

# Health and Care Services in Tower Hamlets, Newham & Waltham Forest

## Trends Analysis Report



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 health and care services in selected boroughs.

Reporting Period: 1 January - 31 December 2022



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### Data Source (Page 3)

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### 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 9-11)

Explores trends by individual borough.



### Data Table (Pages 12-13)

The numbers underpinning the trends.

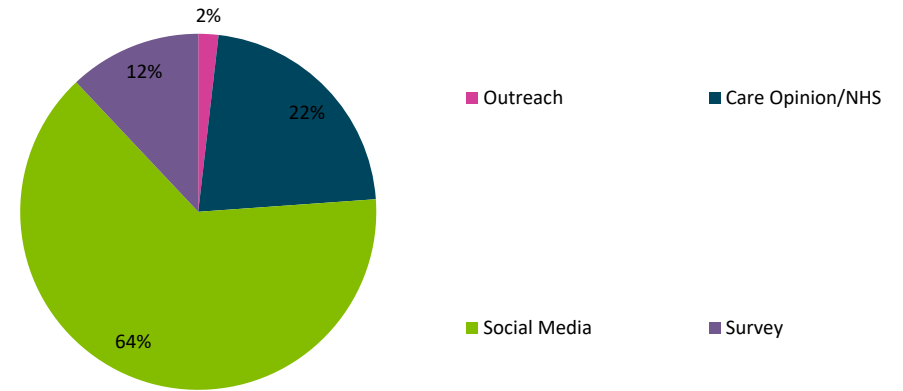
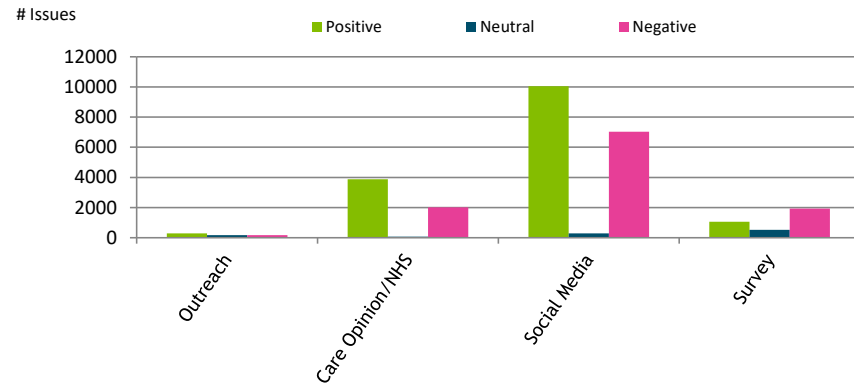


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

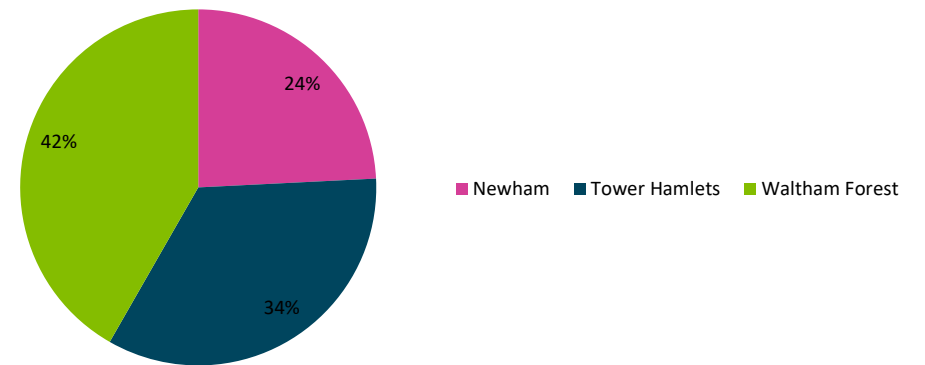
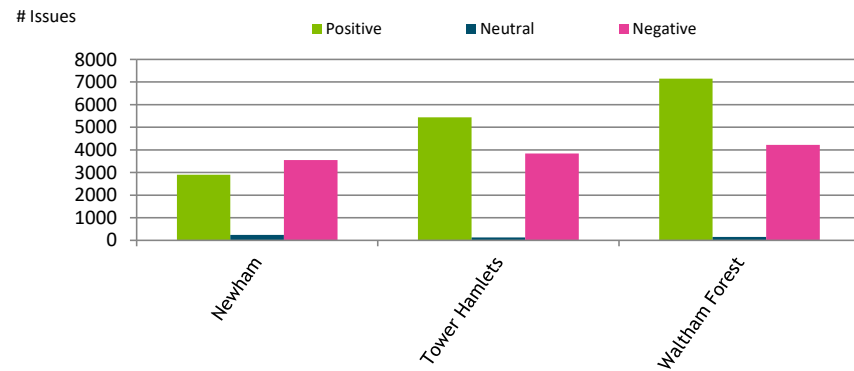


