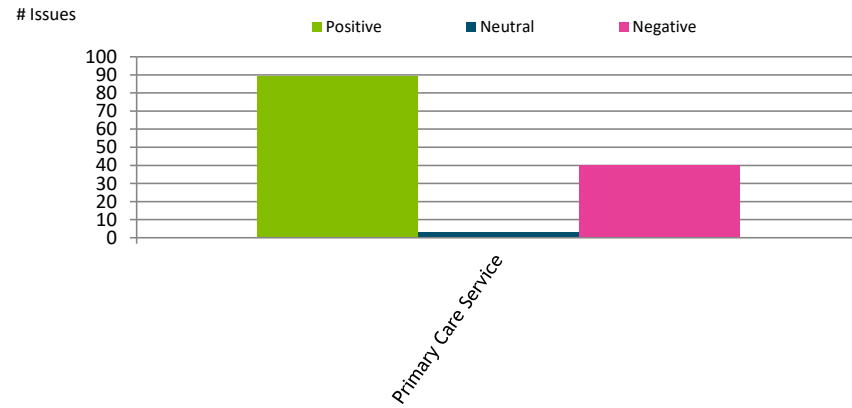


Issues receiving the most comments overall

7. Trends by Borough: City of London

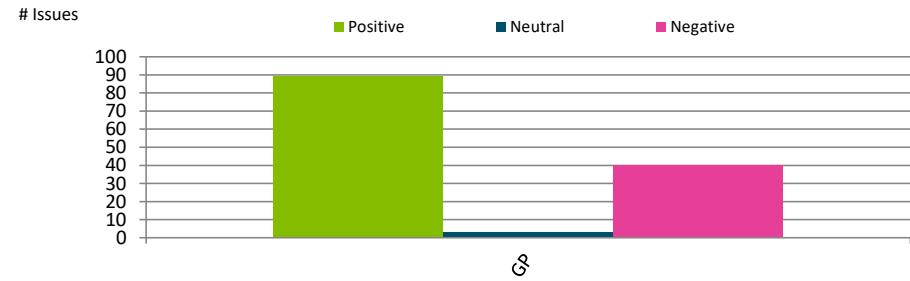


7.5 Service Sector



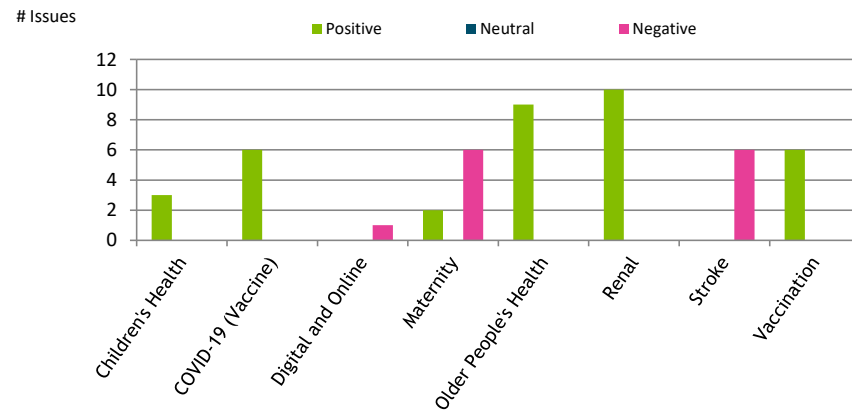
Service sectors receiving the most comments overall

7.6 Service Type



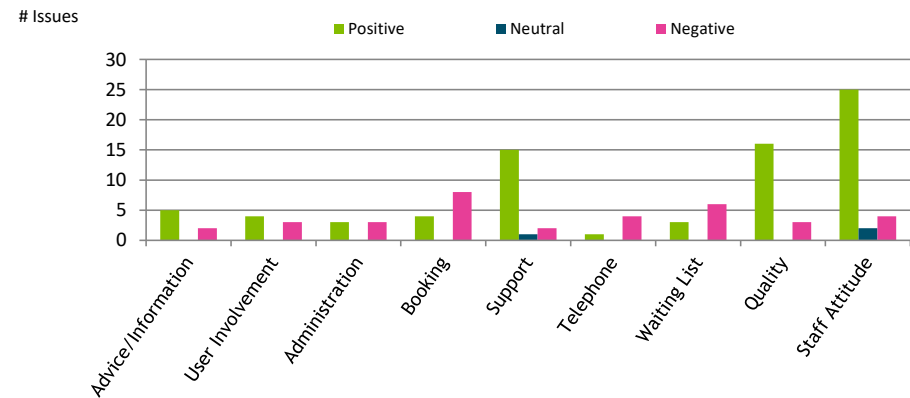
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 132 issues from 32 people

