



Experience of Maternity Services

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 Maternity services in East London.

healthwatch
Tower Hamlets

healthwatch
Waltham Forest

Pages 2 - 3 Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.



Pages 4 - 7 Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the top trends, and how people feel overall.



Pages 8 - 13 Services

In this section, we focus on the experience of hospital and community based maternity services.



Page 14 Data Table

The numbers that underpin the trends.



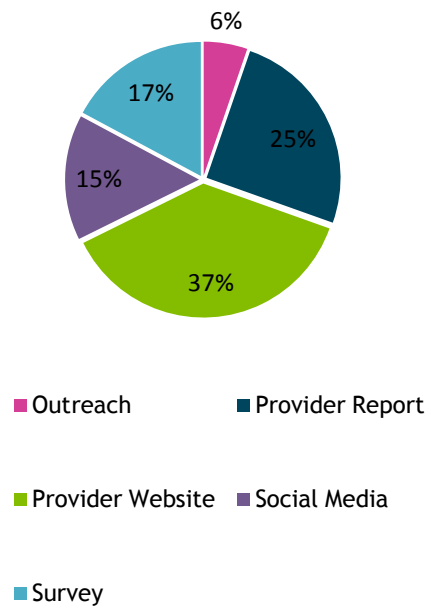
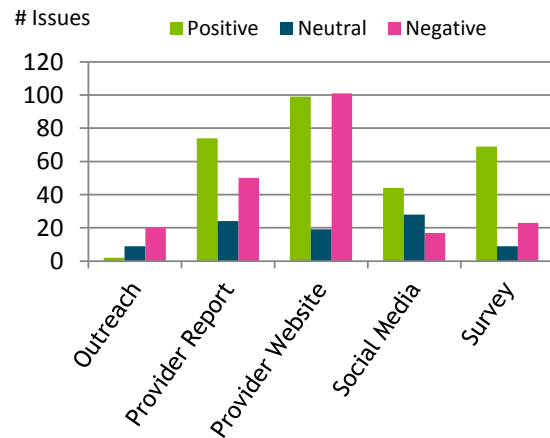
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 25 June 2019, to cover the period 1 April 2018 - 31 March 2019.

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

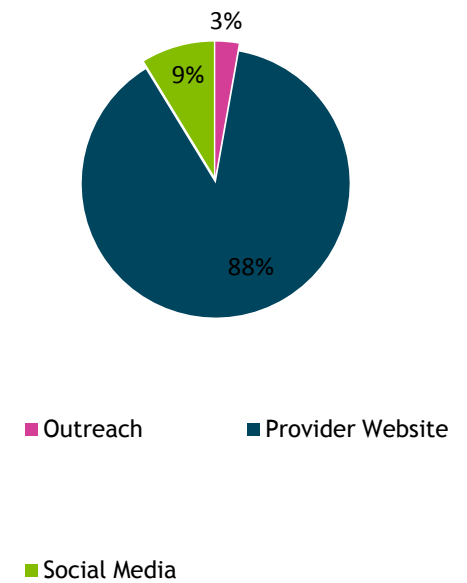
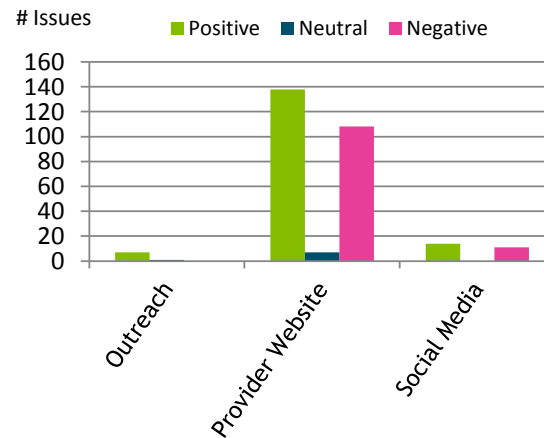


1.1 Tower Hamlets



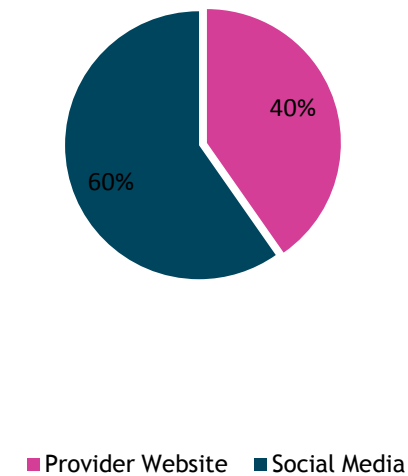
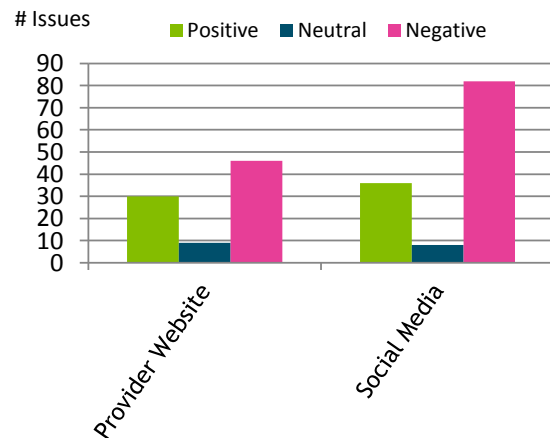
Sources providing the most comments overall

1.2 Waltham Forest



Sources providing the most comments overall

1.3 Newham

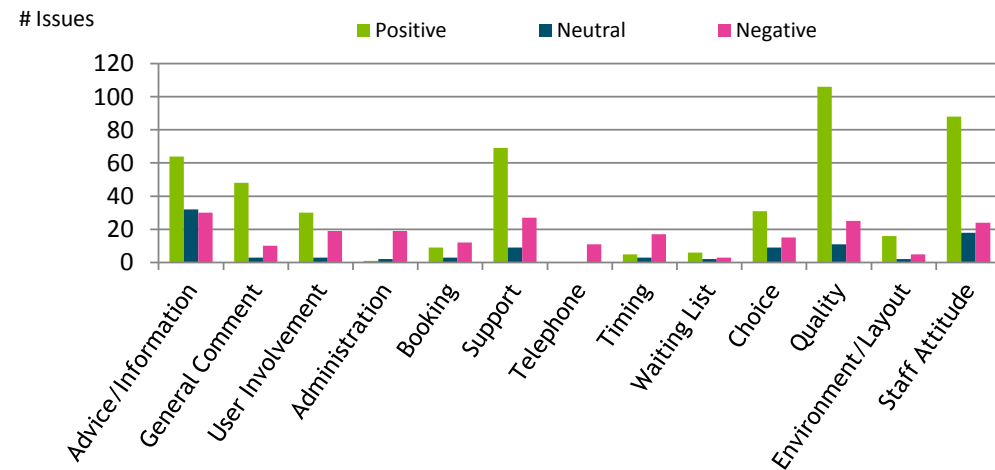


Sources providing the most comments overall

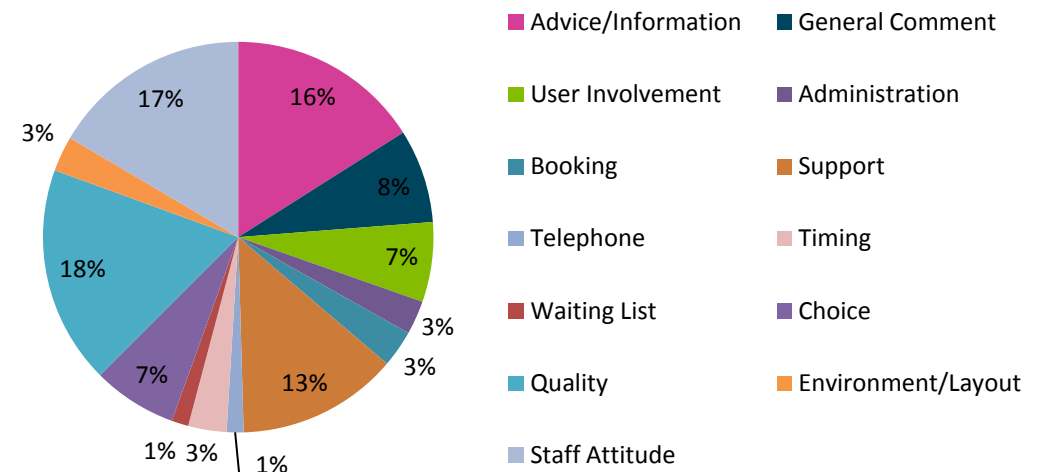
2. Top Trends: Which service aspects are people most commenting on?