## 1.1 Source: 27609 issues from 6771 people



Sources providing the most comments overall

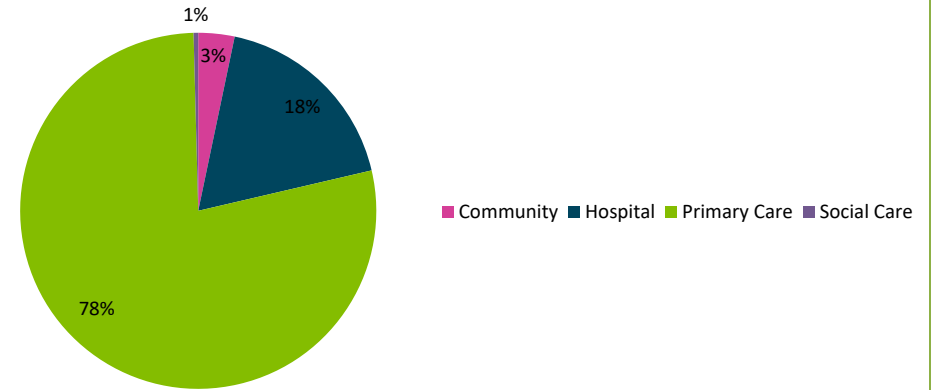
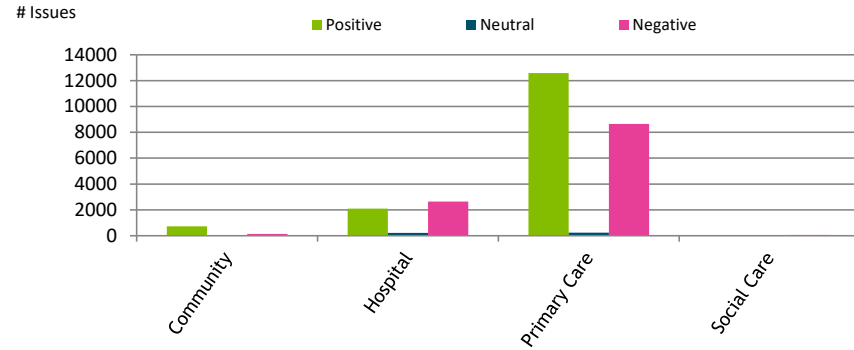
## 1.2 Feedback by Borough



## 2. Which services are people most commenting on?

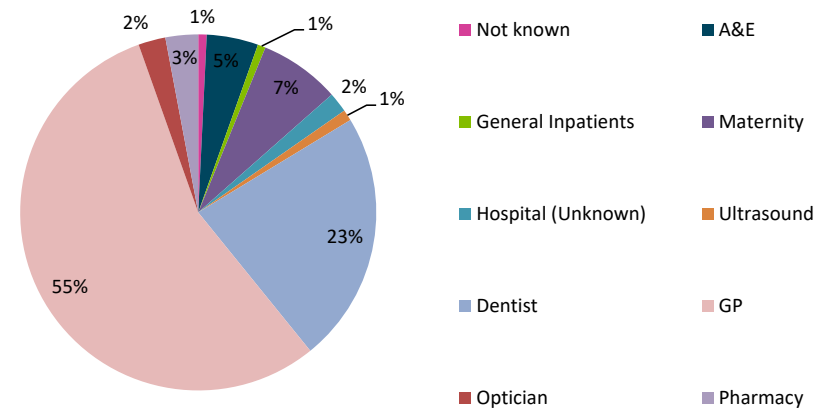
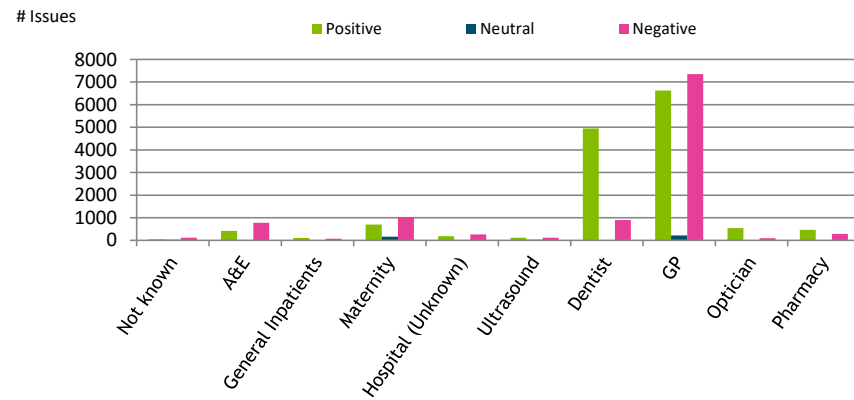


### 2.1 Service Sector



Service sectors receiving the most comments overall

### 2.2 Service Type



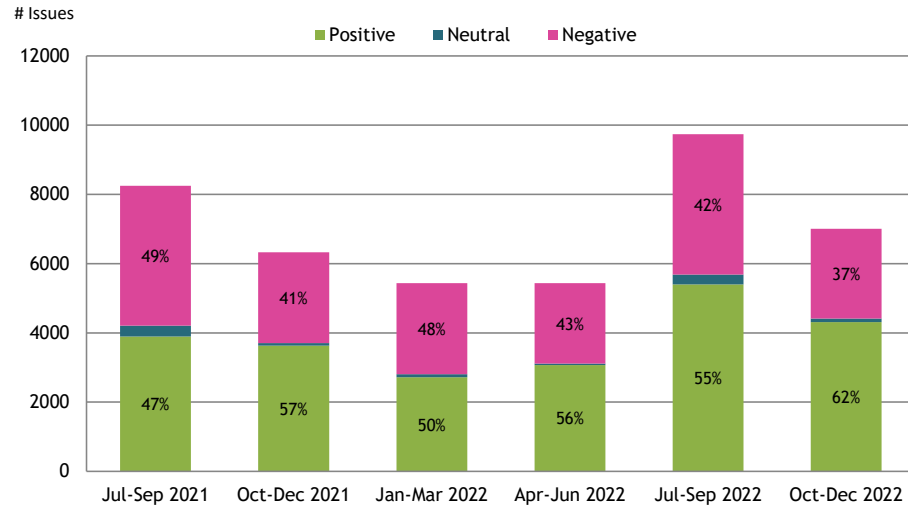
Service type receiving the most comments overall