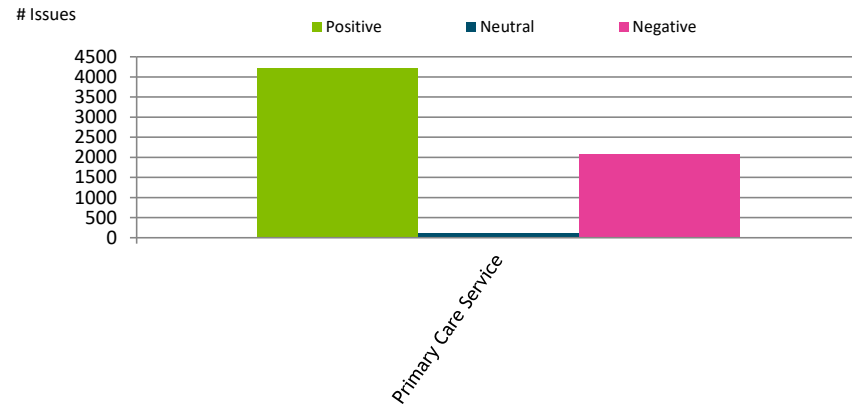


Issues receiving the most comments overall

7. Trends by Borough: Hackney

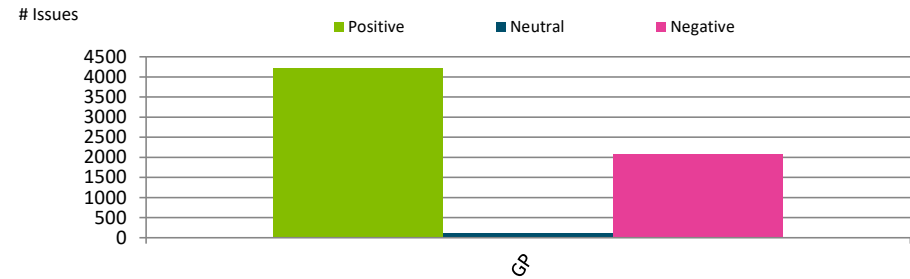


7.9 Service Sector



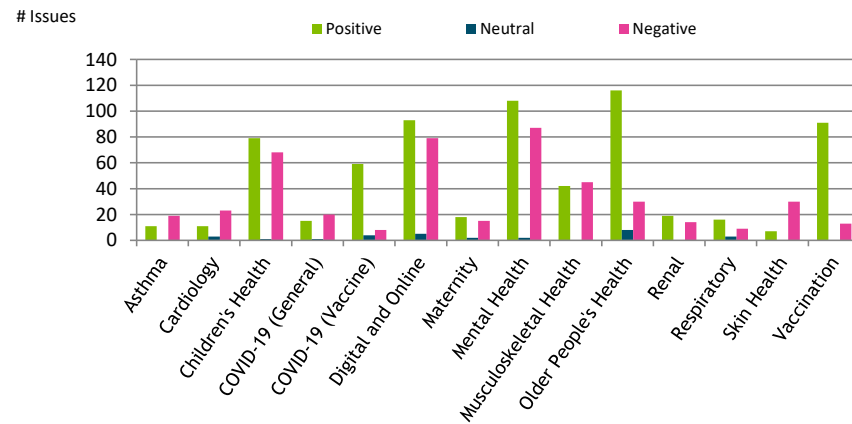
Service sectors receiving the most comments overall

7.10 Service Type



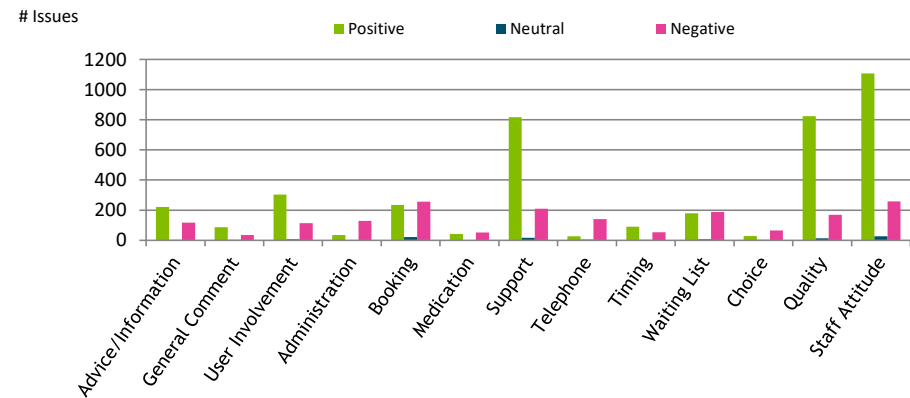
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 6422 issues from 1264 people