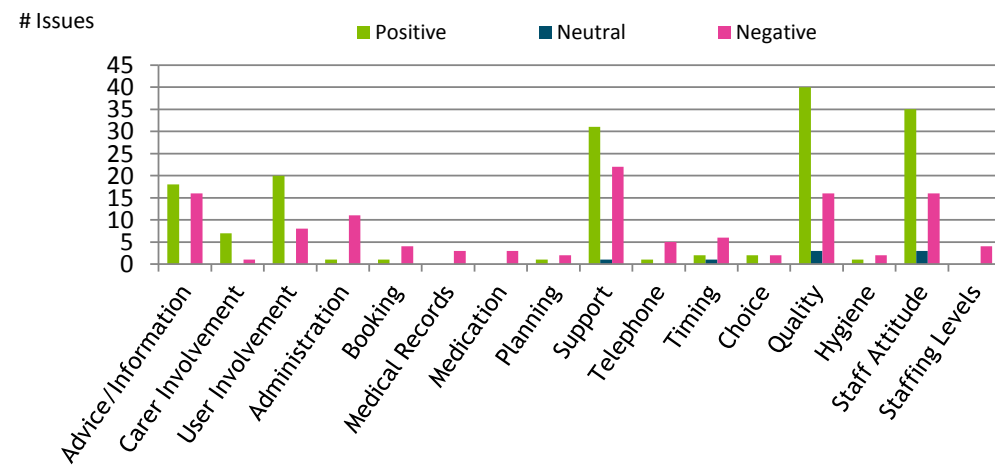
2.1 Tower Hamlets: 893 issues from 251 people



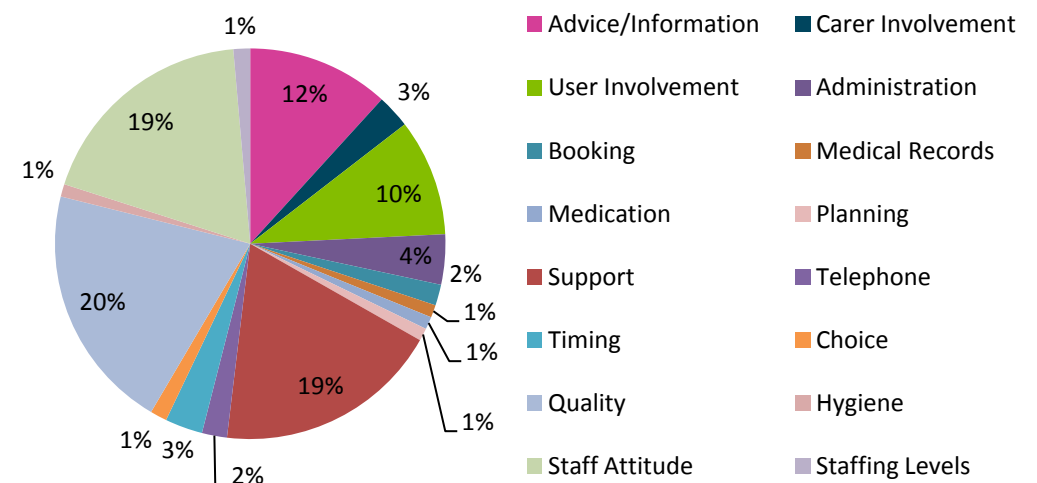
Issues receiving the most comments overall



2.2 Waltham Forest: 302 issues from 46 people



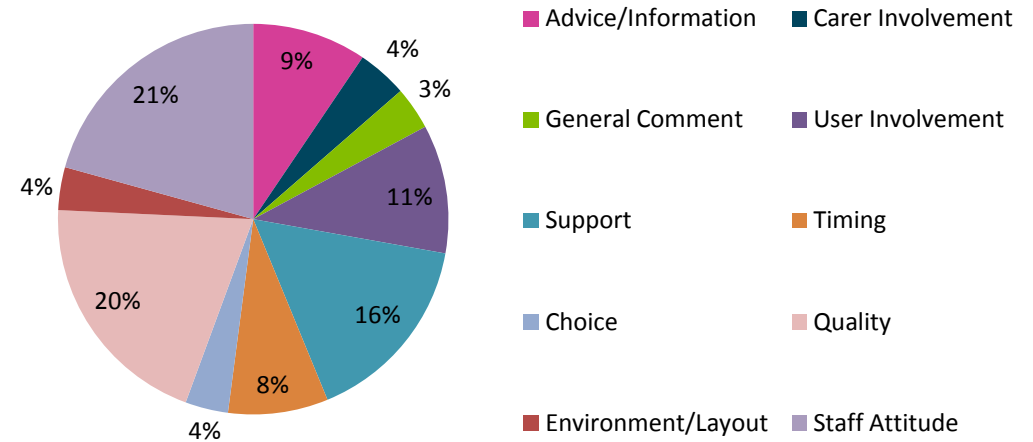
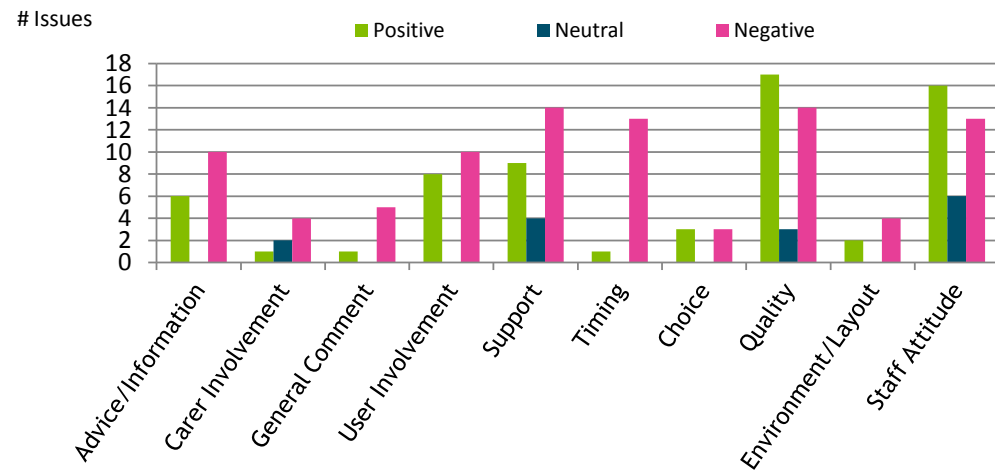
Issues receiving the most comments overall