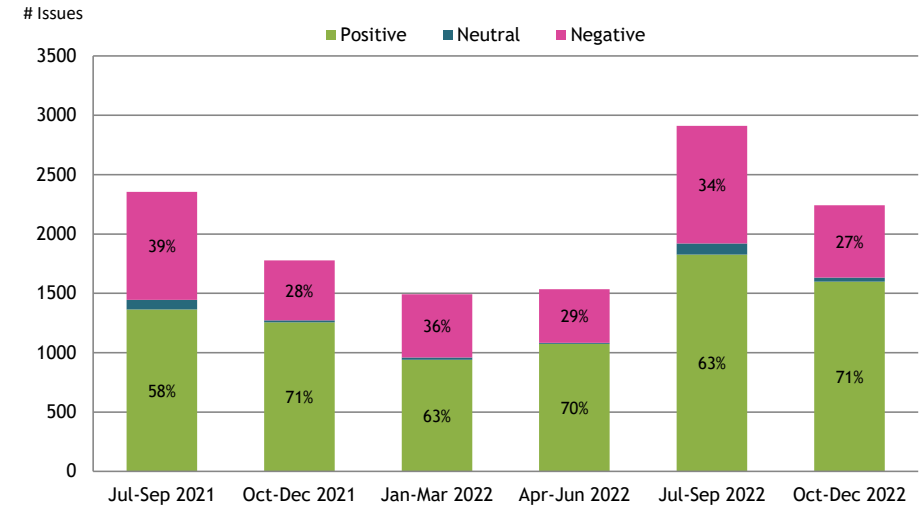
## 4. Timeline: On the whole, how do people feel about Health and Care services?



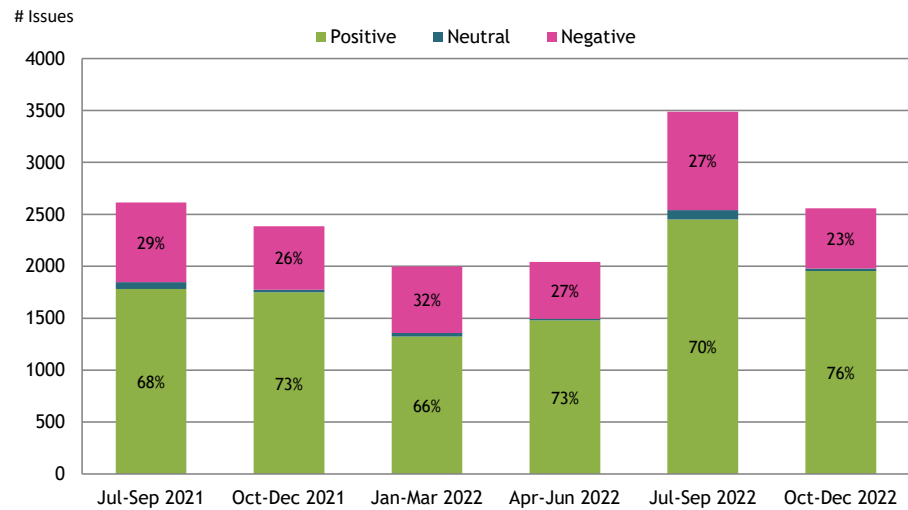
### 4.1 How do people feel about services overall?



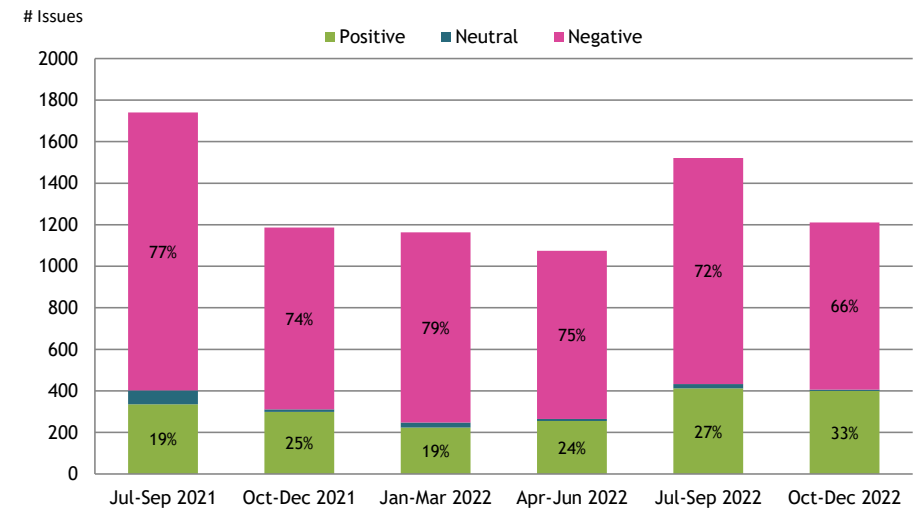
### 4.2 How well informed, involved and supported do people feel?



### 4.3 How do people feel about general quality and empathy?



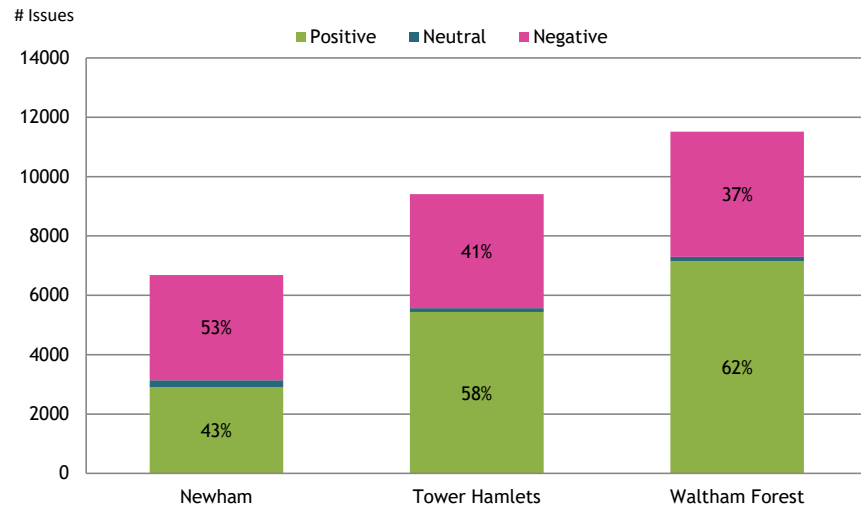
### 4.4 How do people feel about access to services?