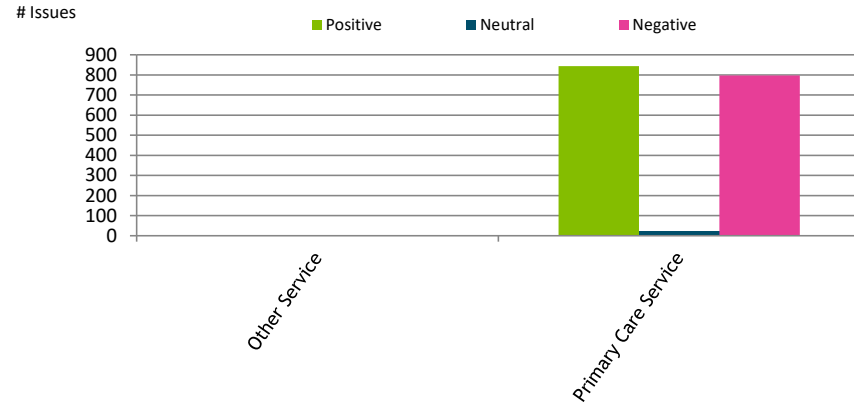


Issues receiving the most comments overall

7. Trends by Borough: Havering

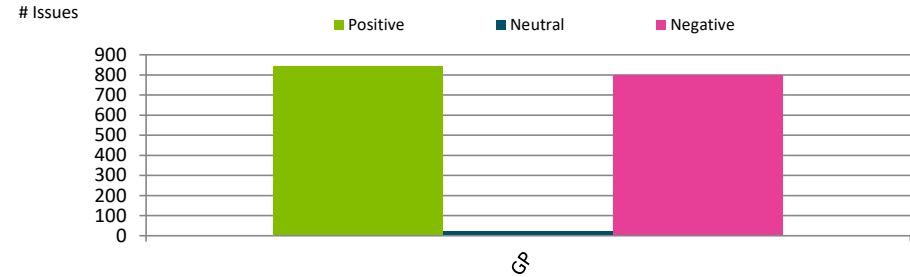


7.13 Service Sector



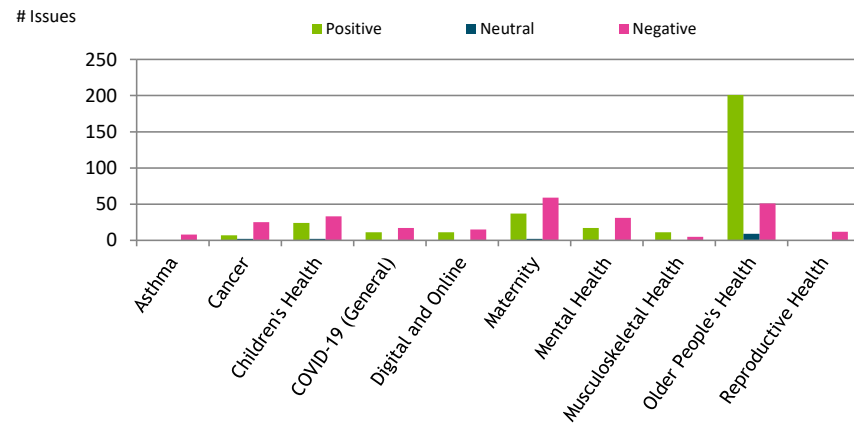
Service sectors receiving the most comments overall