2. Top Trends: Which service aspects are people most commenting on?



2.3 Newham: 211 issues from 36 people

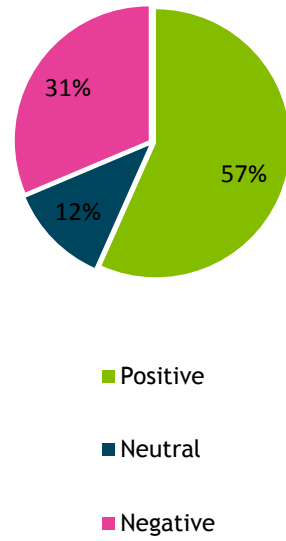
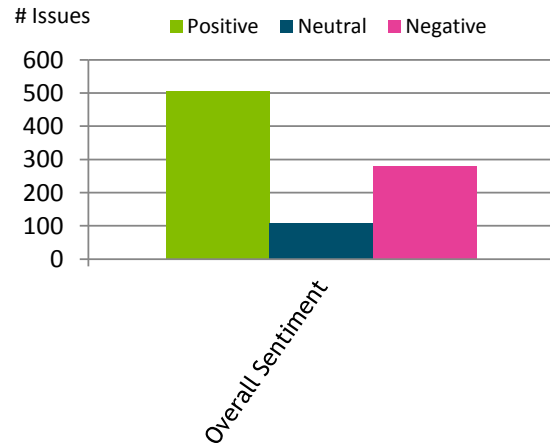


Issues receiving the most comments overall

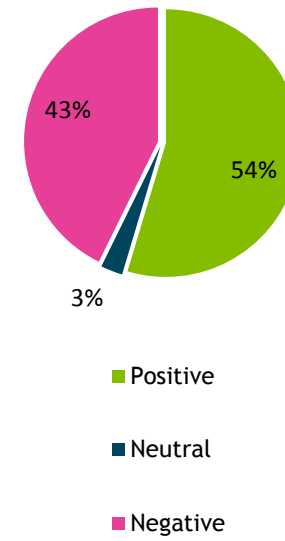
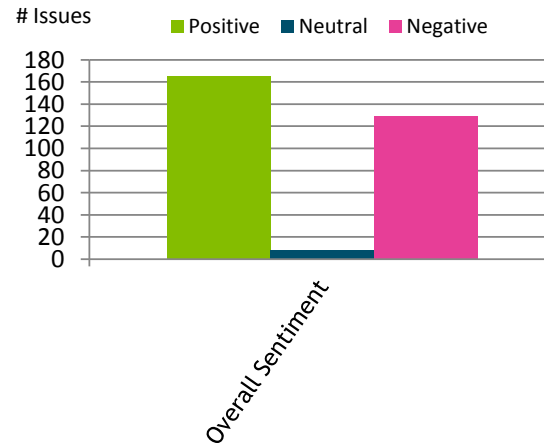
3. Sentiment: How do people feel as a whole?



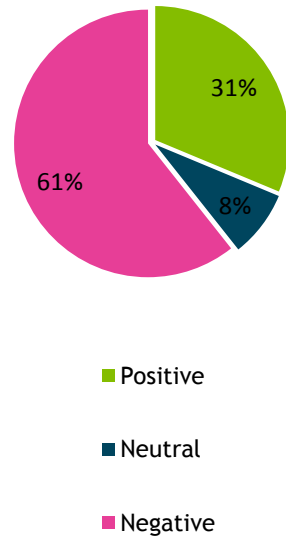
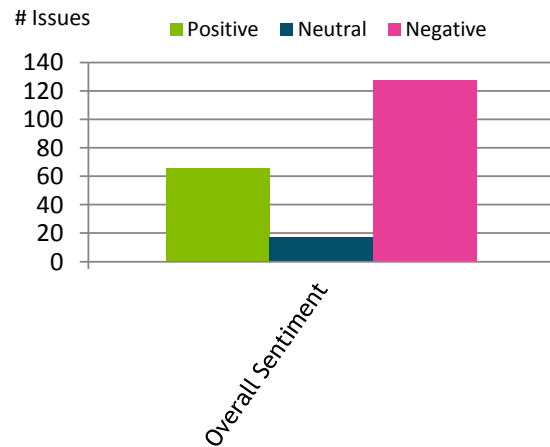
3.1 Sentiment, Tower Hamlets



3.2 Sentiment, Waltham Forest



3.3 Sentiment, Newham

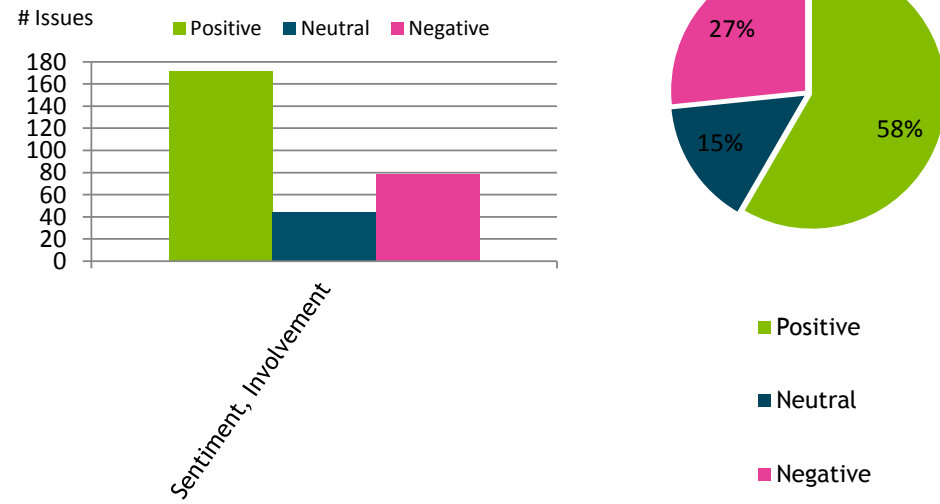


Average sentiment (all hospitals combined) is 48% positive

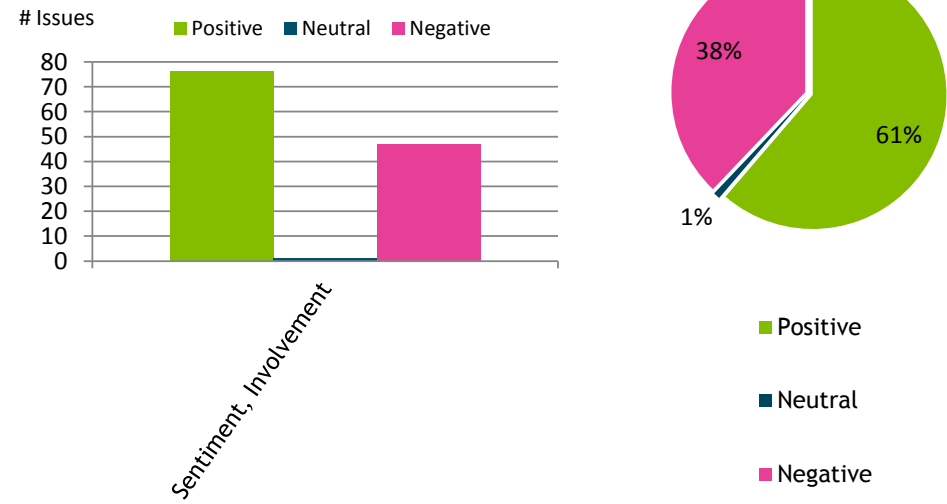
4. Sentiment: How well informed, involved and supported do people feel?