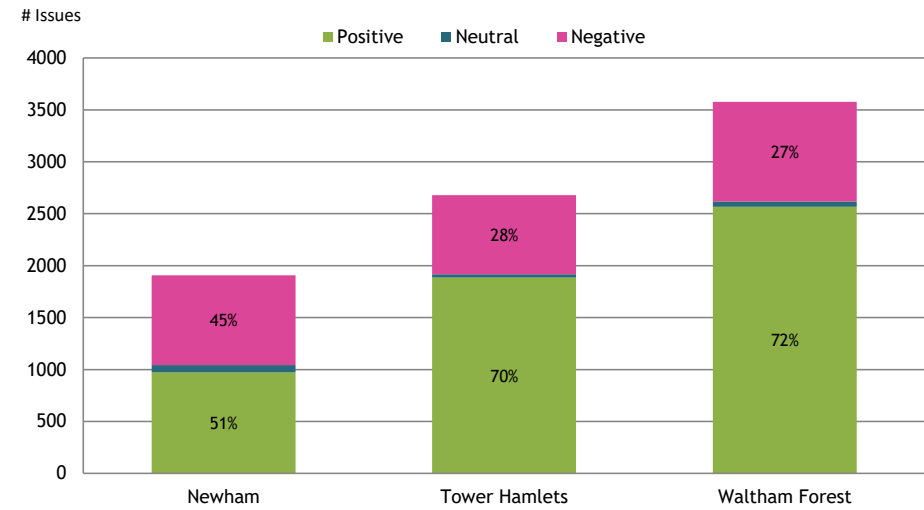
## 5. By Borough: On the whole, how do people feel about Health and Care services?



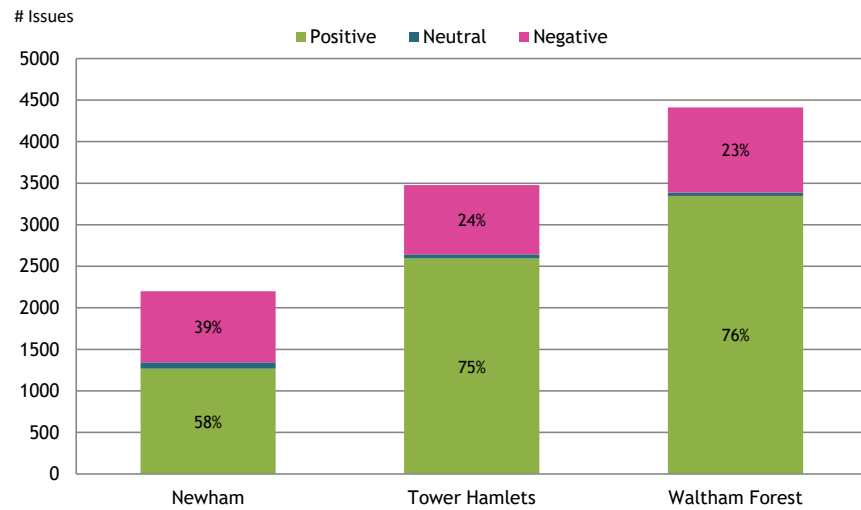
### 5.1 How do people feel about services overall?



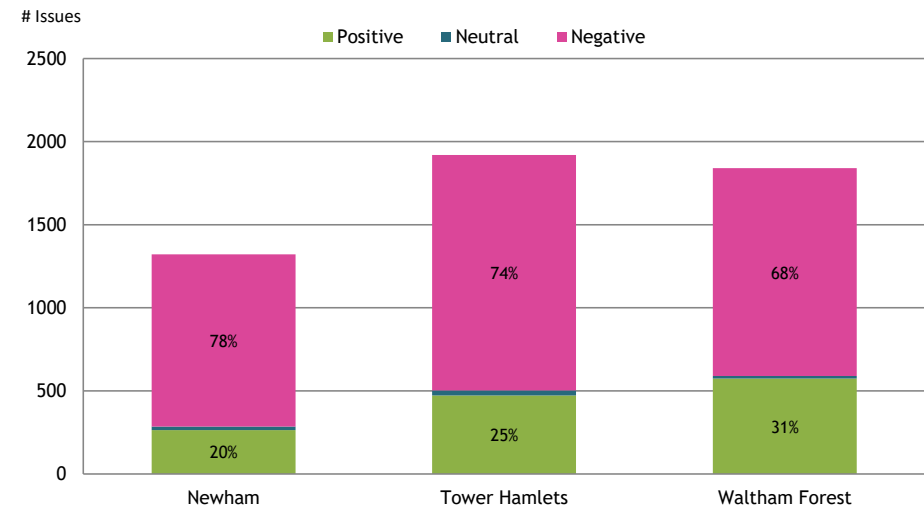
### 5.2 How well informed, involved and supported do people feel?



### 5.3 How do people feel about general quality and empathy?



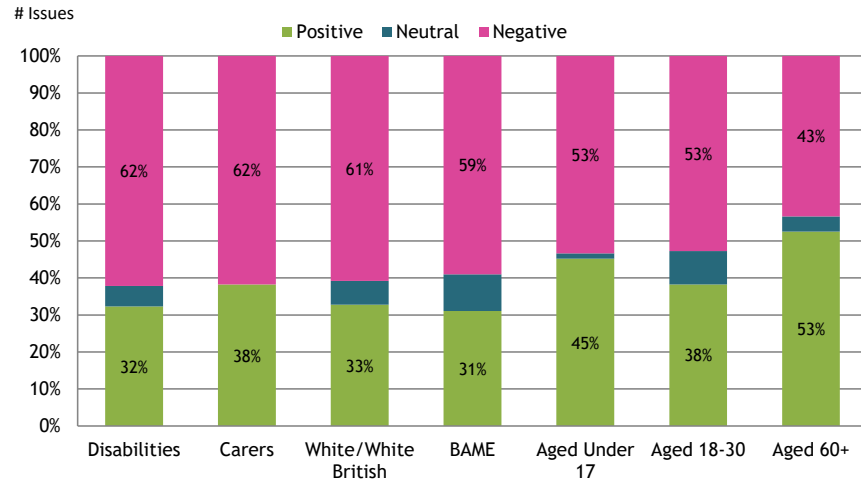
### 5.4 How do people feel about access to services?



