

# Children's Health Services in North East London (NEL)

## 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 local children's health services.

Reporting Period: 1 July 2021- 30 June 2023



## 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)

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### 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.

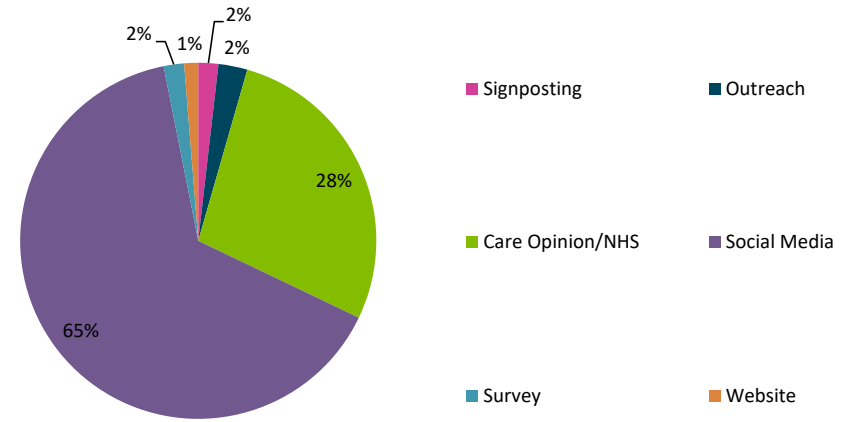
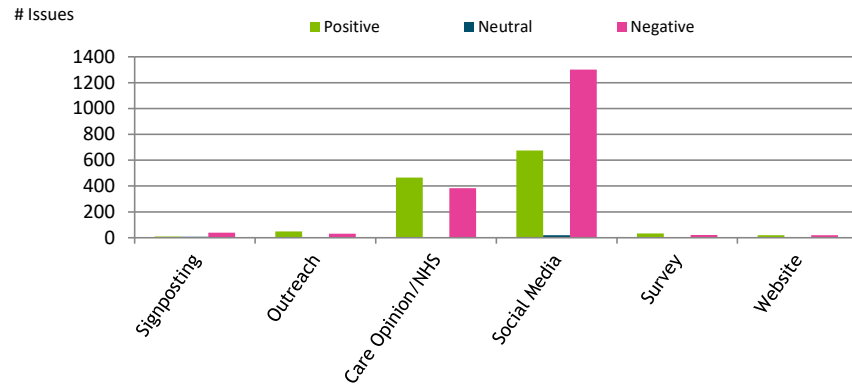


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

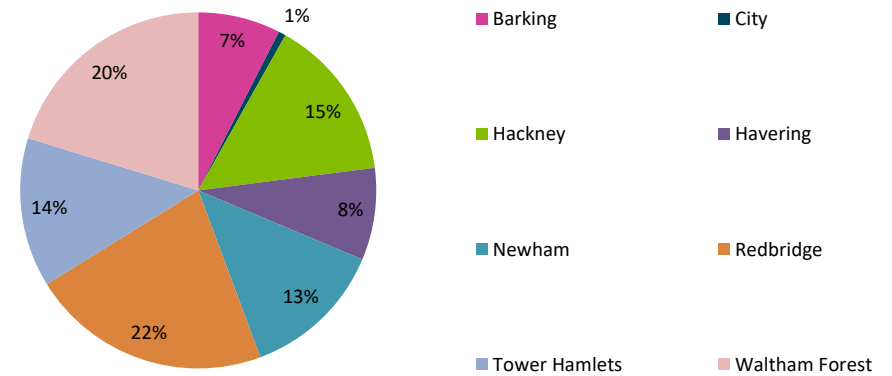
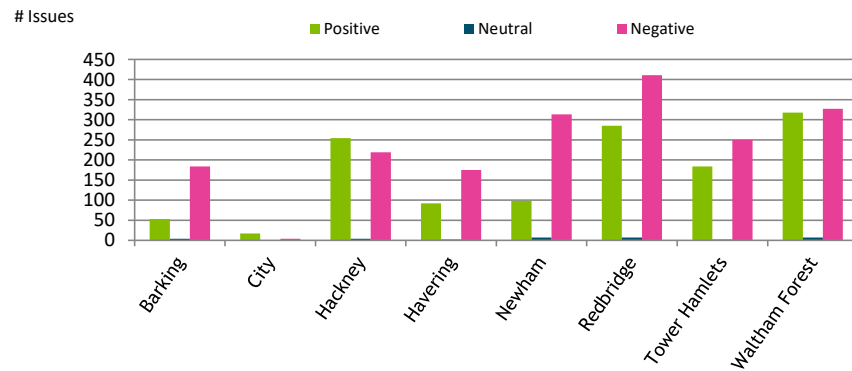


## 1.1 Source: 3217 issues from 642 people



### Sources providing the most comments overall

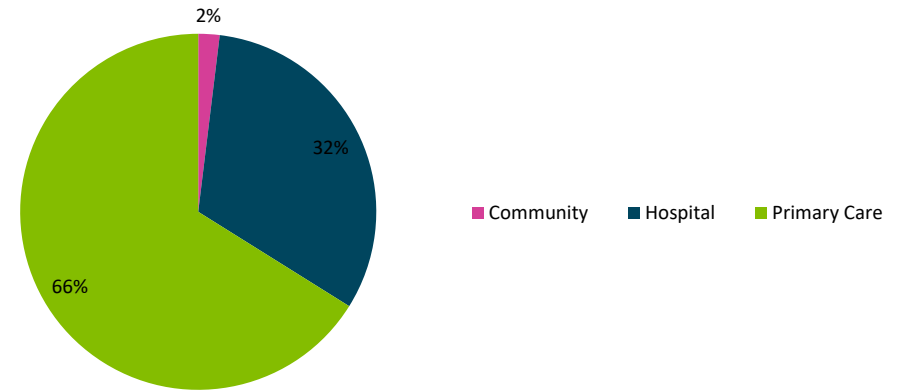
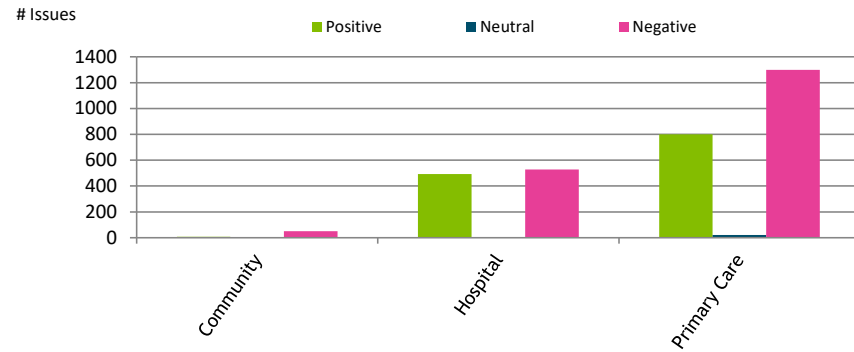
## 1.2 Feedback by Borough



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

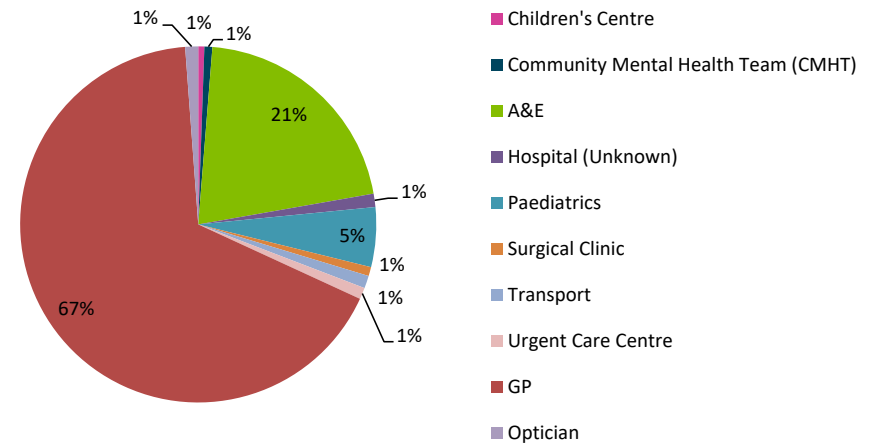
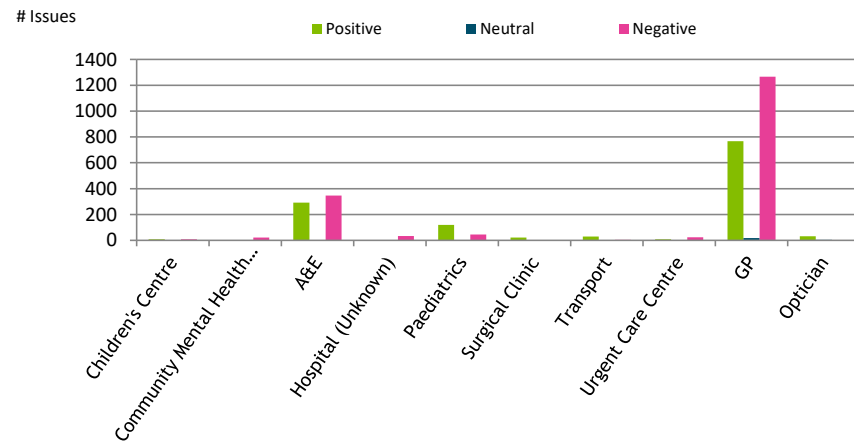