7.14 Service Type



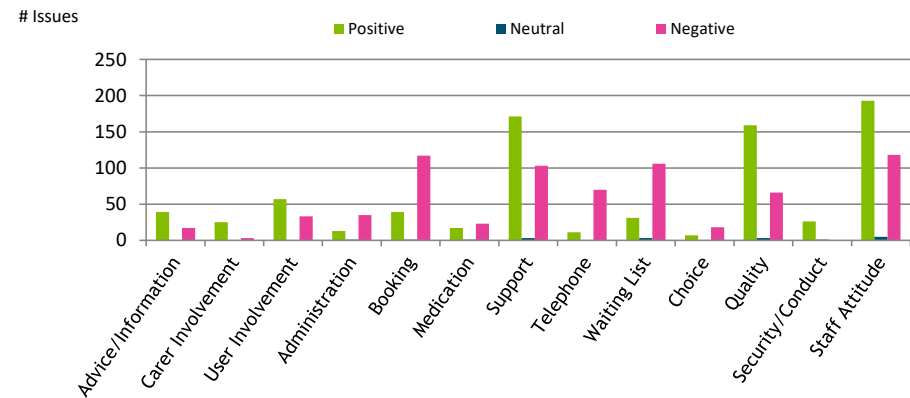
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 1663 issues from 337 people

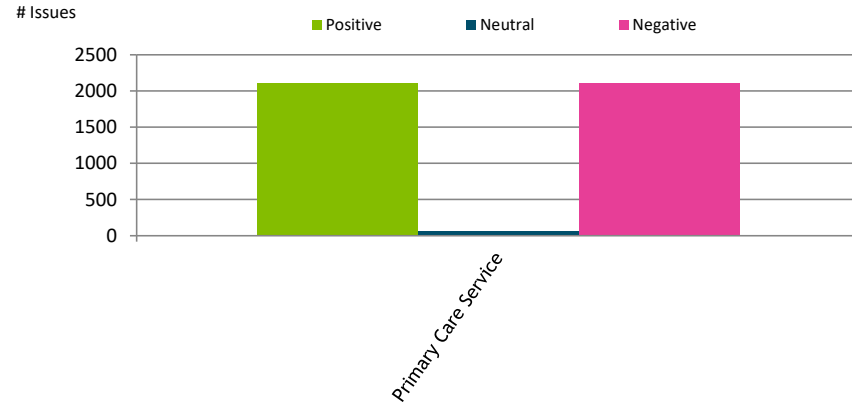


Issues receiving the most comments overall

7. Trends by Borough: Newham

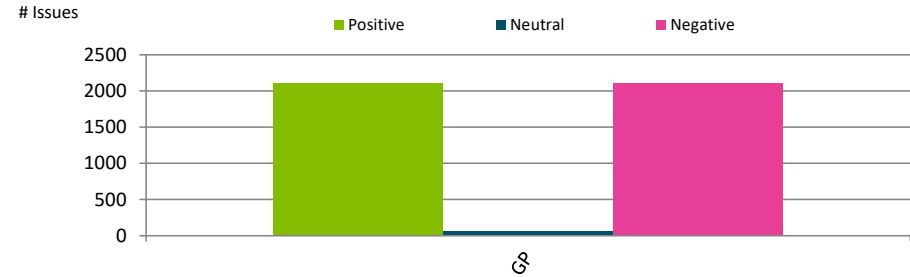


7.17 Service Sector



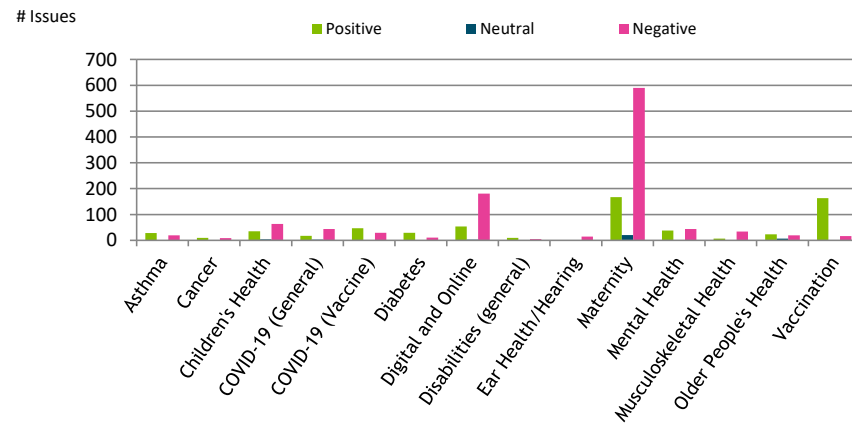
Service sectors receiving the most comments overall