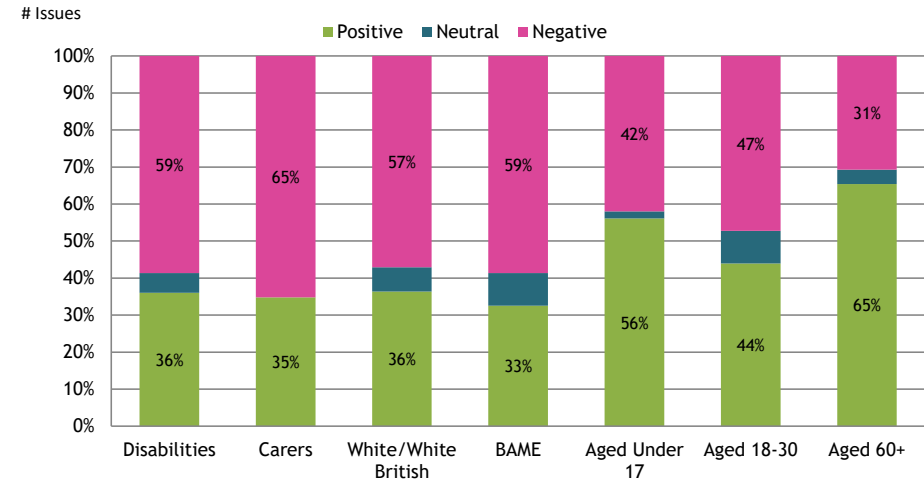
## 6. Equalities: On the whole, how do people feel about Health and Care services?



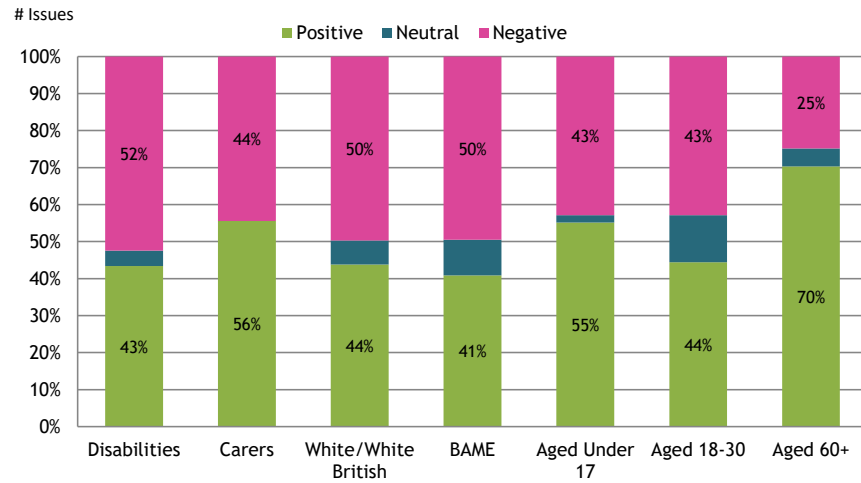
### 6.1 How do people feel about services overall?



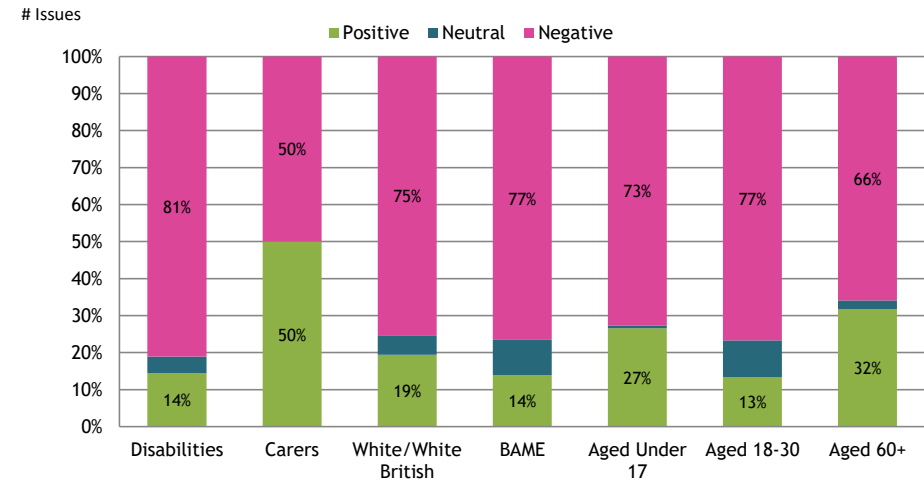
### 6.2 How well informed, involved and supported do people feel?