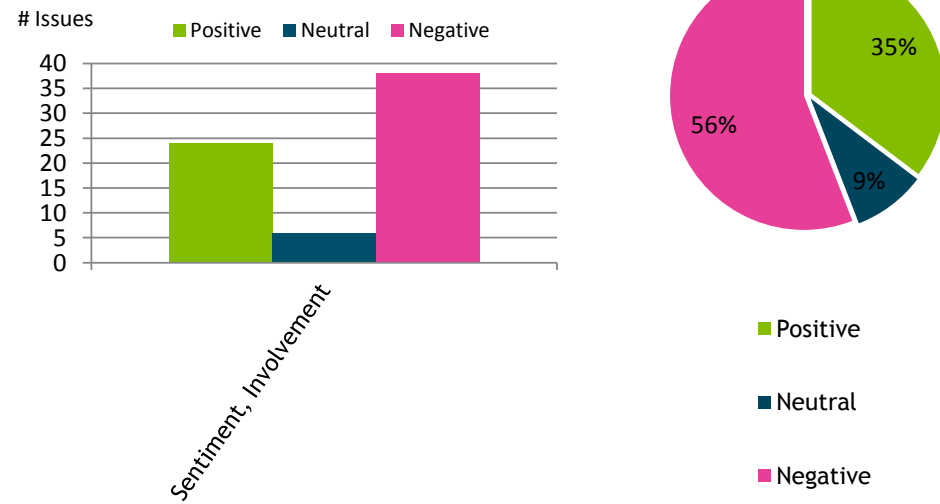
4.1 Sentiment, Tower Hamlets



4.2 Sentiment, Waltham Forest



4.3 Sentiment, Newham

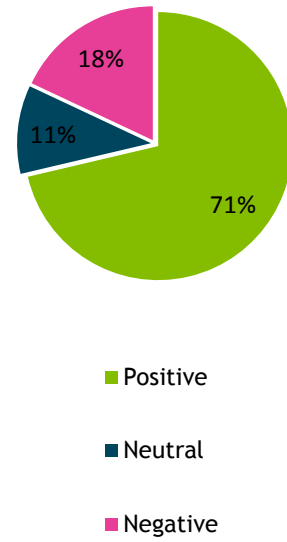
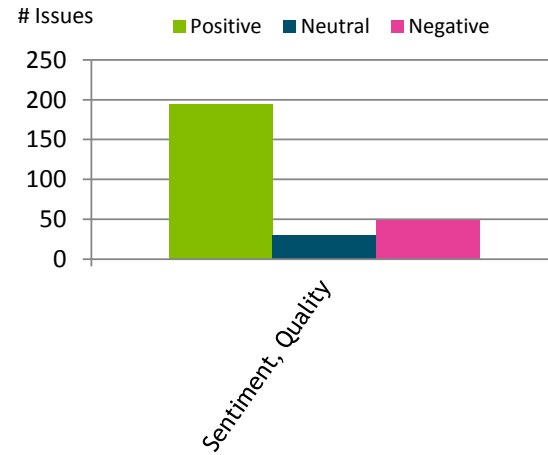


Average sentiment (all hospitals combined) is 52% positive

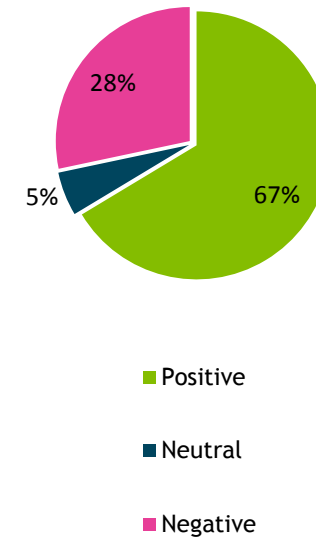
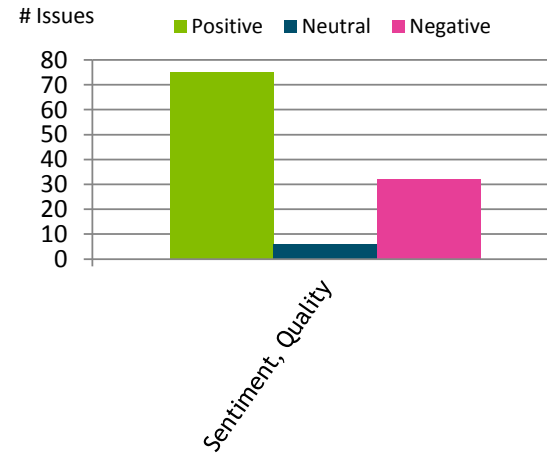
5. Sentiment: How do people feel about general quality and empathy?



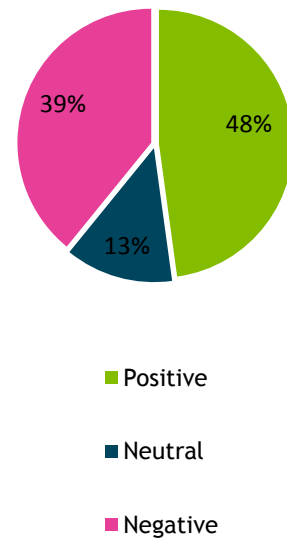
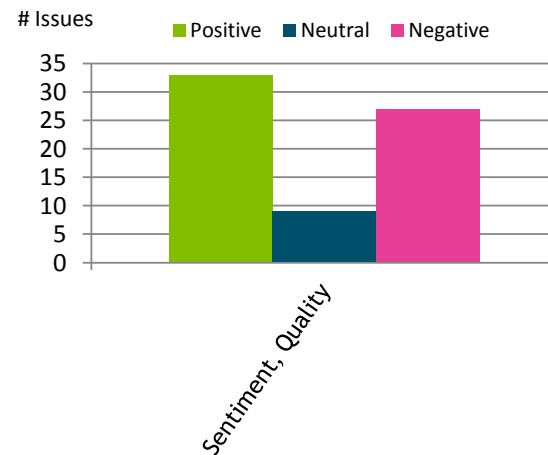
5.1 Sentiment, Tower Hamlets



5.2 Sentiment, Waltham Forest



5.3 Sentiment, Newham

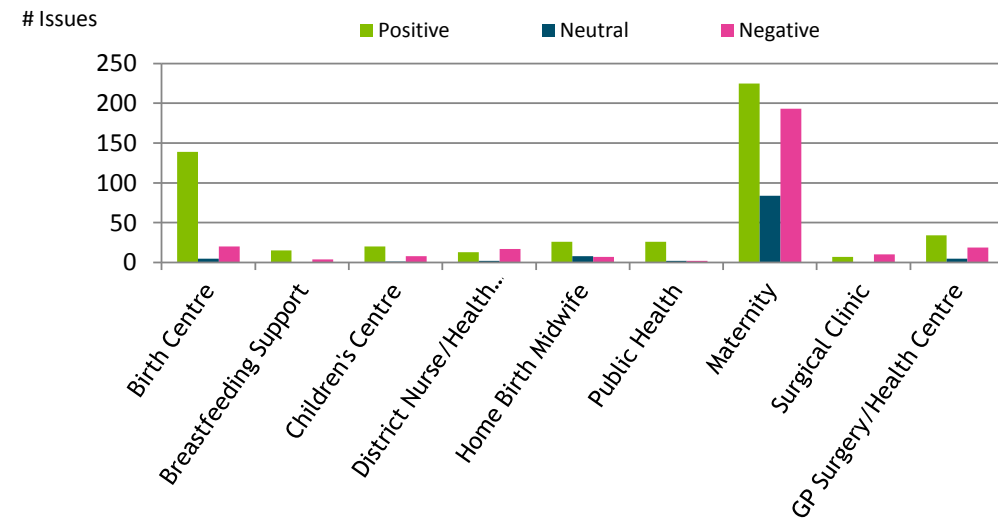


Average sentiment (all hospitals combined) is 62% positive

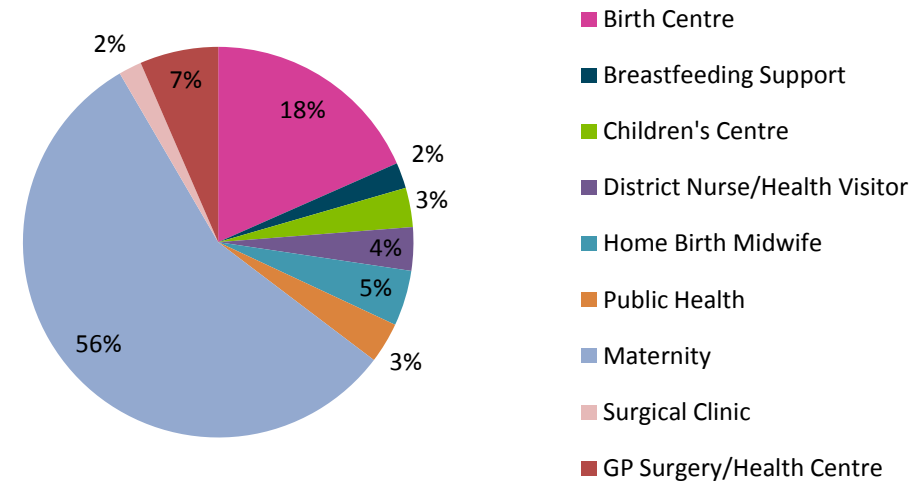
6. Trends: Which services are people most commenting on?