7.18 Service Type



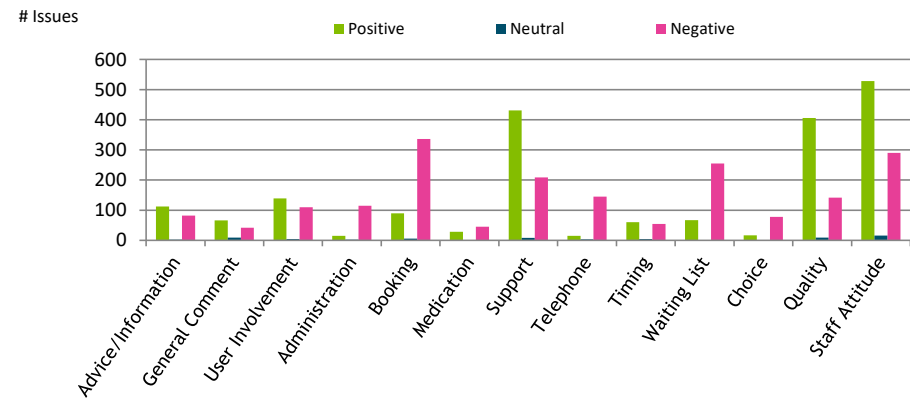
Service type receiving the most comments overall

7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 4290 issues from 1037 people

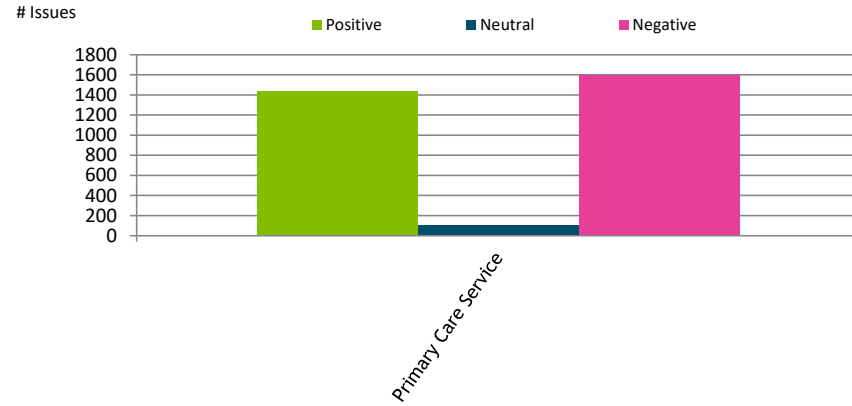


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

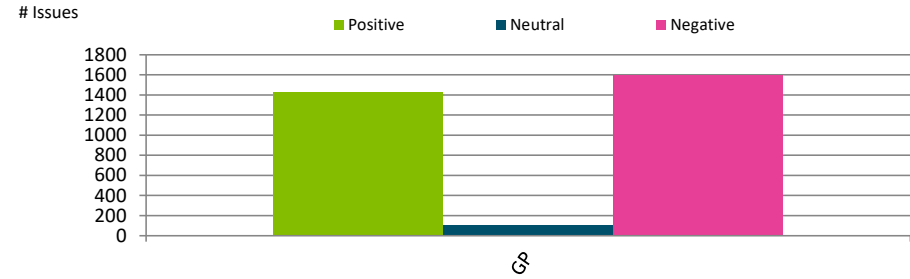


7.21 Service Sector



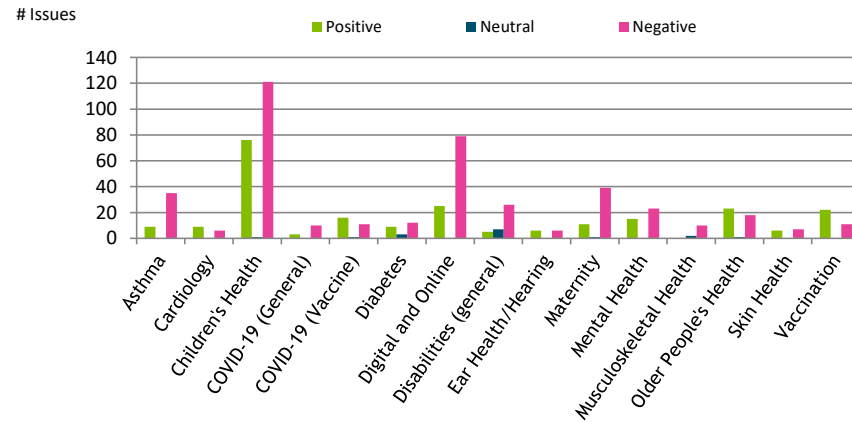
Service sectors receiving the most comments overall