### 6.3 How do people feel about general quality and empathy?



### 6.4 How do people feel about access to services?

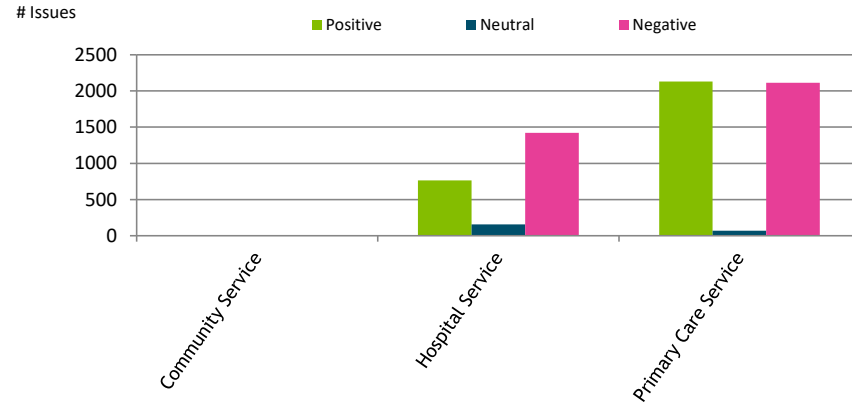




## 7. Trends by Borough: Newham

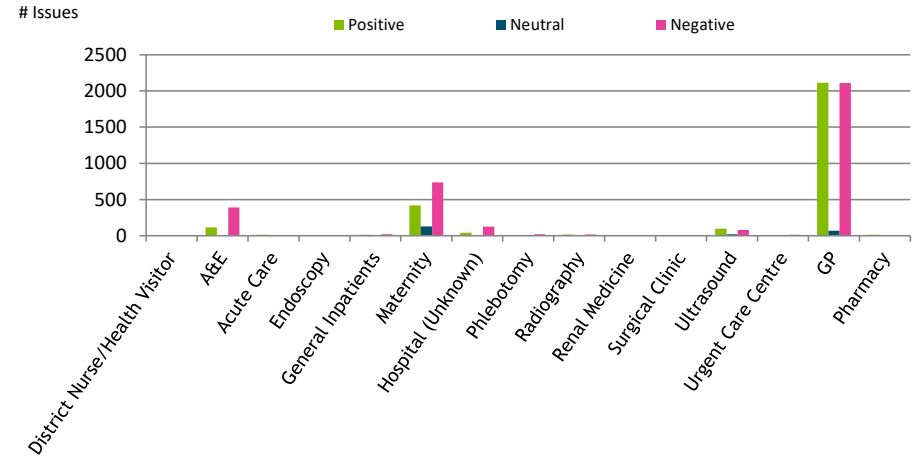


### 7.1 Service Sector



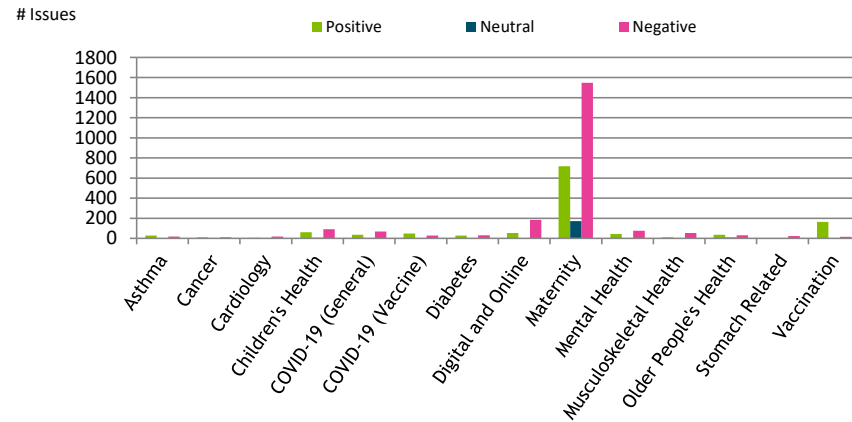
Service sectors receiving the most comments overall

### 7.2 Service Type



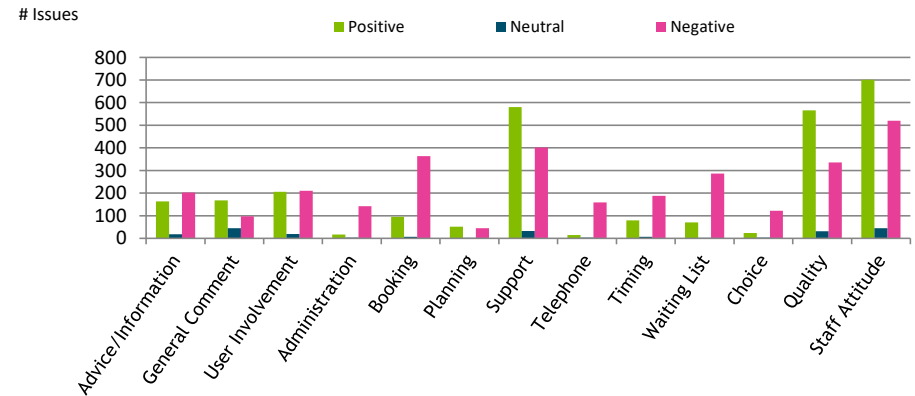
Service type receiving the most comments overall