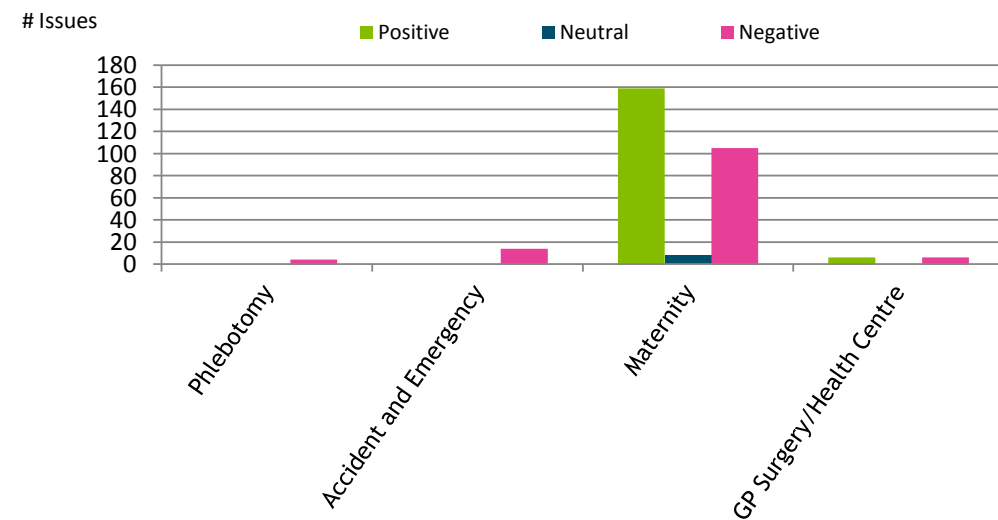
6.1 Service Type, Tower Hamlets



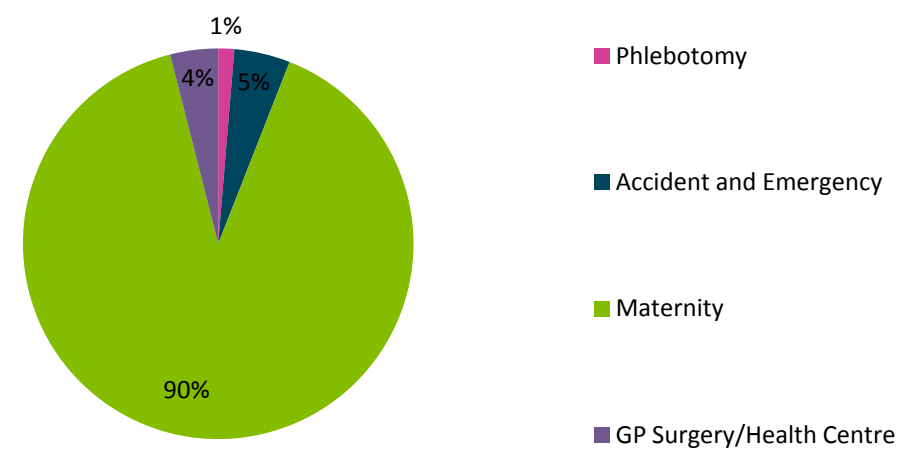
Services receiving the most comments overall



6.2 Service Type, Waltham Forest



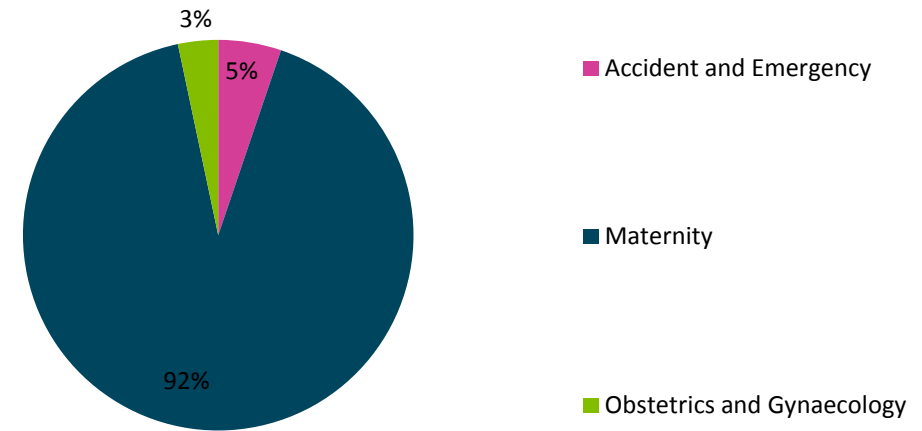
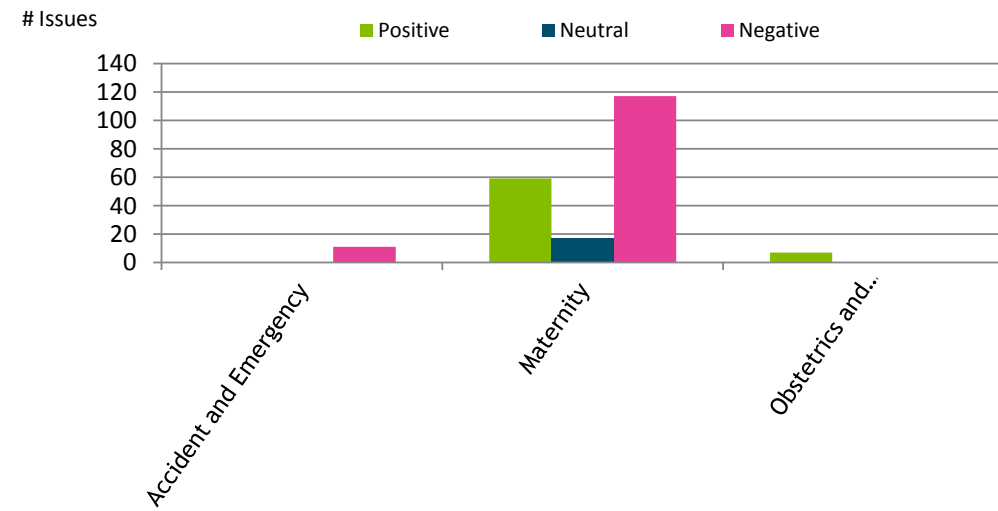
Services receiving the most comments overall