### 2.1 Service Sector



Service sectors receiving the most comments overall

### 2.2 Service Type

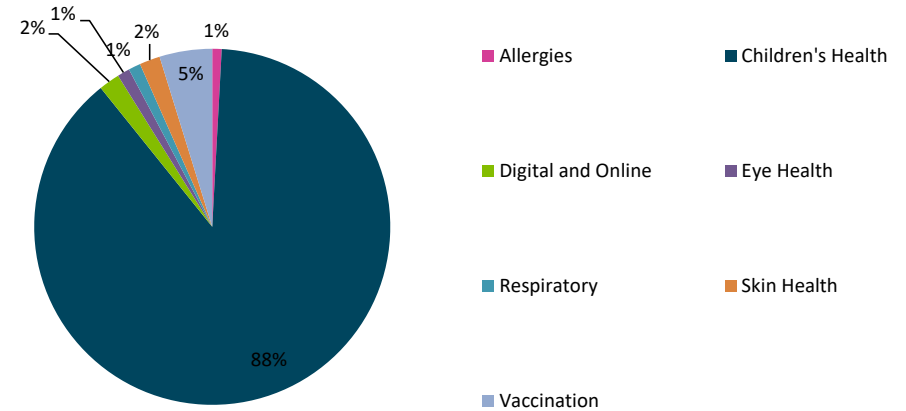
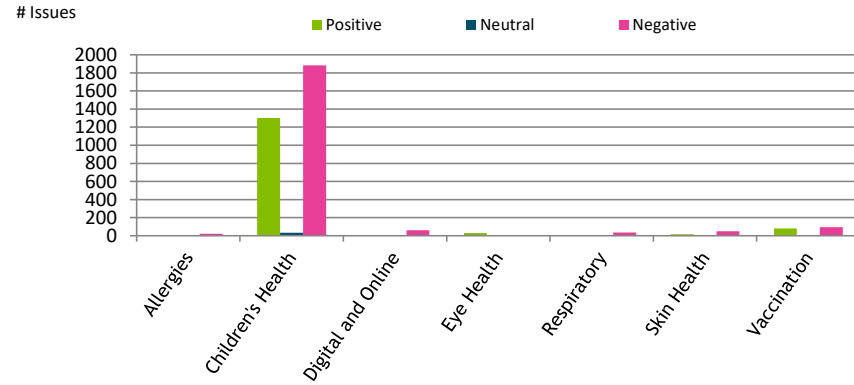


Service type receiving the most comments overall

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

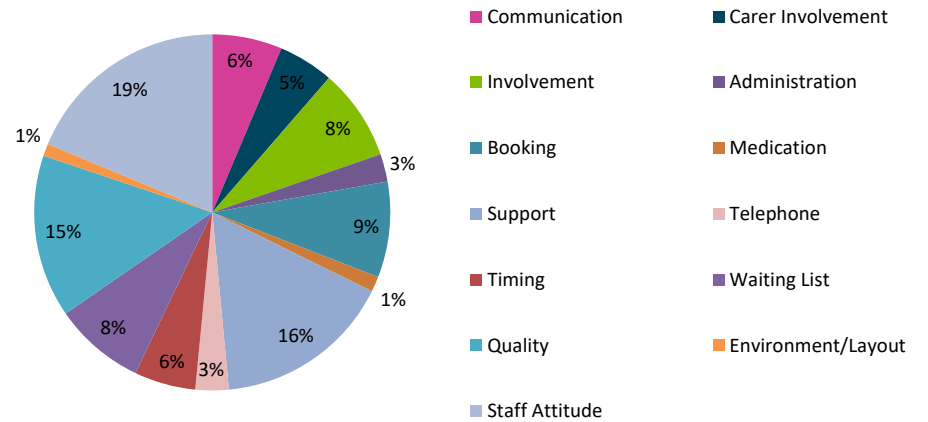
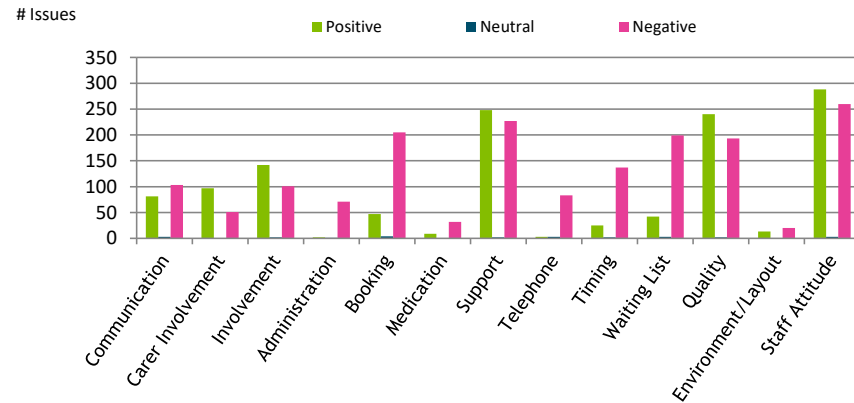


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 3217 issues from 642 people

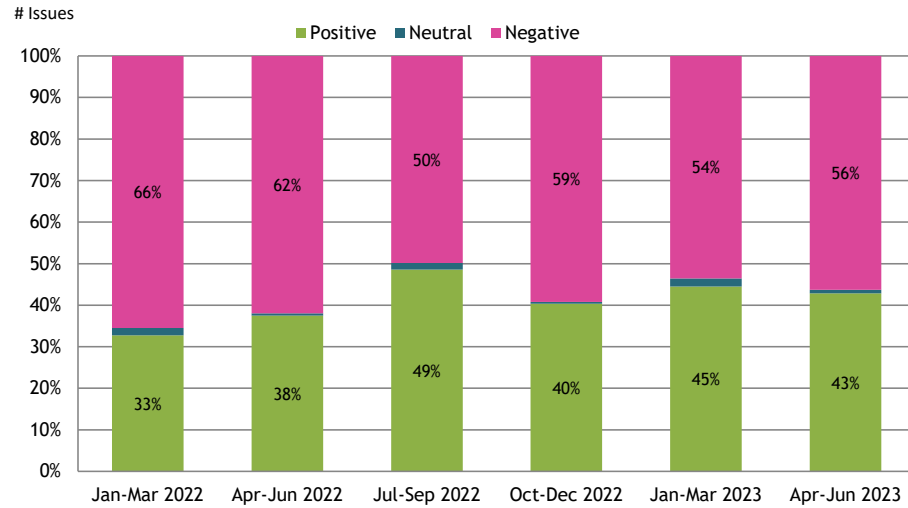


Issues receiving the most comments overall

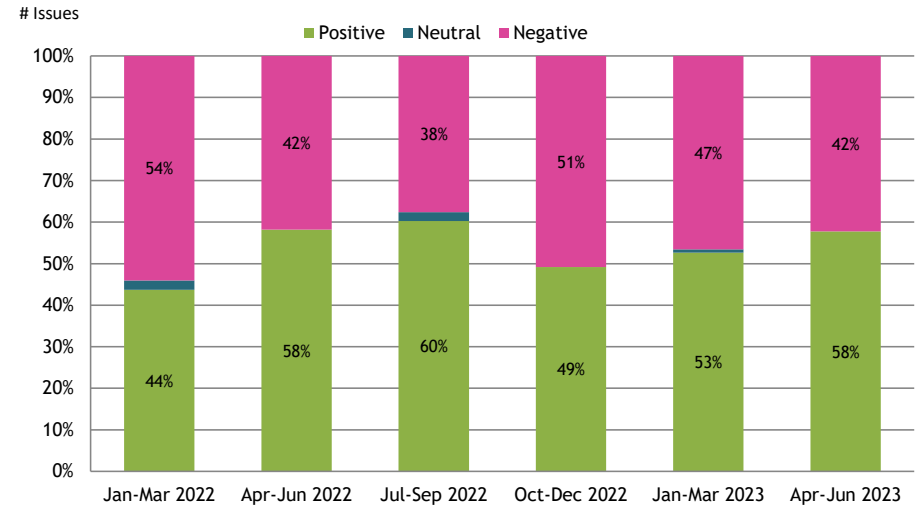
## 4. Timeline: On the whole, how do people feel about Health and Care services?



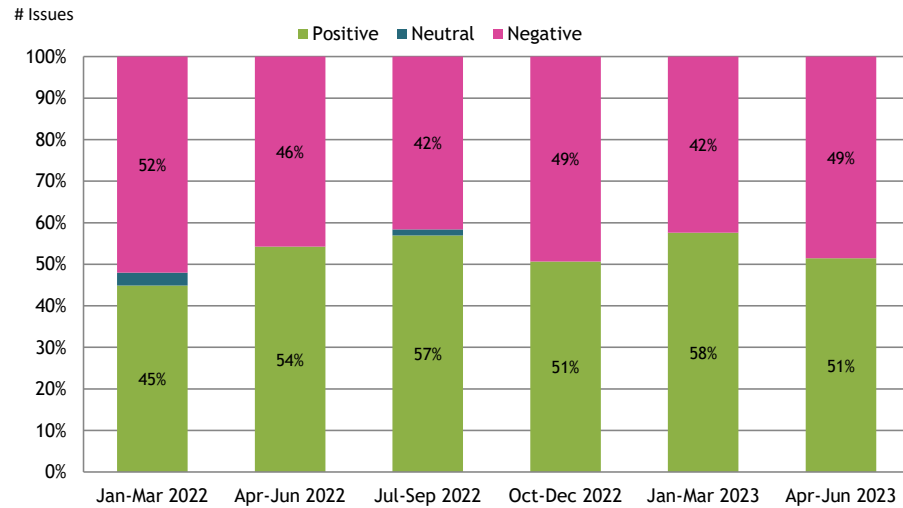
### 4.1 How do people feel about services overall?