### 7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.4 Top Trends: 6684 issues from 1780 people

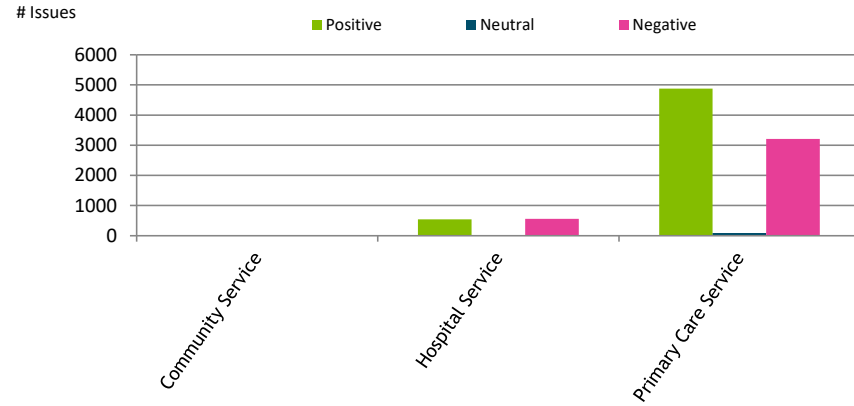


Issues receiving the most comments overall

## 7. Trends by Borough: Tower Hamlets

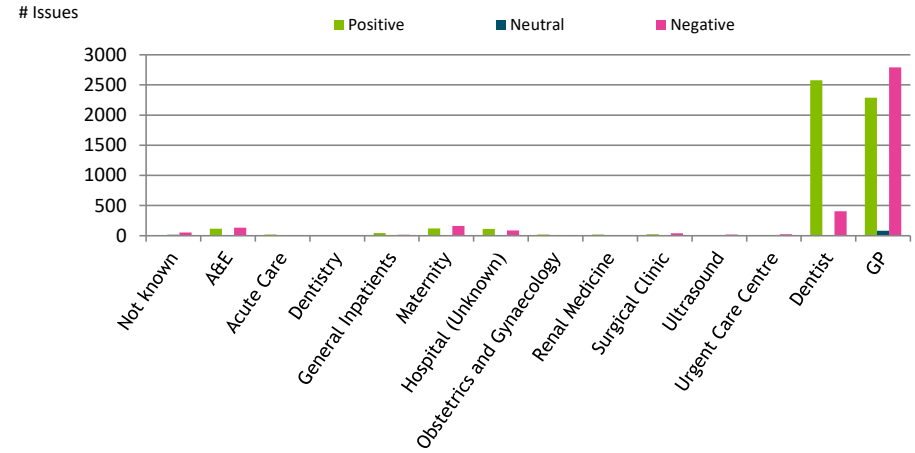


### 7.5 Service Sector



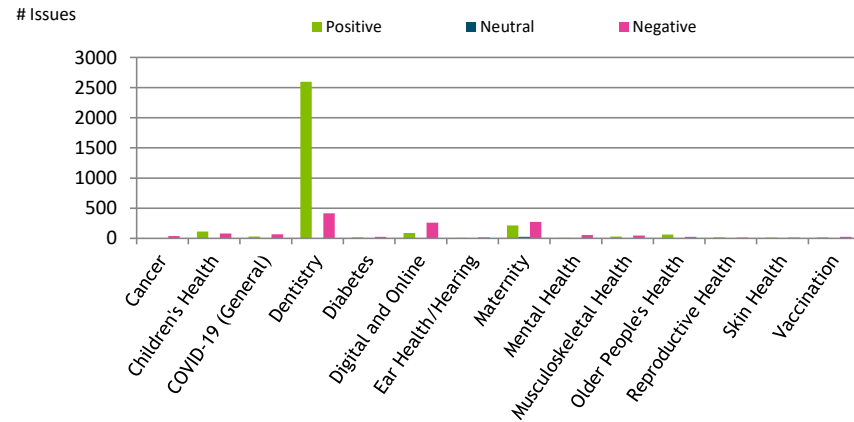
Service sectors receiving the most comments overall

### 7.6 Service Type



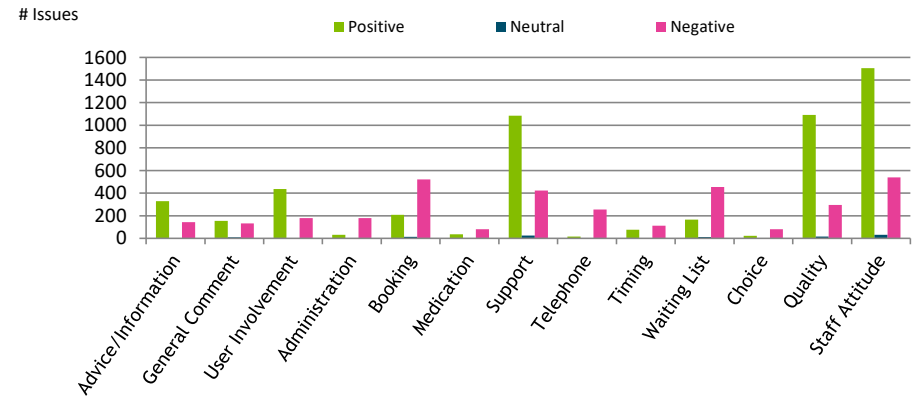
Service type receiving the most comments overall

