

# Maternity 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 maternity services.

Reporting Period: 1 July 2021 - 30 June 2023



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### Data Source (Page 3)

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### Top Trends (Page 4-5)

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### 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.

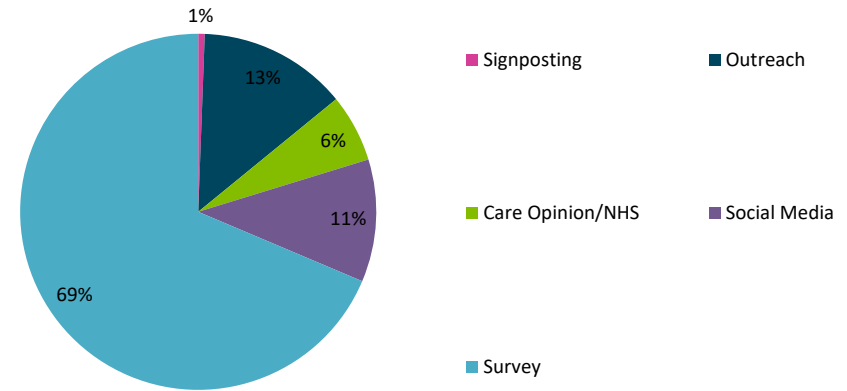
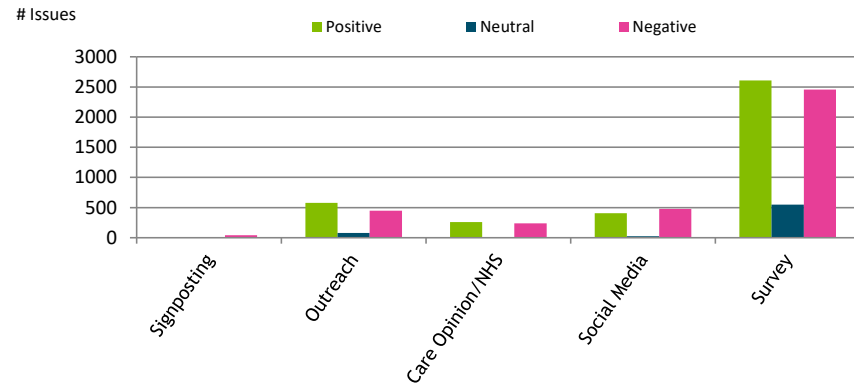


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

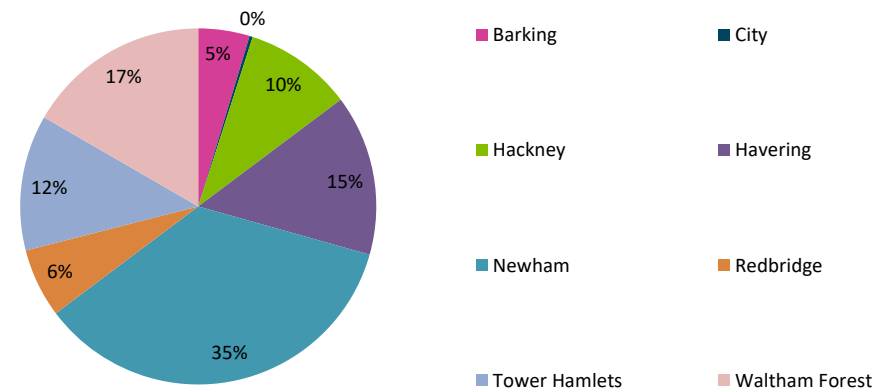
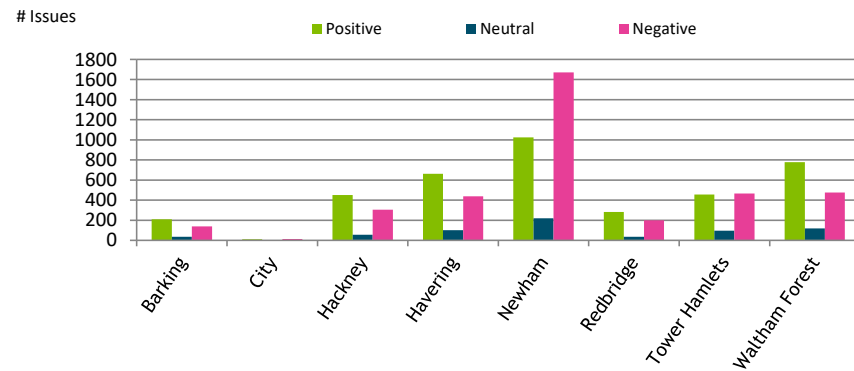