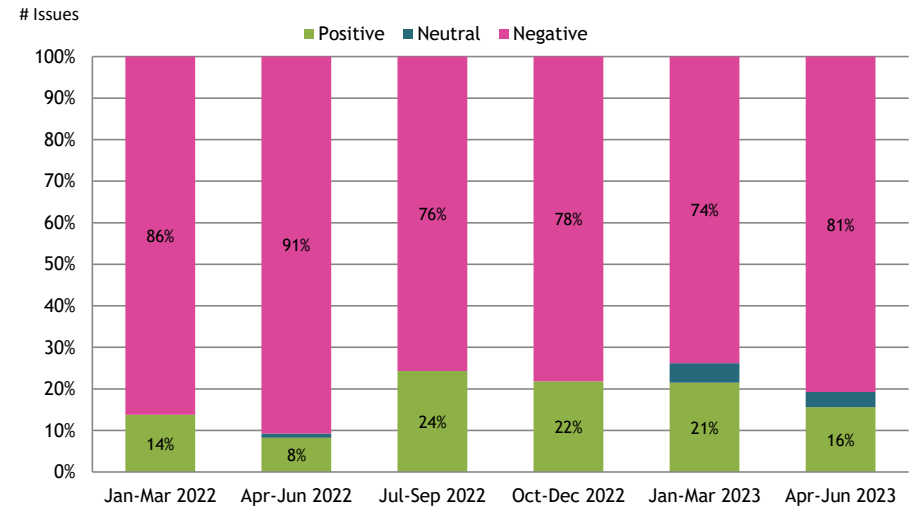
### 4.2 How well informed, involved and supported do people feel?



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



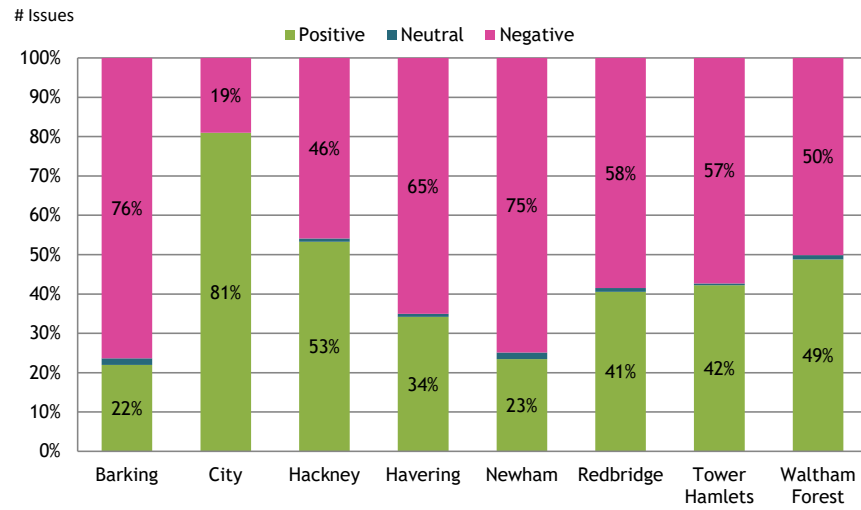
### 4.4 How do people feel about access to services?



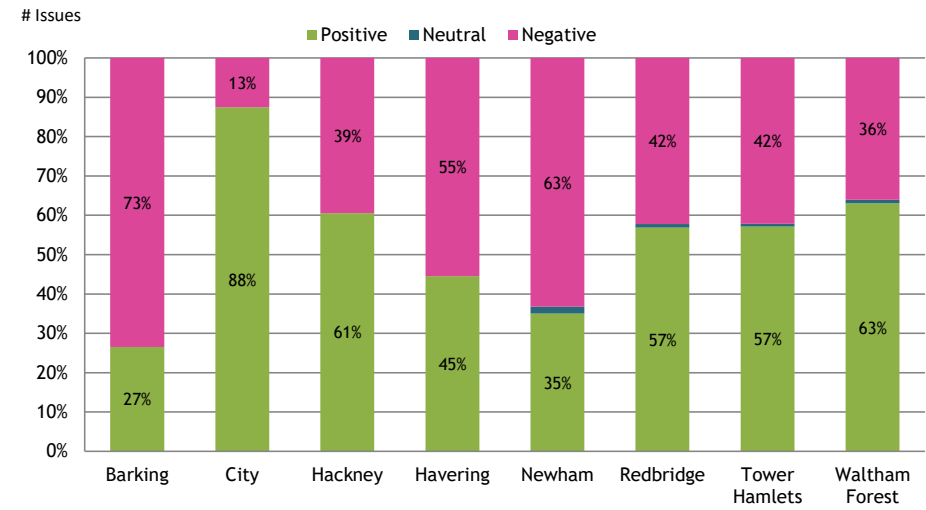
## 5. By Borough: On the whole, how do people feel about Health and Care services?



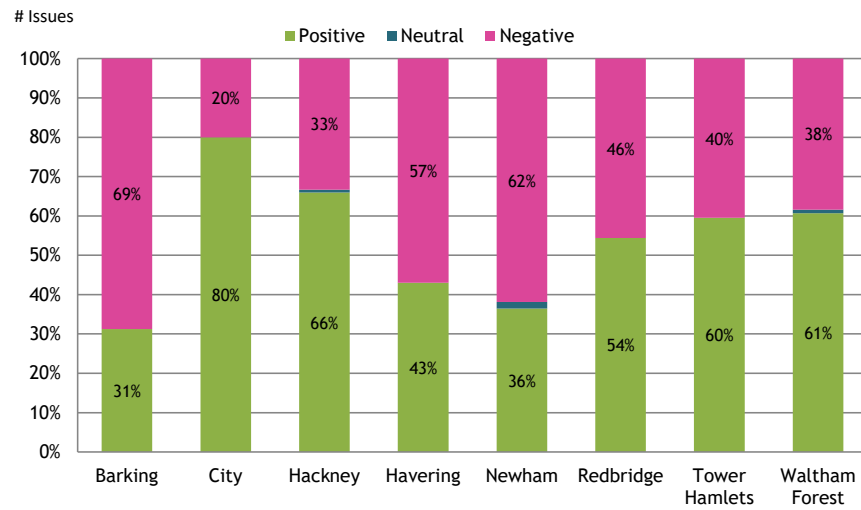
### 5.1 How do people feel about services overall?



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



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



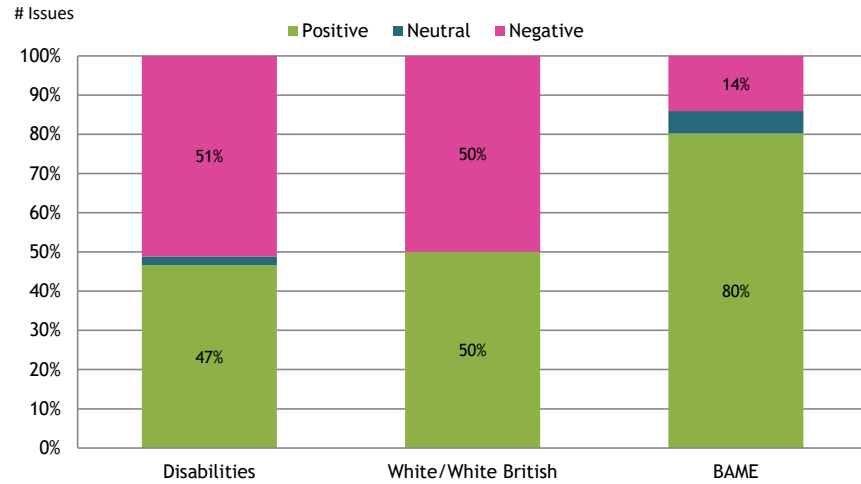
### 5.4 How do people feel about access to services?