7.22 Service Type



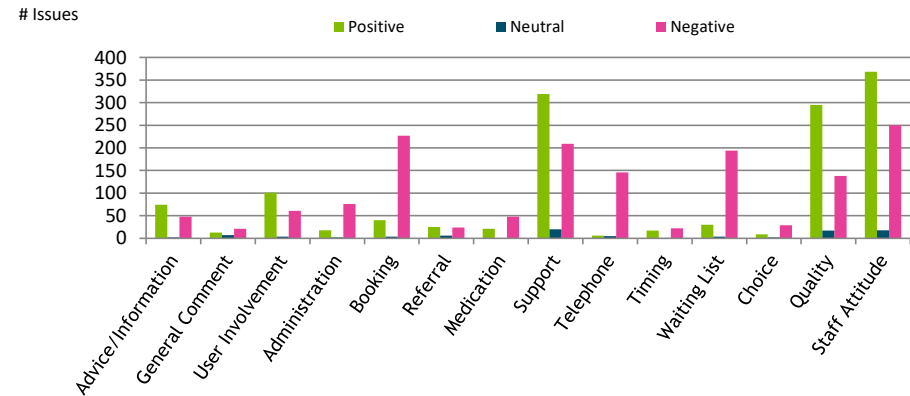
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 3130 issues from 690 people

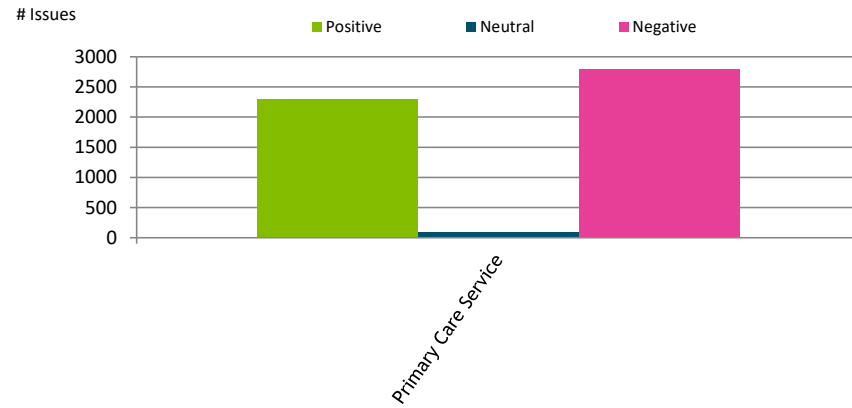


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

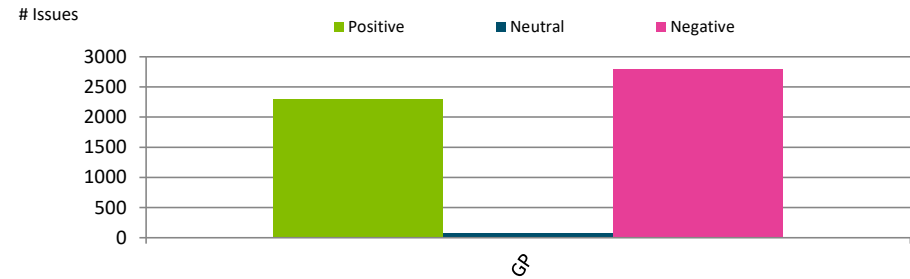


7.25 Service Sector



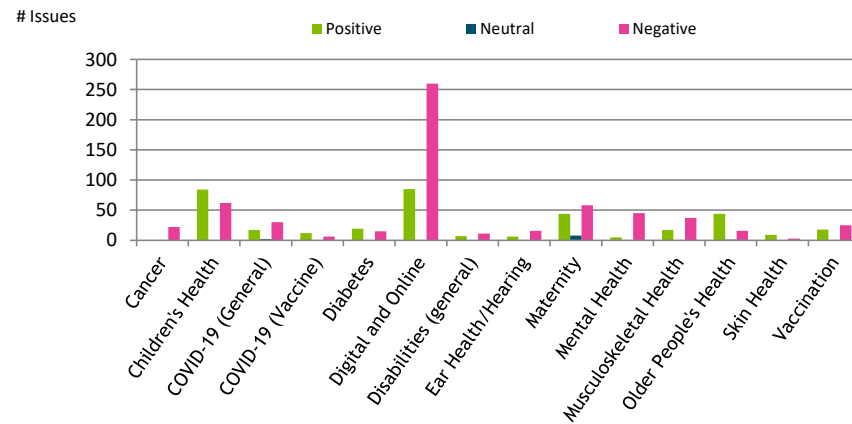
Service sectors receiving the most comments overall