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



6.3 Service Type, Newham

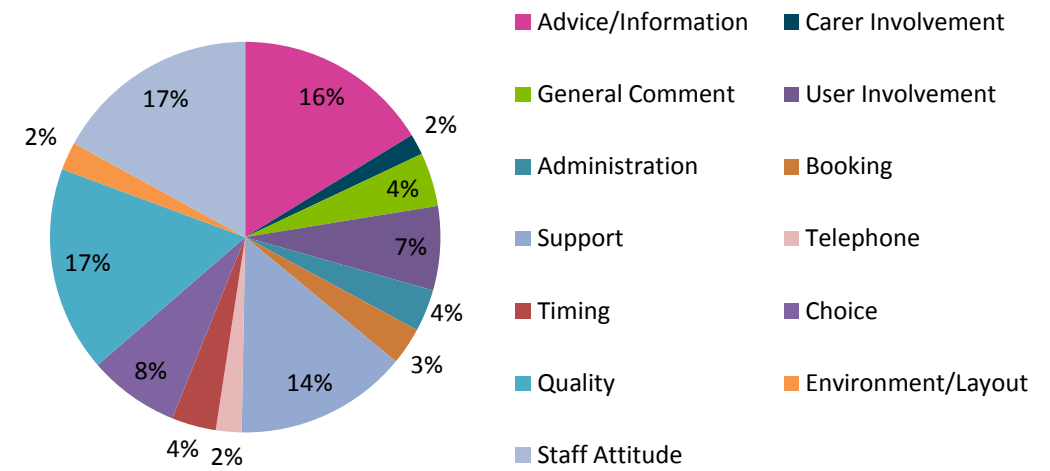
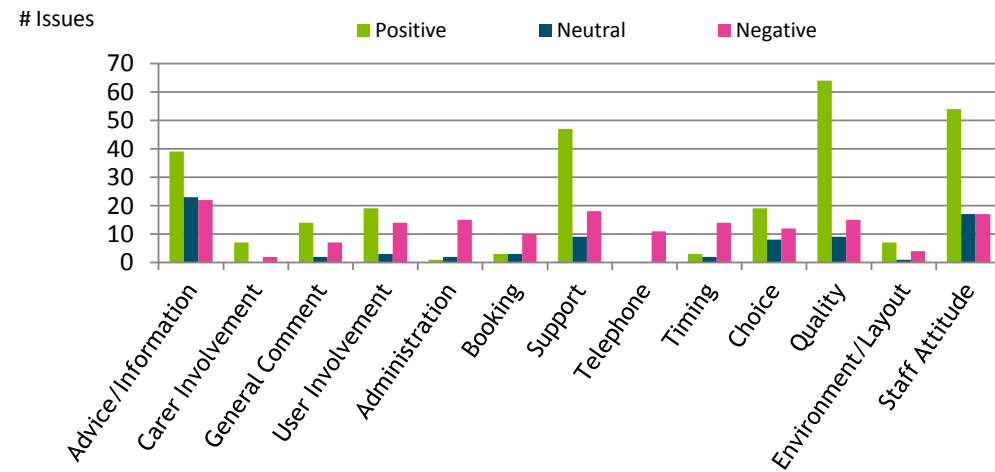


Services receiving the most comments overall

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

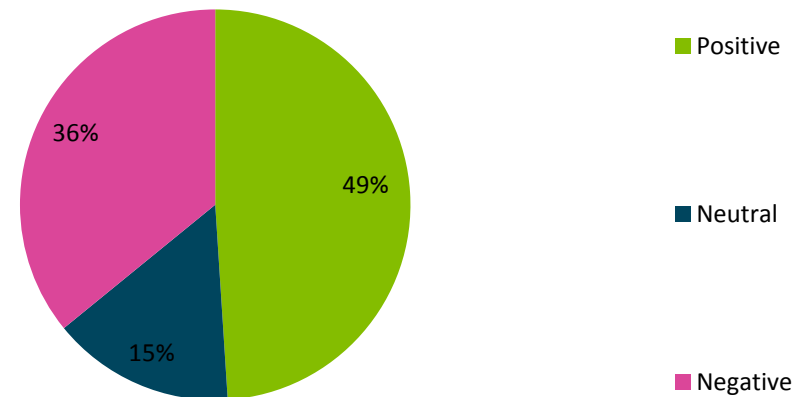
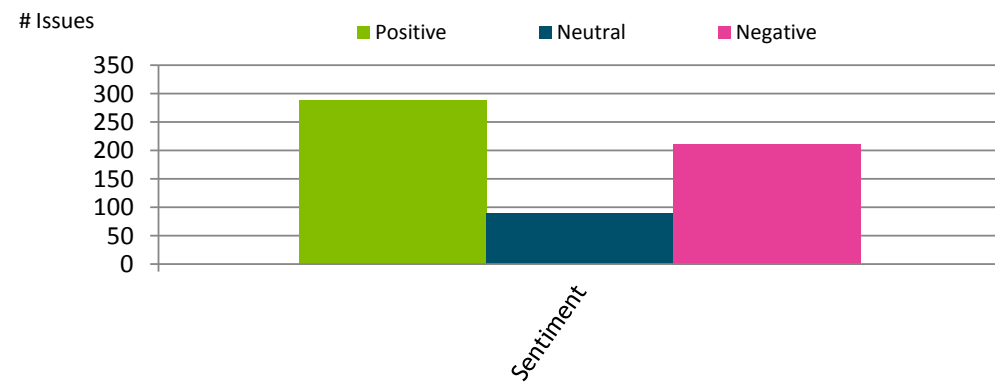


7.1 Royal London Hospital: 588 issues from 135 people



Issues receiving the most comments overall

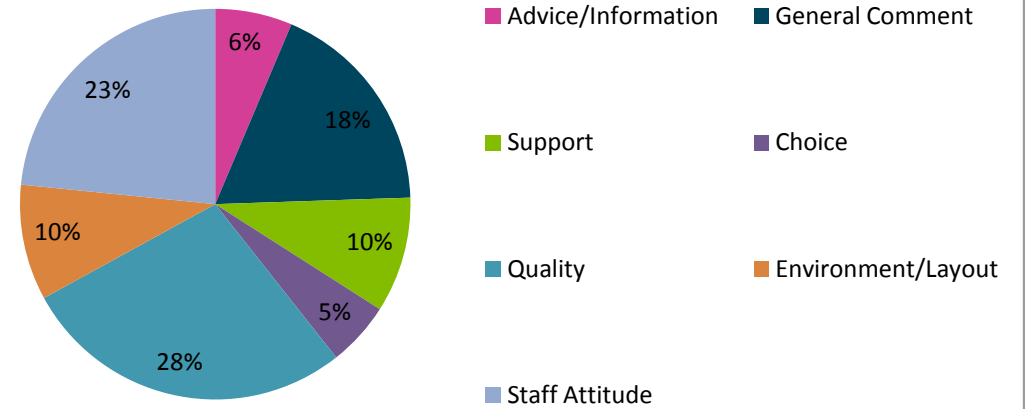
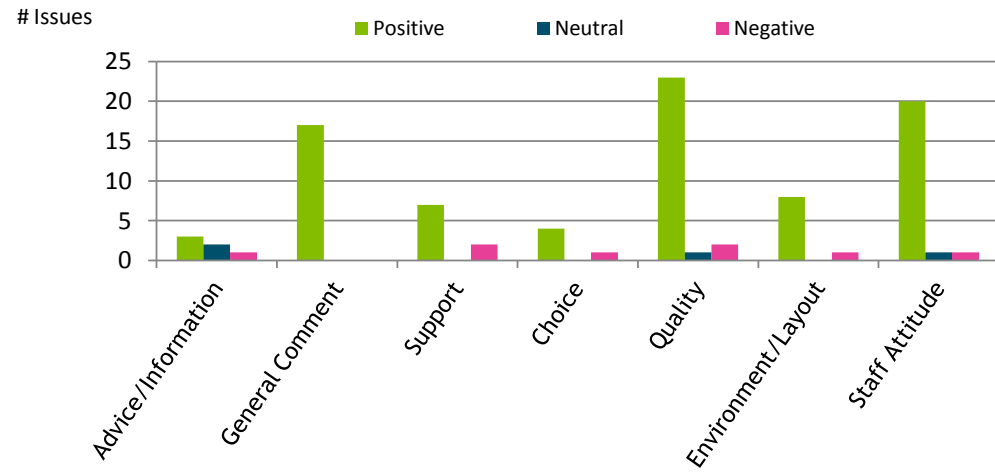
7.2 Sentiment, Royal London Hospital