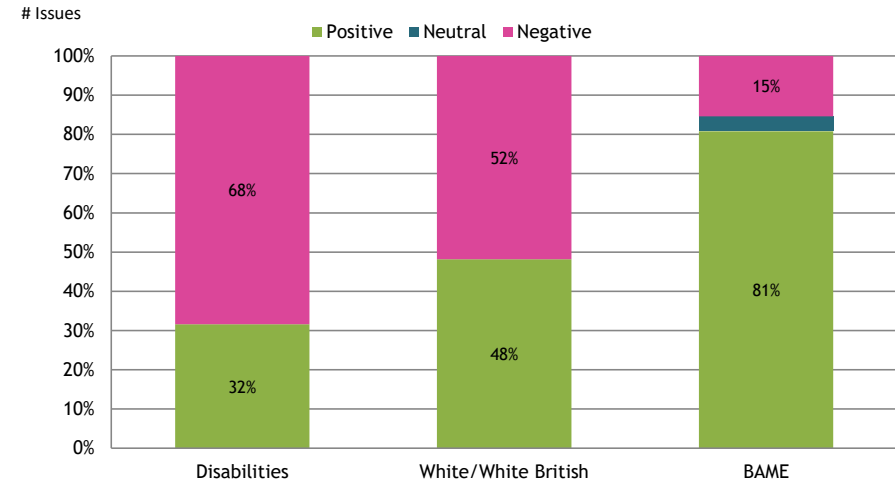
## 6. Equalities: On the whole, how do people feel about Health and Care services?



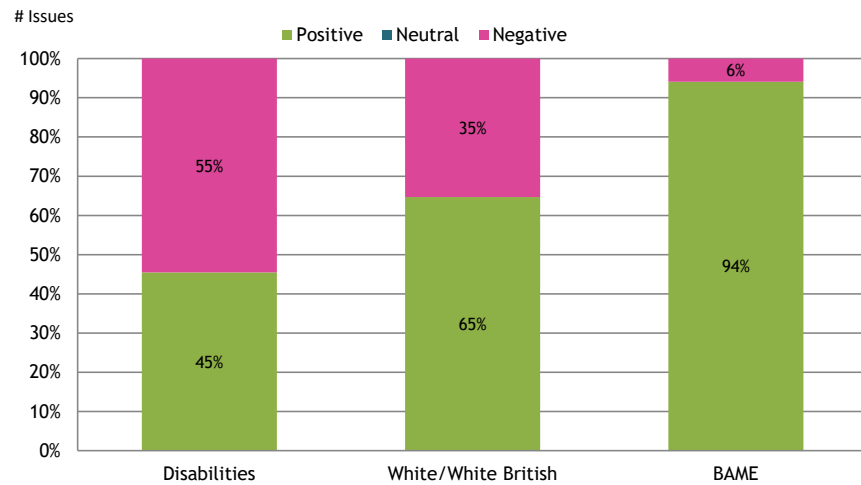
### 6.1 How do people feel about services overall?



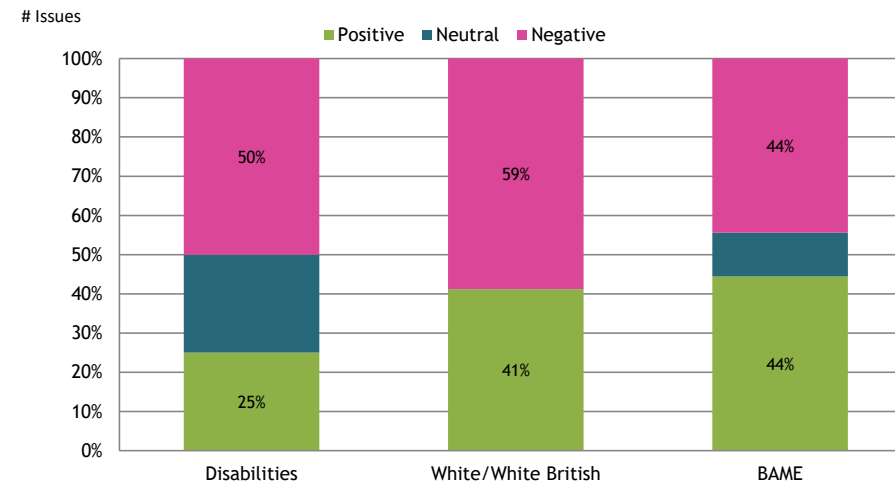
### 6.2 How well informed, involved and supported do people feel?



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



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

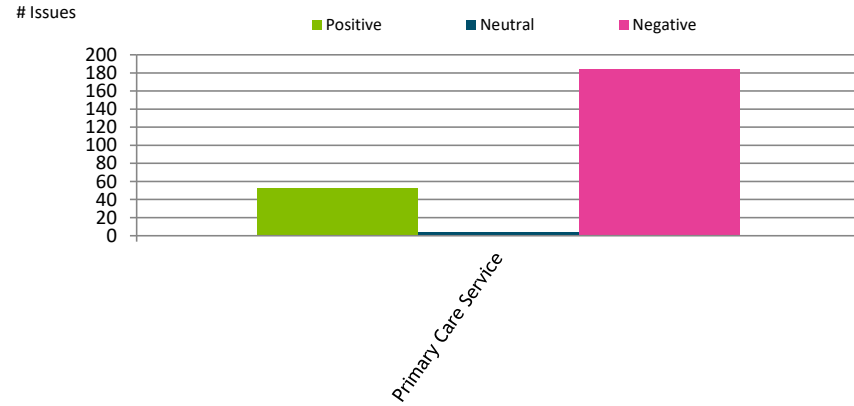




## 7. Trends by Borough: Barking

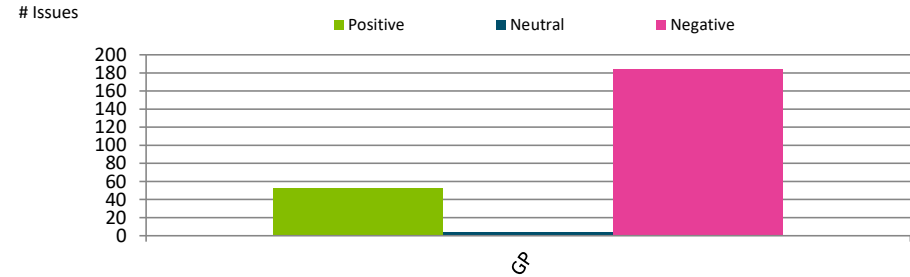


### 7.1 Service Sector



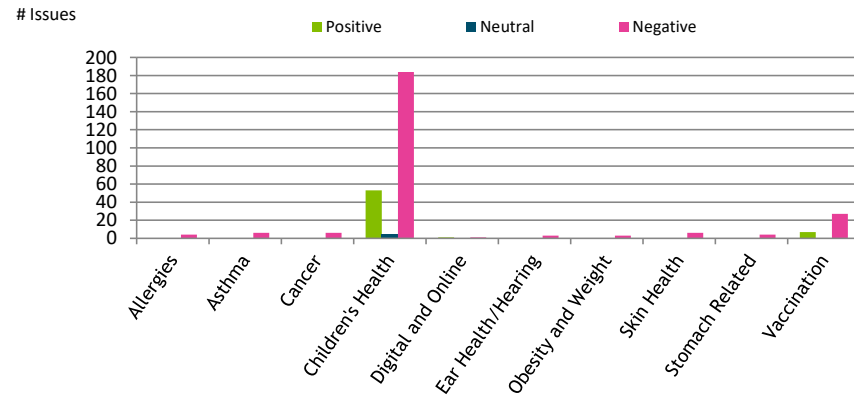
Service sectors receiving the most comments overall

### 7.2 Service Type



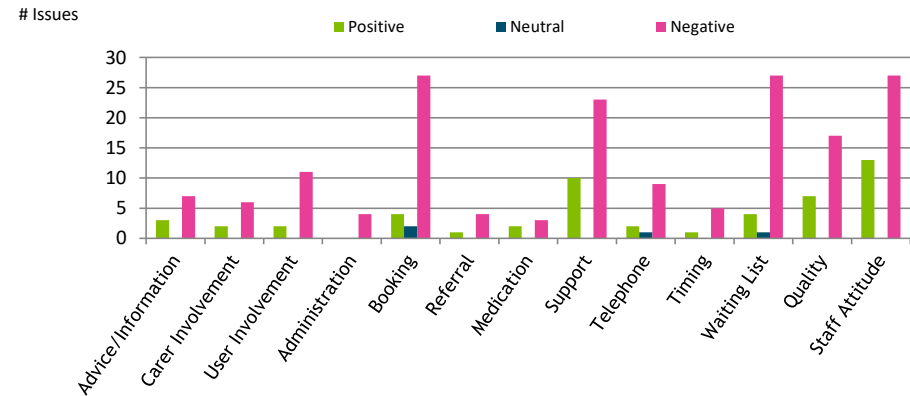
Service type receiving the most comments overall