7.26 Service Type



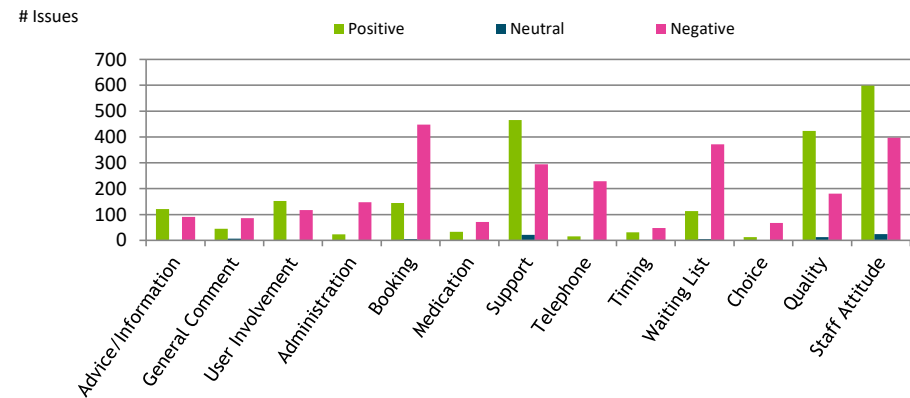
Service type receiving the most comments overall

7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 5164 issues from 1272 people

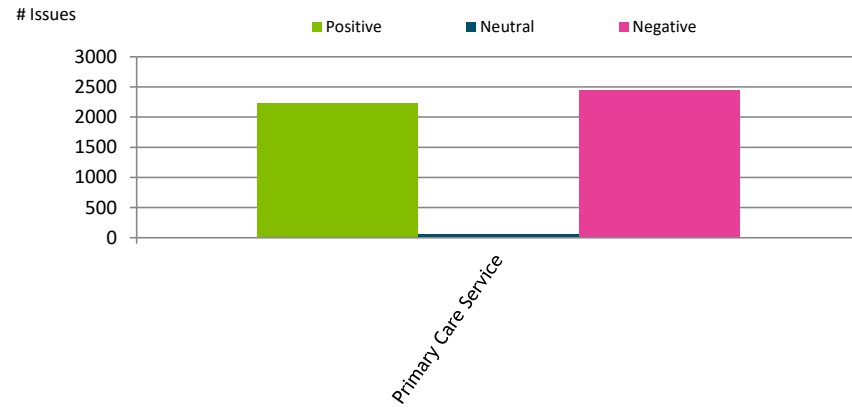


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

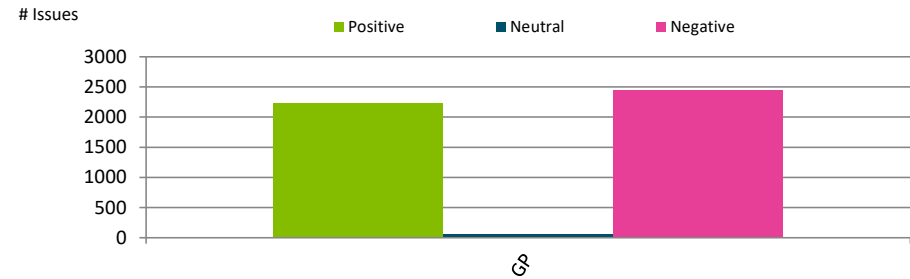


7.29 Service Sector



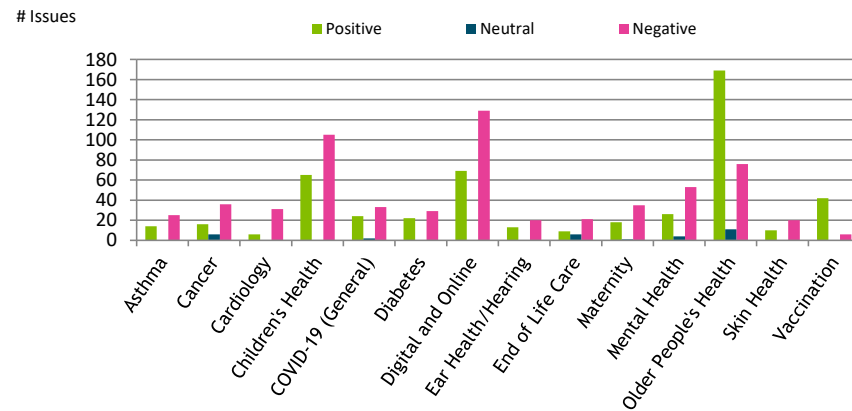
Service sectors receiving the most comments overall