### 7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.8 Top Trends: 9407 issues from 2266 people

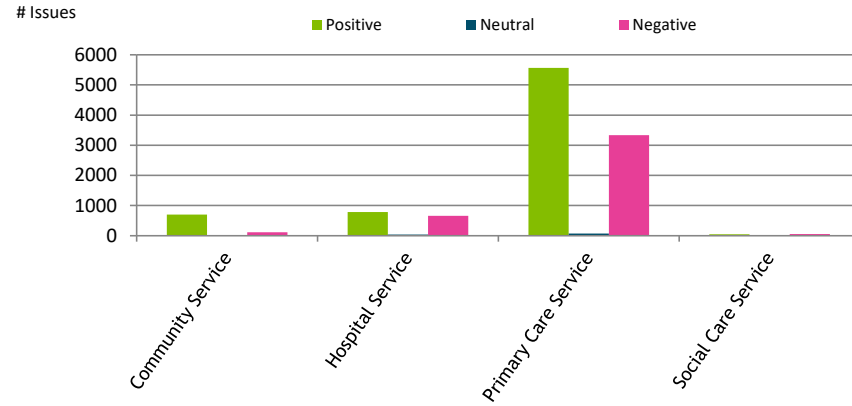


Issues receiving the most comments overall

## 7. Trends by Borough: Waltham Forest

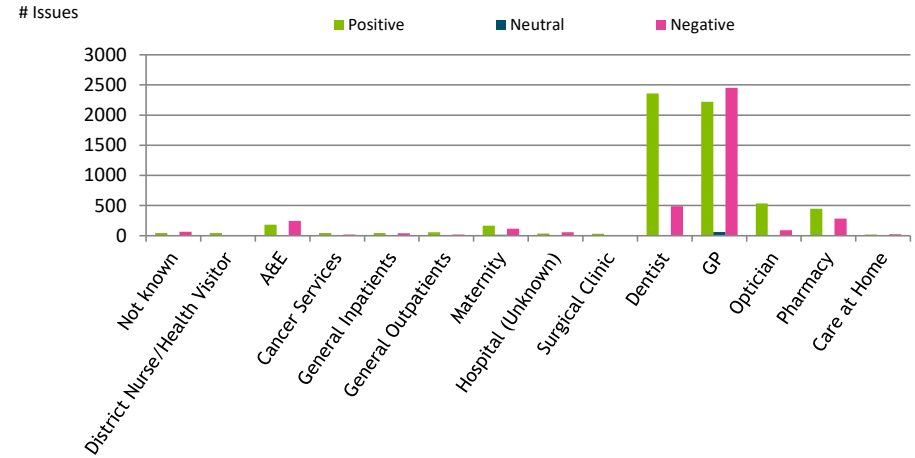


### 7.9 Service Sector



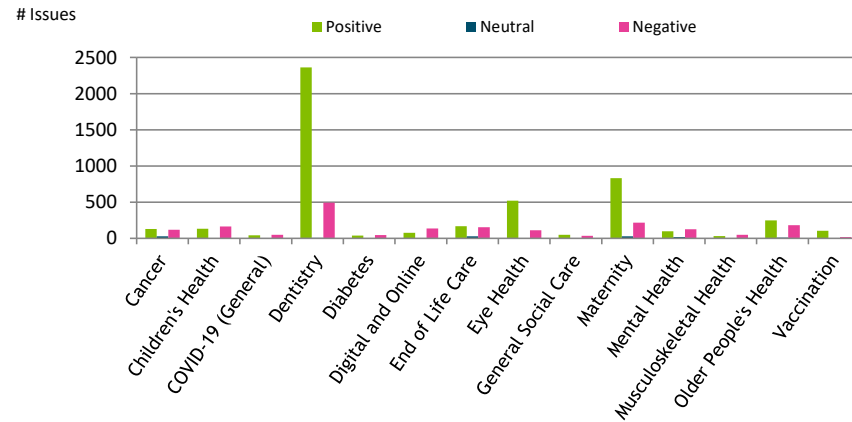
Service sectors receiving the most comments overall

### 7.10 Service Type



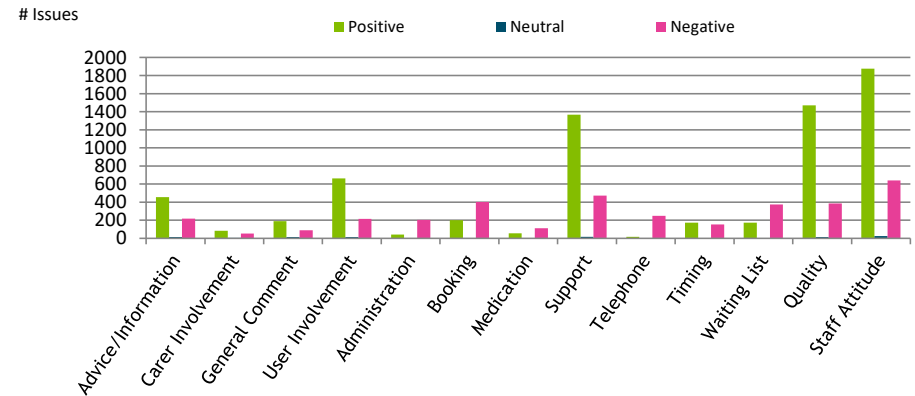
Service type receiving the most comments overall

### 7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.12 Top Trends: 11519 issues from 2725 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>	947	36	566	1549
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	143	7	119	269
	Peer Involvement	<i>Involvement or Influence of friends.</i>	2	0	2	4
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	513	69	318	900
	User Involvement	<i>Involvement or influence of the service user.</i>	1303	35	605	1943
Systems	Administration	<i>Administrative processes and delivery.</i>	92	8	525	625
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	7	1	25	33
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	504	24	1287	1815
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	1	72	73
	Data Protection	<i>General data protection (including GDPR).</i>	1	0	15	16
	Referral	<i>Referral to a service.</i>	88	7	113	208
	Medical Records	<i>Management of medical records.</i>	19	0	44	63
	Medication	<i>Prescription and management of medicines.</i>	125	4	250	379
	Opening Times	<i>Opening times of a service.</i>	12	2	59	73
	Planning	<i>Leadership and general organisation.</i>	124	3	132	259
	Registration	<i>Ability to register for a service.</i>	20	5	86	111
	Support	<i>Levels of support provided.</i>	3031	76	1295	4402
	Telephone	<i>Ability to contact a service by telephone.</i>	46	7	663	716
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	326	14	456	796
Waiting List	<i>Length of wait while on a list.</i>	407	15	1115	1537	
Values	Choice	<i>General choice.</i>	96	8	285	389
	Cost	<i>General cost.</i>	49	0	123	172
	Language	<i>Language, including terminology.</i>	11	3	52	66
	Nutrition	<i>Provision of sustenance.</i>	18	1	15	34
	Privacy	<i>Privacy, personal space and property.</i>	6	1	44	51
	Quality	<i>General quality of a service, or staff.</i>	3127	60	1017	4204
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	3	3
	Stimulation	<i>General stimulation, including access to activities.</i>	22	0	7	29

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>	34	6	33	73
	Environment/Layout	<i>Physical environment of a service.</i>	122	7	92	221
	Equipment	<i>General equipment issues.</i>	28	2	48	78
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	20	1	16	37
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	112	0	23	135
	Mobility	<i>Physical mobility to, from and within services.</i>	6	1	17	24
	Travel/Parking	<i>Ability to travel or park.</i>	8	1	13	22
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	80	80
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	24	2	23	49
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	4082	102	1698	5882
	Complaints	<i>Ability to log and resolve a complaint.</i>	5	0	57	62
	Staff Training	<i>Training of staff.</i>	8	2	101	111
	Staffing Levels	<i>General availability of staff.</i>	2	1	113	116
	<b>Total:</b>			<b>15490</b>	<b>512</b>	<b>11607</b>