### 7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.4 Top Trends: 241 issues from 52 people

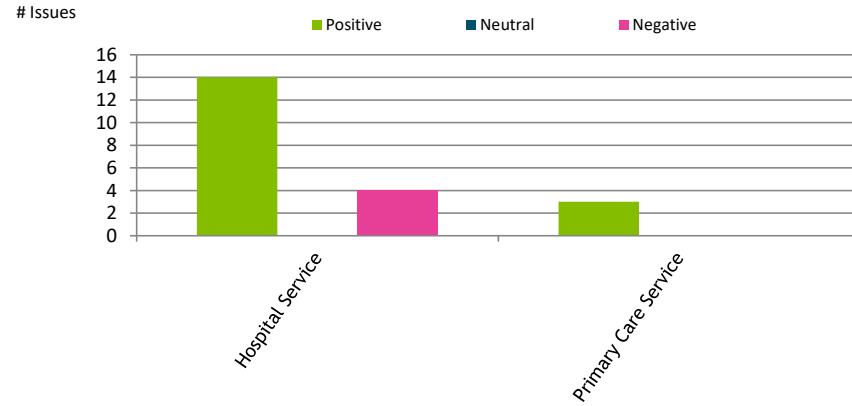


Issues receiving the most comments overall

## 7. Trends by Borough: City of London

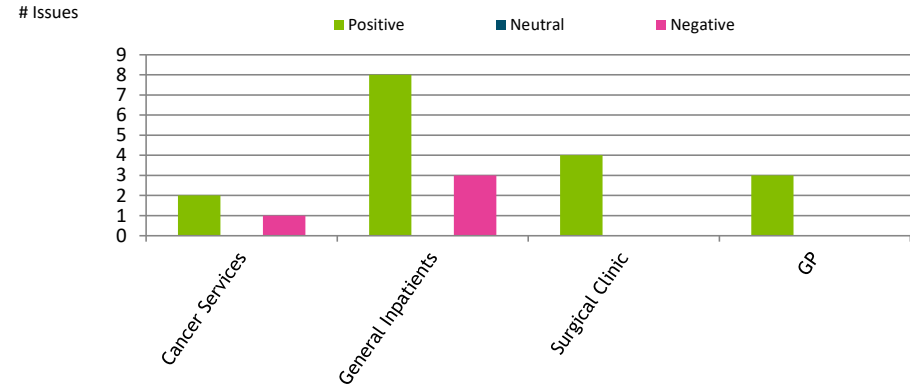


### 7.5 Service Sector



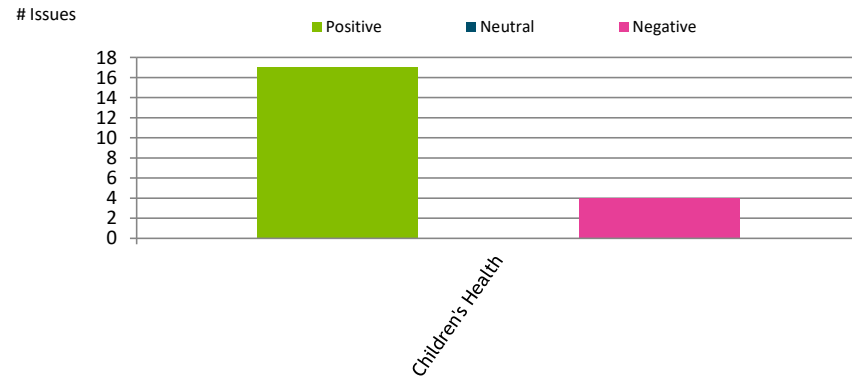
Service sectors receiving the most comments overall

### 7.6 Service Type



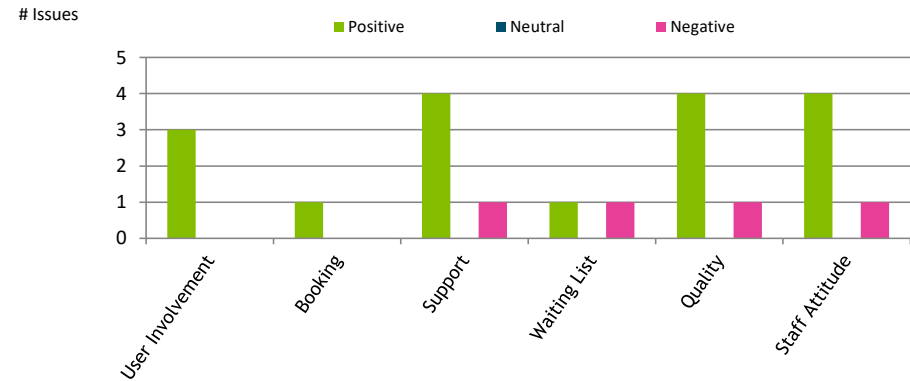
Service type receiving the most comments overall

### 7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.8 Top Trends: 21 issues from 2 people

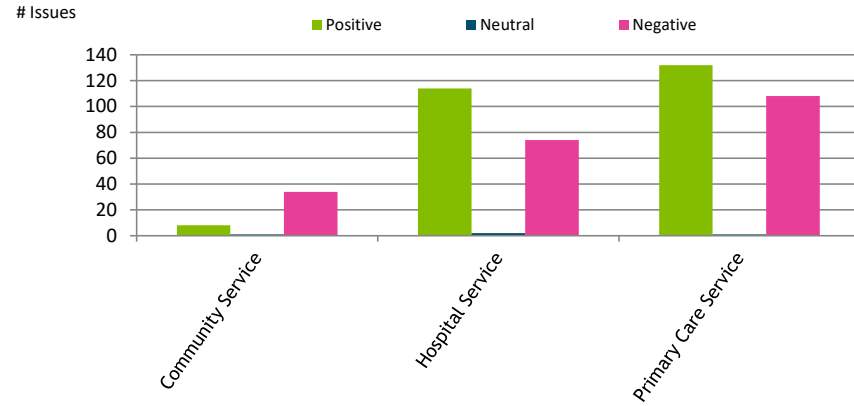


Issues receiving the most comments overall

## 7. Trends by Borough: Hackney

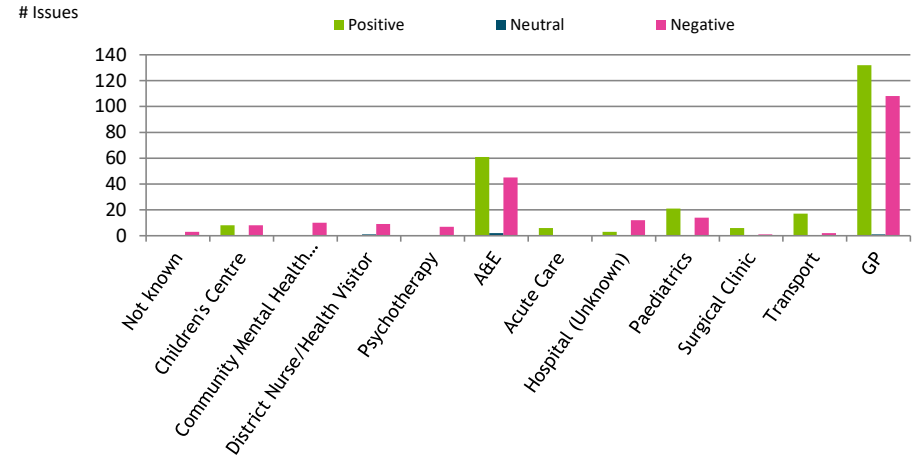


### 7.9 Service Sector



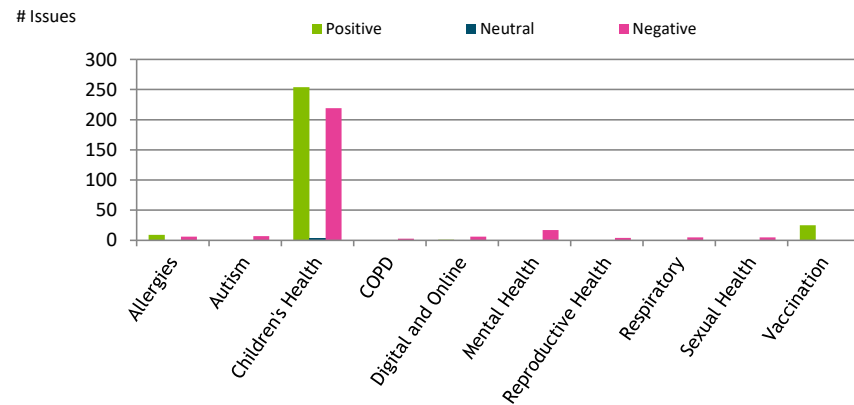
Service sectors receiving the most comments overall

### 7.10 Service Type



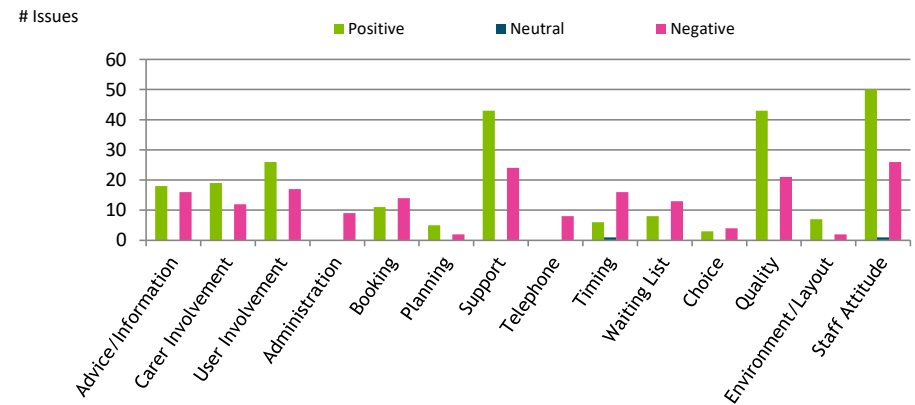
Service type receiving the most comments overall