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

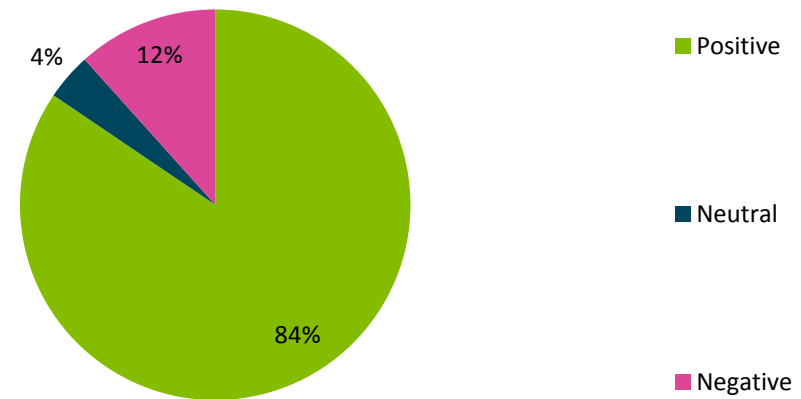
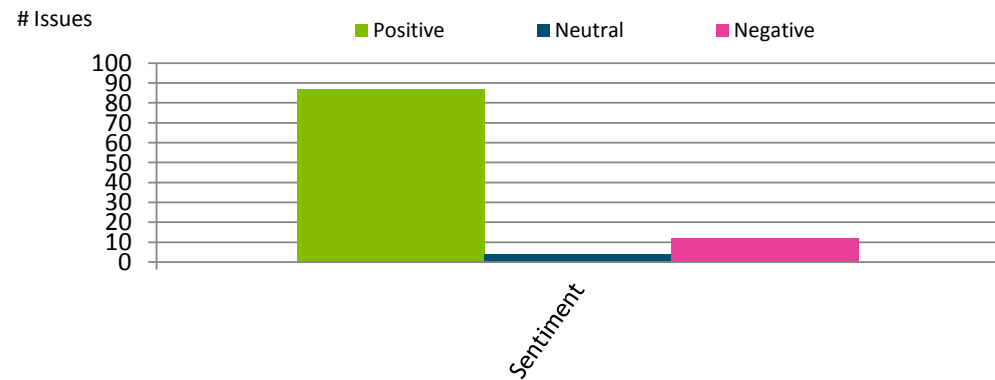


7.3 The Barkantine Centre: 48 issues from 103 people



Issues receiving the most comments overall

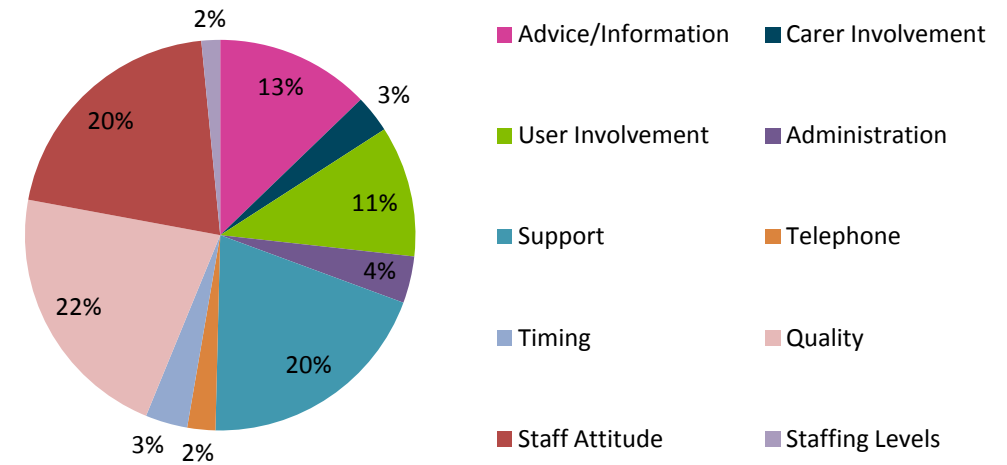
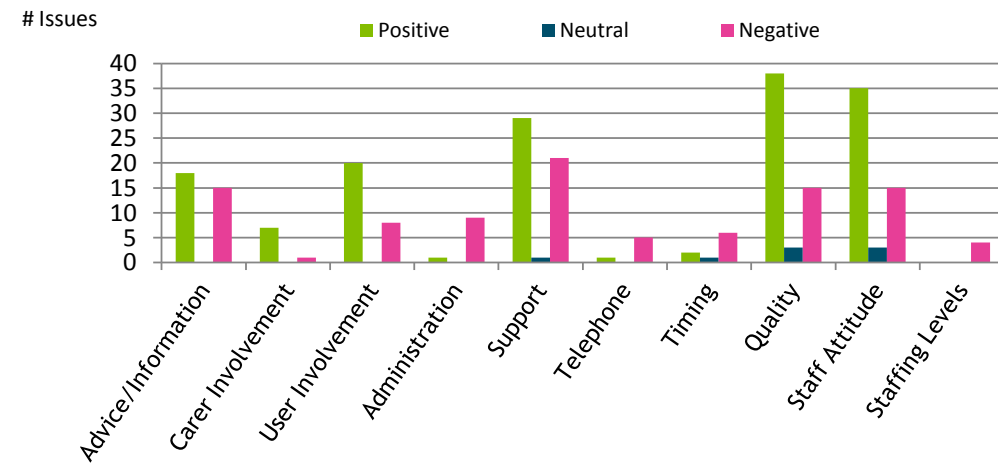
7.4 Sentiment, The Barkantine Centre



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

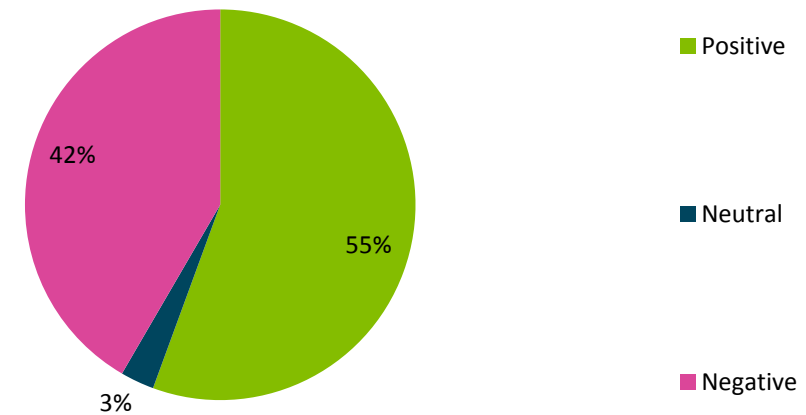
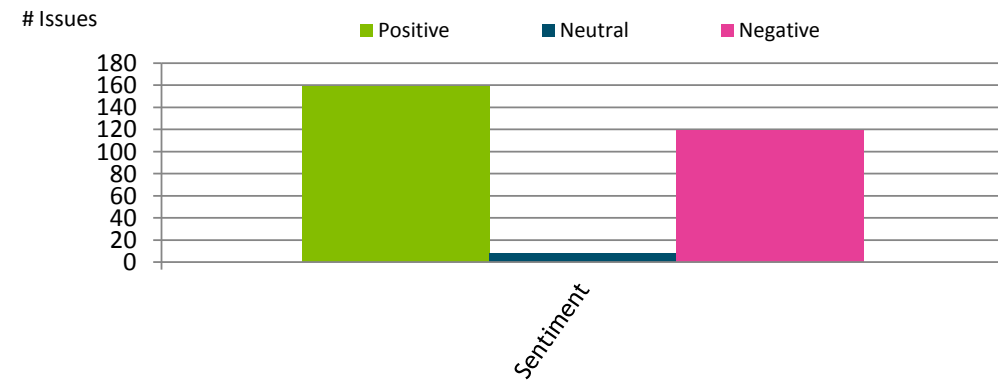