7.30 Service Type



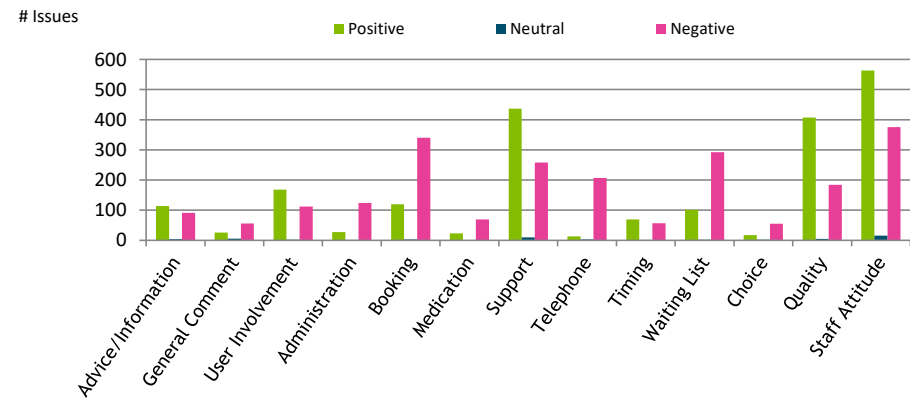
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 4733 issues from 1073 people



Issues receiving the most comments overall

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	735	14	472	1221
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	138	2	42	182
	Peer Involvement	<i>Involvement or Influence of friends.</i>	1	0	0	1
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	253	35	265	553
	User Involvement	<i>Involvement or influence of the service user.</i>	976	19	587	1582
Systems	Administration	<i>Administrative processes and delivery.</i>	144	10	686	840
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	712	43	1910	2665
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	66	66
	Data Protection	<i>General data protection (including GDPR).</i>	3	0	22	25
	Referral	<i>Referral to a service.</i>	151	13	167	331
	Medical Records	<i>Management of medical records.</i>	63	3	63	129
	Medication	<i>Prescription and management of medicines.</i>	179	6	333	518
	Opening Times	<i>Opening times of a service.</i>	18	2	44	64
	Planning	<i>Leadership and general organisation.</i>	123	1	107	231
	Registration	<i>Ability to register for a service.</i>	31	6	74	111
	Support	<i>Levels of support provided.</i>	2835	85	1403	4323
	Telephone	<i>Ability to contact a service by telephone.</i>	98	17	1057	1172
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	293	16	262	571
Waiting List	<i>Length of wait while on a list.</i>	554	23	1573	2150	
Values	Choice	<i>General choice.</i>	99	8	334	441
	Cost	<i>General cost.</i>	2	0	35	37
	Language	<i>Language, including terminology.</i>	25	4	64	93
	Nutrition	<i>Provision of sustenance.</i>	1	0	3	4
	Privacy	<i>Privacy, personal space and property.</i>	5	0	34	39
	Quality	<i>General quality of a service, or staff.</i>	2699	64	959	3722
	Sensory	<i>Deaf/blind or other sensory issues.</i>	2	0	10	12
	Stimulation	<i>General stimulation, including access to activities.</i>	12	1	8	21

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	11	1	18	30
	Environment/Layout	<i>Physical environment of a service.</i>	84	2	39	125
	Equipment	<i>General equipment issues.</i>	7	1	28	36
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	11	1	13	25
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	56	0	6	62
	Mobility	<i>Physical mobility to, from and within services.</i>	3	0	10	13
	Travel/Parking	<i>Ability to travel or park.</i>	5	0	8	13
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	101	101
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	93	5	9	107
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	3620	112	1830	5562
	Complaints	<i>Ability to log and resolve a complaint.</i>	8	1	81	90
	Staff Training	<i>Training of staff.</i>	14	1	131	146
	Staffing Levels	<i>General availability of staff.</i>	2	4	72	78
	Total:			14066	500	12926