### 7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.12 Top Trends: 477 issues from 84 people

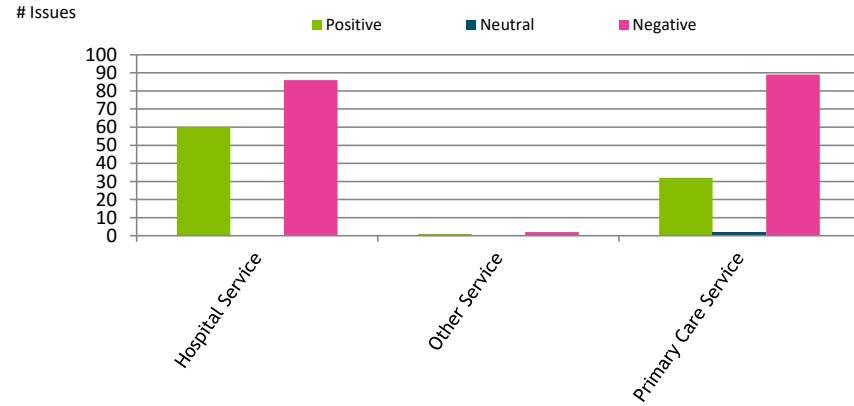


Issues receiving the most comments overall

## 7. Trends by Borough: Havering

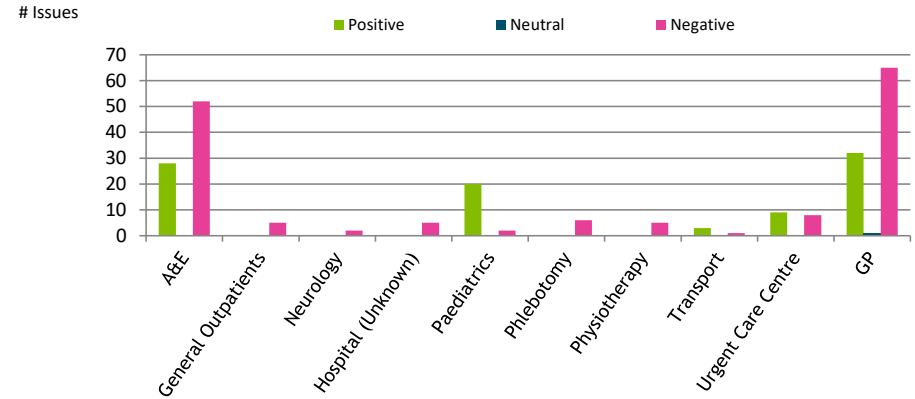


### 7.13 Service Sector



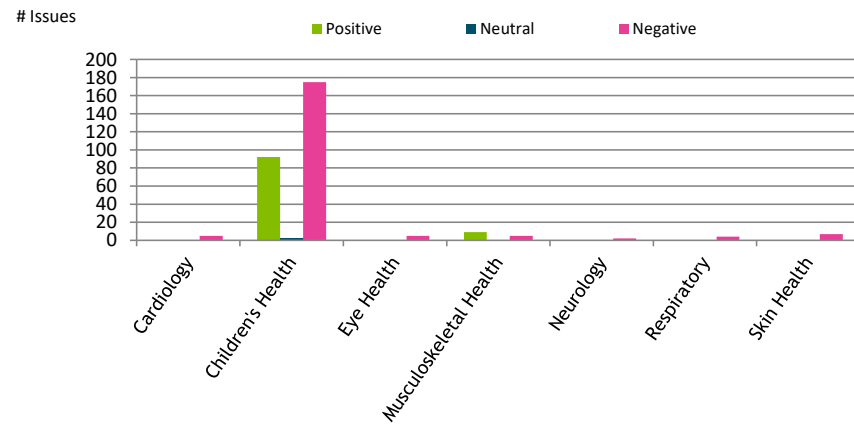
Service sectors receiving the most comments overall

### 7.14 Service Type



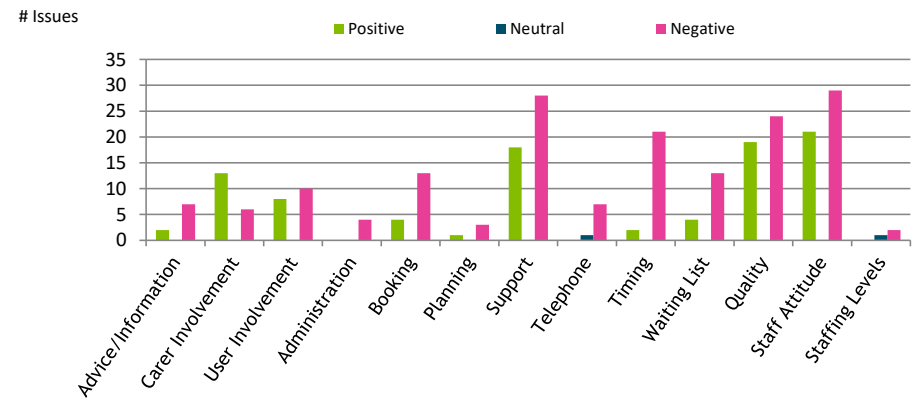
Service type receiving the most comments overall

### 7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.16 Top Trends: 269 issues from 52 people

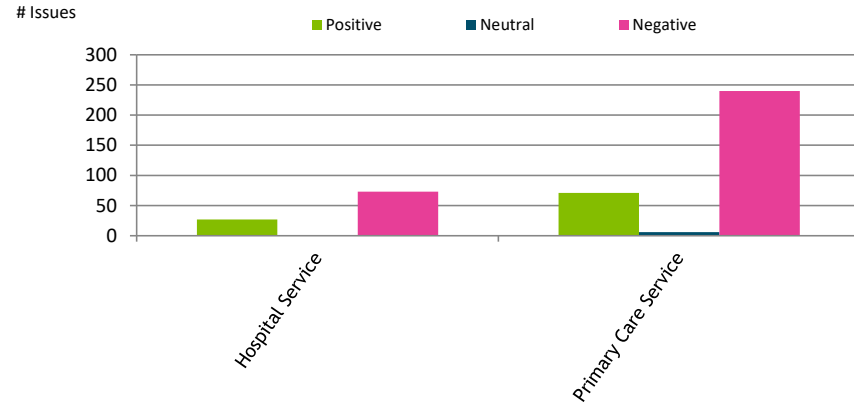


Issues receiving the most comments overall

## 7. Trends by Borough: Newham

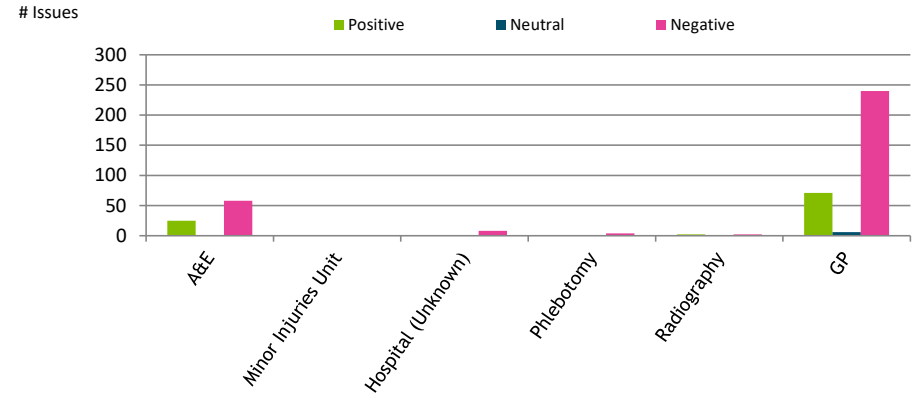


### 7.17 Service Sector



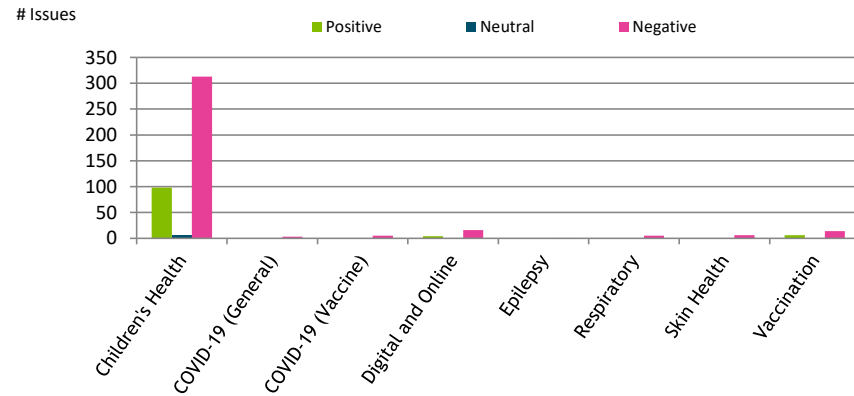
Service sectors receiving the most comments overall