7.5 Whipps Cross University Hospital: 286 issues from 44 people



Issues receiving the most comments overall

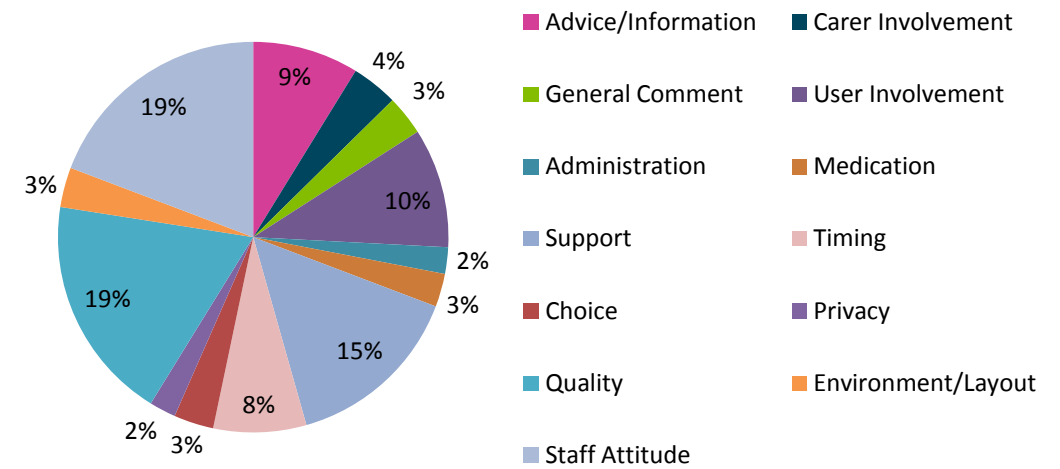
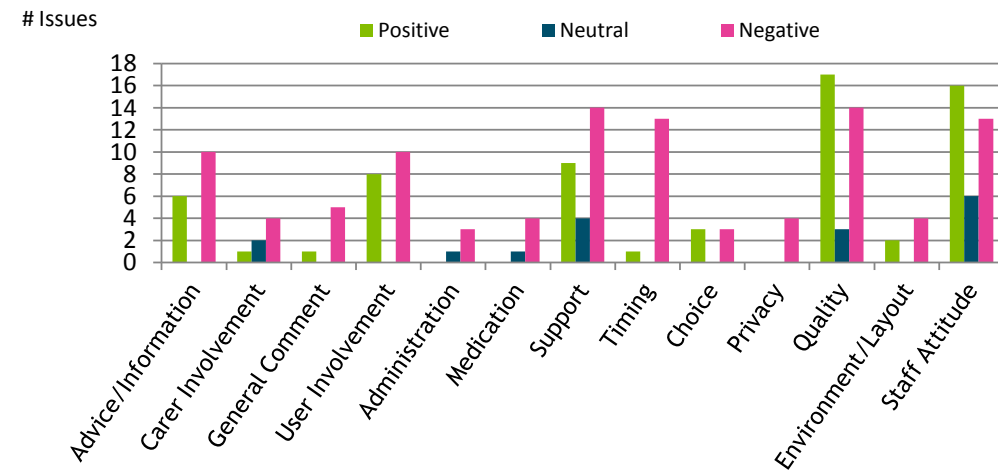
7.6 Sentiment, Whipps Cross University Hospital



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

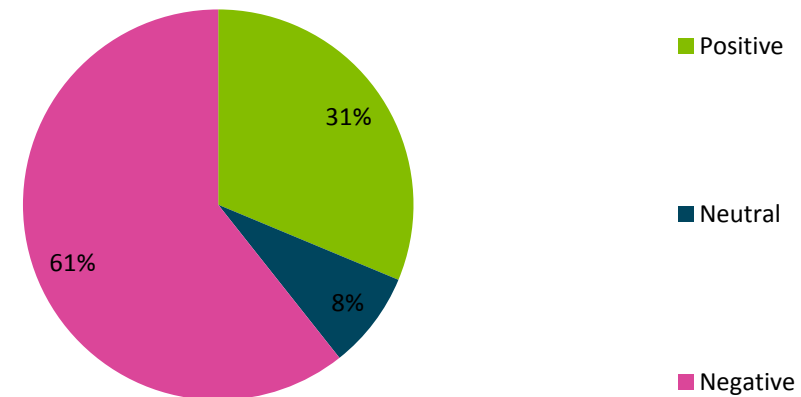
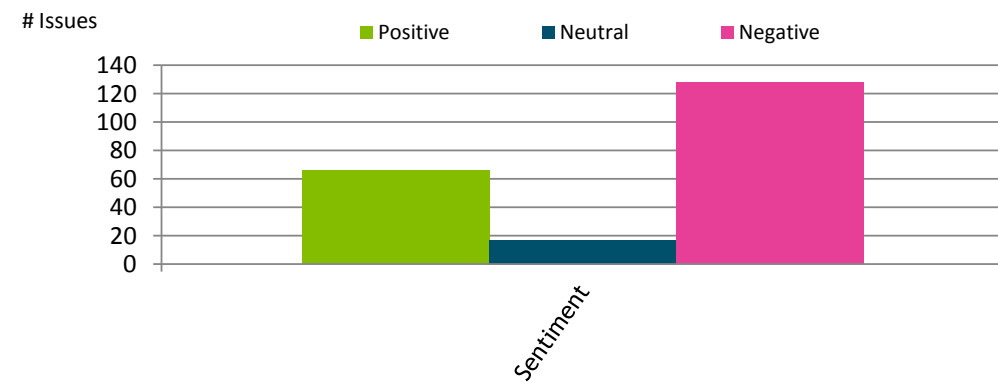


7.7 Newham University Hospital: 211 issues from 36 people



Issues receiving the most comments overall

7.8 Sentiment, Newham University Hospital



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>	88	32	56	176
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	16	2	7	25
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	49	3	15	67
	User Involvement	<i>Involvement of the service user.</i>	58	3	37	98
Systems	Administration	<i>Administrative processes and delivery.</i>	2	3	33	38
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	2	0	6	8
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	10	3	16	29
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	4	4
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	0	0	7	7
	Medical Records	<i>Management of medical records.</i>	0	0	4	4
	Medication	<i>Prescription and management of medicines.</i>	2	2	11	15
	Opening Times	<i>Opening times of a service.</i>	2	0	1	3
	Planning	<i>Leadership and general organisation.</i>	2	1	9	12
	Registration	<i>Ability to register for a service.</i>	2	0	1	3
	Support	<i>Levels of support provided.</i>	109	14	63	186
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	16	17
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	8	4	36	48
Waiting List	<i>Length of wait while on a list.</i>	6	2	6	14	
Values	Choice	<i>General choice.</i>	36	9	20	65
	Cost	<i>General cost.</i>	2	4	4	10
	Language	<i>Language, including terminology.</i>	0	0	2	2
	Nutrition	<i>Provision of sustenance.</i>	0	1	7	8
	Privacy	<i>Privacy, personal space and property.</i>	2	2	9	13
	Quality	<i>General quality of a service, or staff.</i>	163	17	55	235
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	1	2
	Stimulation	<i>General stimulation, including access to activities.</i>	7	0	4	11

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>	1	0	0	1
	Environment/Layout	<i>Physical environment of a service.</i>	19	2	10	31
	Equipment	<i>General equipment issues.</i>	0	0	6	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	2	0	3	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	2	0	5	7
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	1	1
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	6	6
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	0	3	5
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	139	27	53	219
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	2	3
	Staff Training	<i>Training of staff.</i>	2	0	7	9
	Staffing Levels	<i>General availability of staff.</i>	1	1	10	12
Total:			737	132	537	1406