### 7.18 Service Type



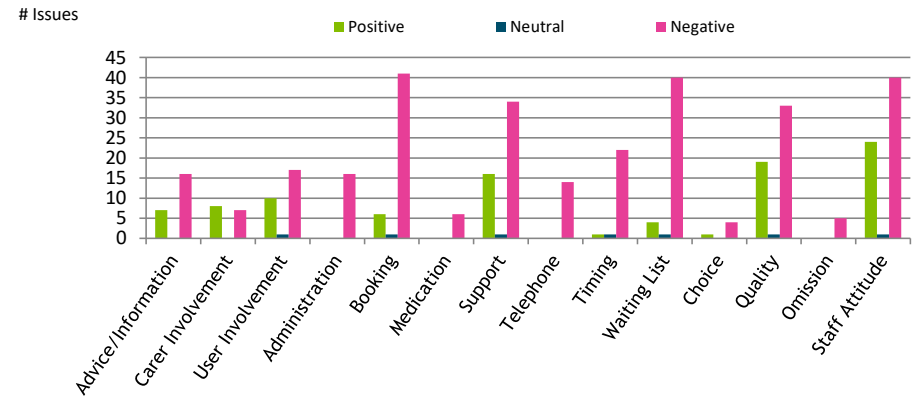
Service type receiving the most comments overall

### 7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.20 Top Trends: 418 issues from 97 people

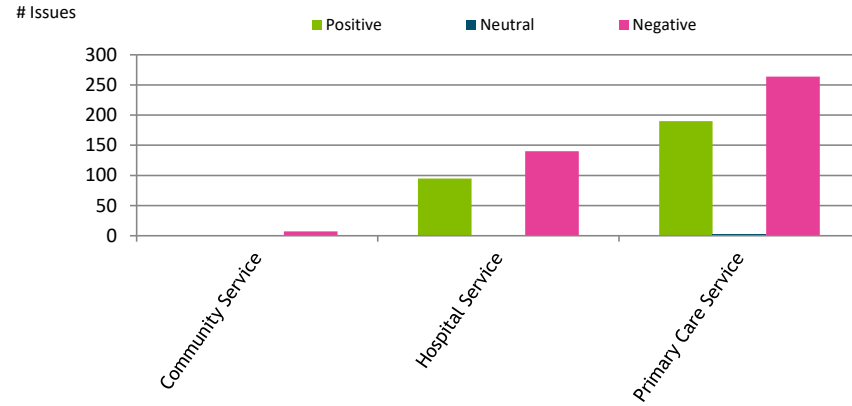


Issues receiving the most comments overall

## 7. Trends by Borough: Redbridge

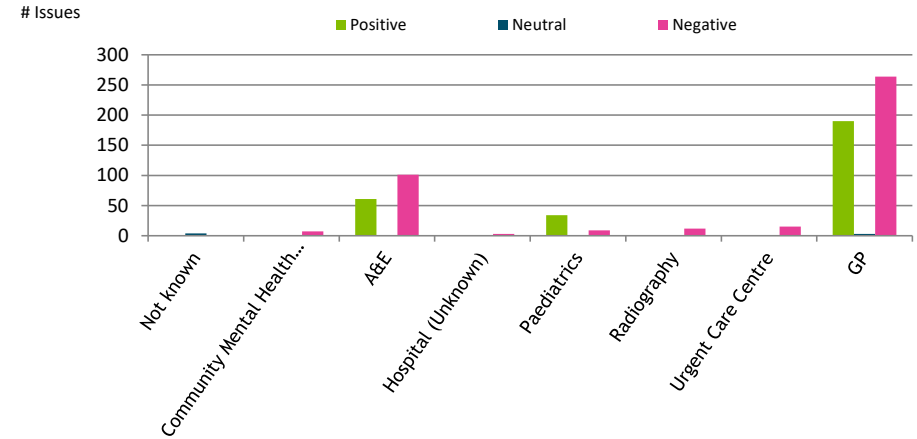


### 7.21 Service Sector



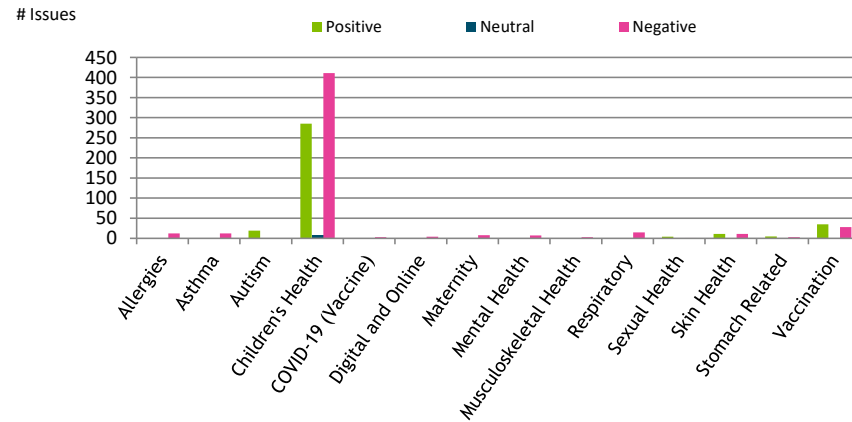
Service sectors receiving the most comments overall

### 7.22 Service Type



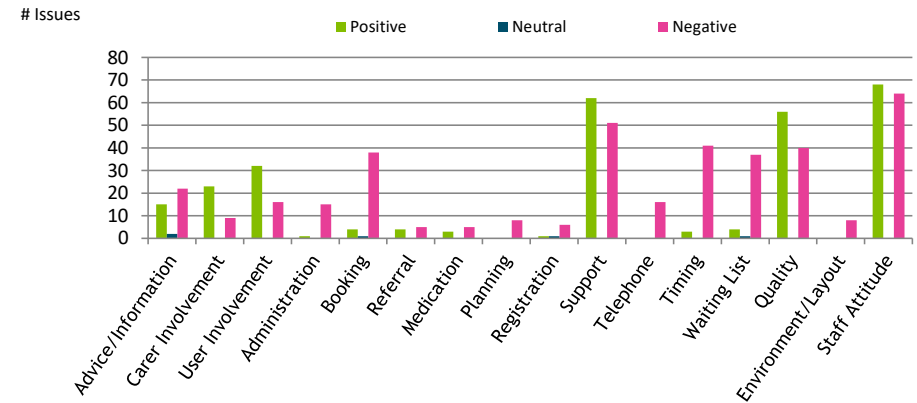
Service type receiving the most comments overall

### 7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.24 Top Trends: 703 issues from 145 people

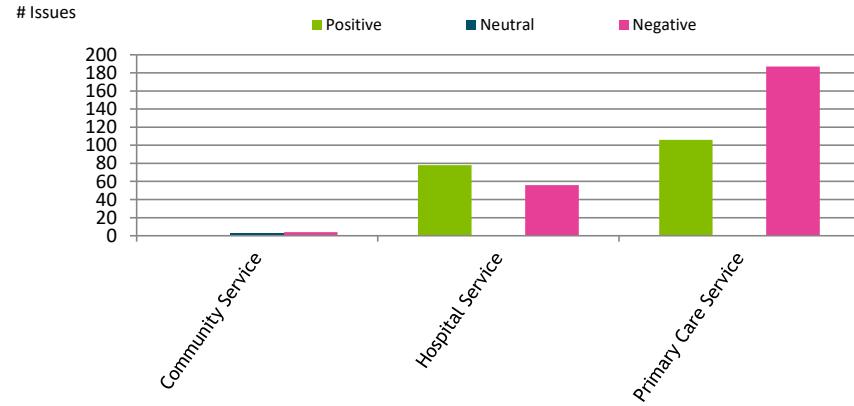


Issues receiving the most comments overall

## 7. Trends by Borough: Tower Hamlets

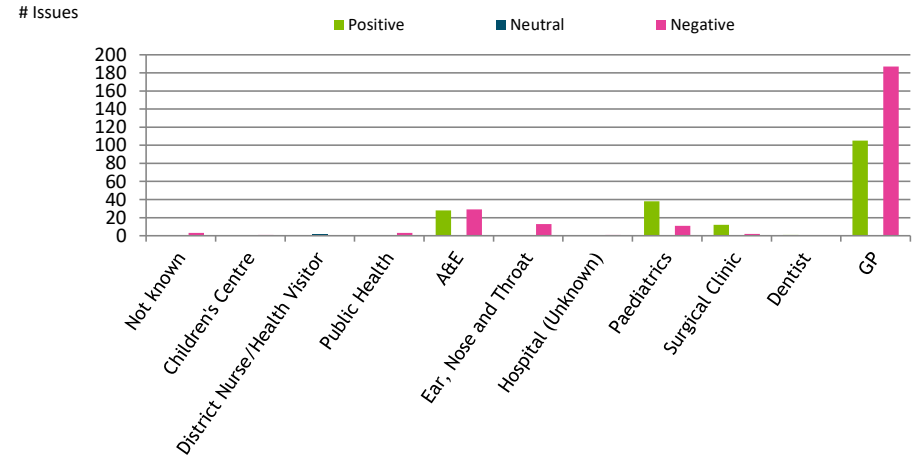


### 7.25 Service Sector



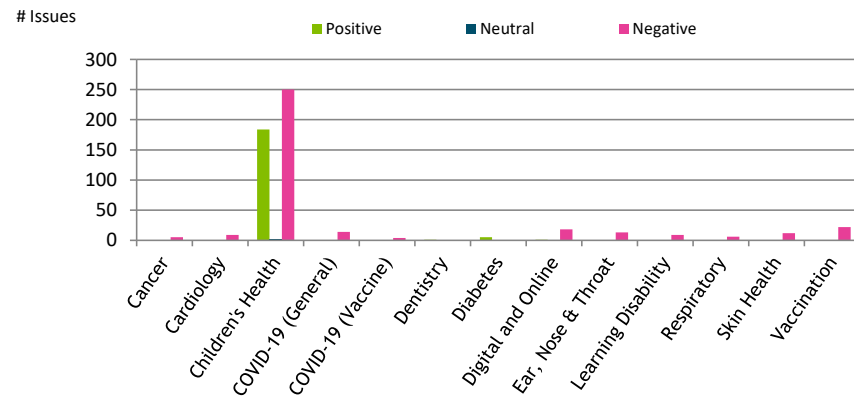
Service sectors receiving the most comments overall

### 7.26 Service Type



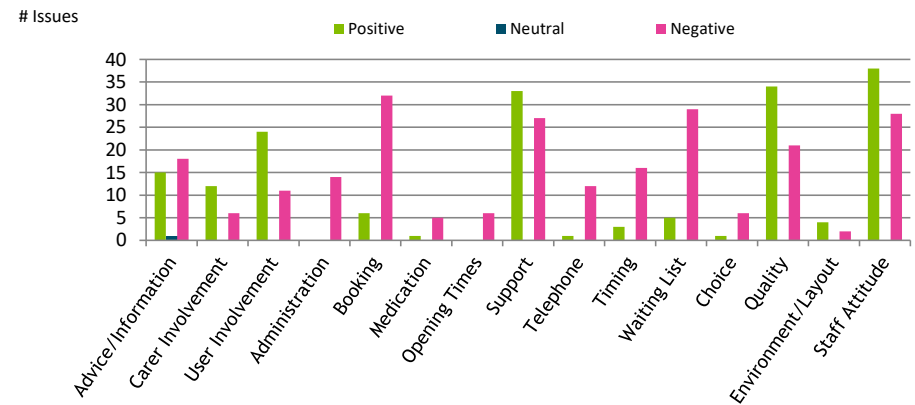
Service type receiving the most comments overall

### 7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.28 Top Trends: 436 issues from 88 people

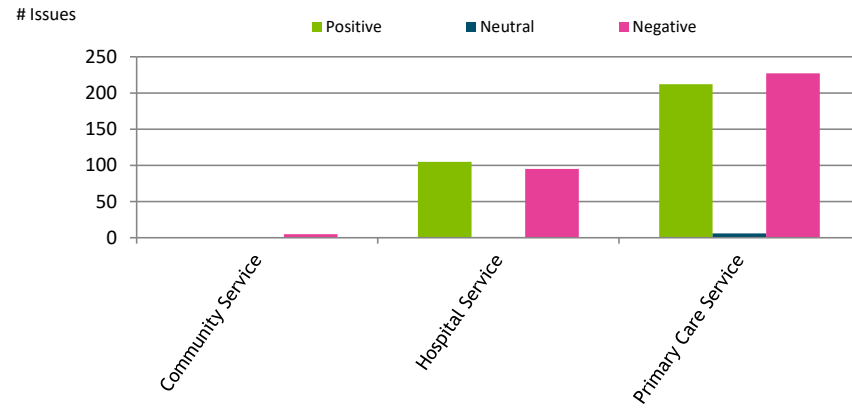


Issues receiving the most comments overall

## 7. Trends by Borough: Waltham Forest

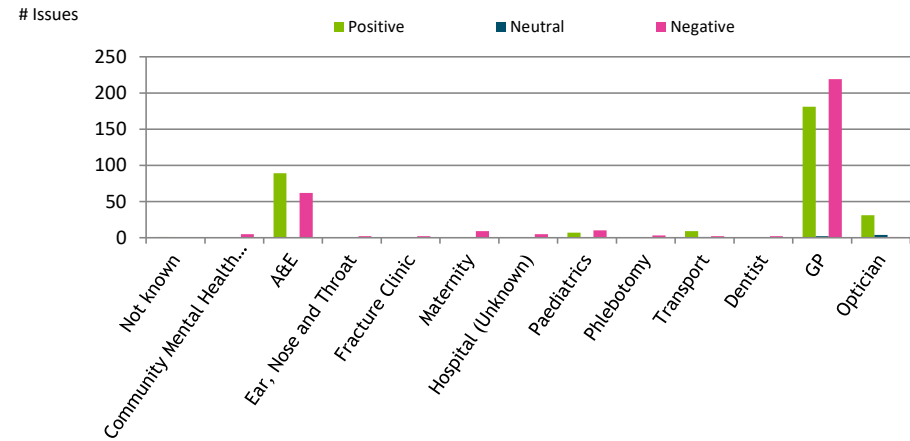


### 7.29 Service Sector



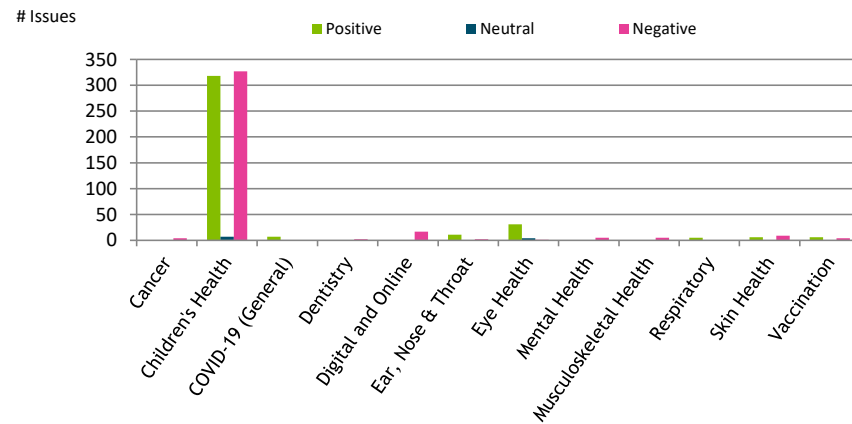
Service sectors receiving the most comments overall

### 7.30 Service Type



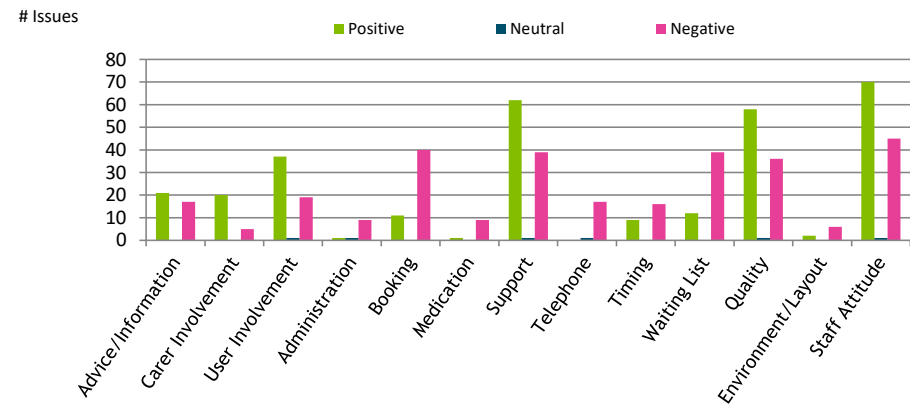
Service type receiving the most comments overall

### 7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.32 Top Trends: 652 issues from 122 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>	81	3	103	187
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	97	0	51	148
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	9	2	9	20
	User Involvement	<i>Involvement or influence of the service user.</i>	142	2	101	245
Systems	Administration	<i>Administrative processes and delivery.</i>	2	1	71	74
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	4	5
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	47	4	205	256
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	12	12
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	3	3
	Referral	<i>Referral to a service.</i>	9	0	18	27
	Medical Records	<i>Management of medical records.</i>	1	0	1	2
	Medication	<i>Prescription and management of medicines.</i>	9	0	32	41
	Opening Times	<i>Opening times of a service.</i>	1	0	6	7
	Planning	<i>Leadership and general organisation.</i>	8	1	17	26
	Registration	<i>Ability to register for a service.</i>	2	2	19	23
	Support	<i>Levels of support provided.</i>	248	2	227	477
	Telephone	<i>Ability to contact a service by telephone.</i>	3	3	83	89
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	25	2	137	164
	Waiting List	<i>Length of wait while on a list.</i>	42	3	199	244
Values	Choice	<i>General choice.</i>	9	0	21	30
	Cost	<i>General cost.</i>	0	0	3	3
	Language	<i>Language, including terminology.</i>	0	1	6	7
	Nutrition	<i>Provision of sustenance.</i>	3	0	1	4
	Privacy	<i>Privacy, personal space and property.</i>	3	0	5	8
	Quality	<i>General quality of a service, or staff.</i>	240	2	193	435
	Sensory	<i>Deaf/blind or other sensory issues.</i>	2	0	1	3
	Stimulation	<i>General stimulation, including access to activities.</i>	6	1	3	10

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	6	7
	Environment/Layout	<i>Physical environment of a service.</i>	13	0	20	33
	Equipment	<i>General equipment issues.</i>	1	0	4	5
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	2	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	6	0	6	12
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	4	4
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	1	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	15	15
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	288	3	260	551
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	11	11
	Staff Training	<i>Training of staff.</i>	0	0	11	11
	Staffing Levels	<i>General availability of staff.</i>	0	1	8	9
	<b>Total:</b>			<b>1301</b>	<b>33</b>	<b>1883</b>