## 1.1 Source: 8240 issues from 2169 people



### Sources providing the most comments overall

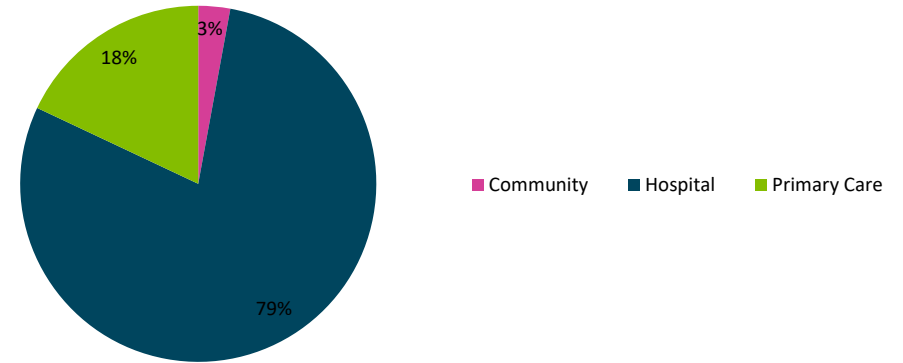
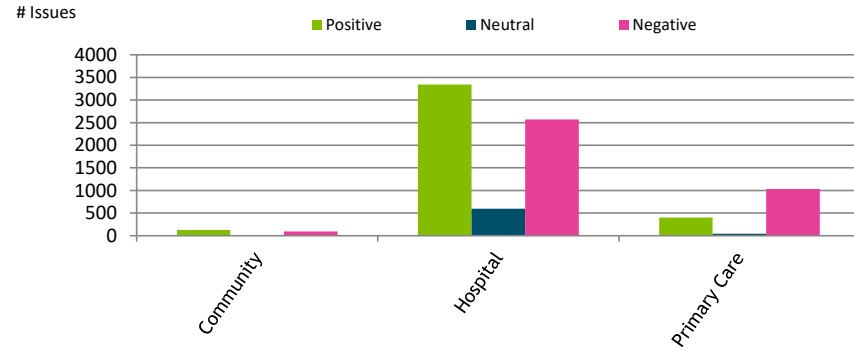
## 1.2 Feedback by Borough



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

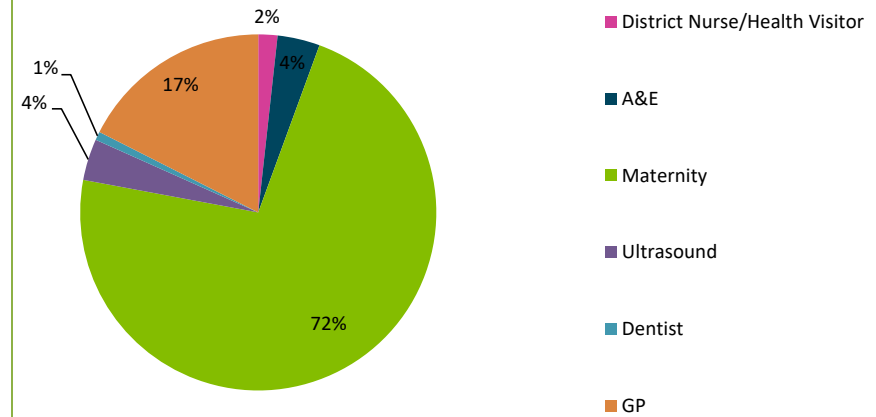
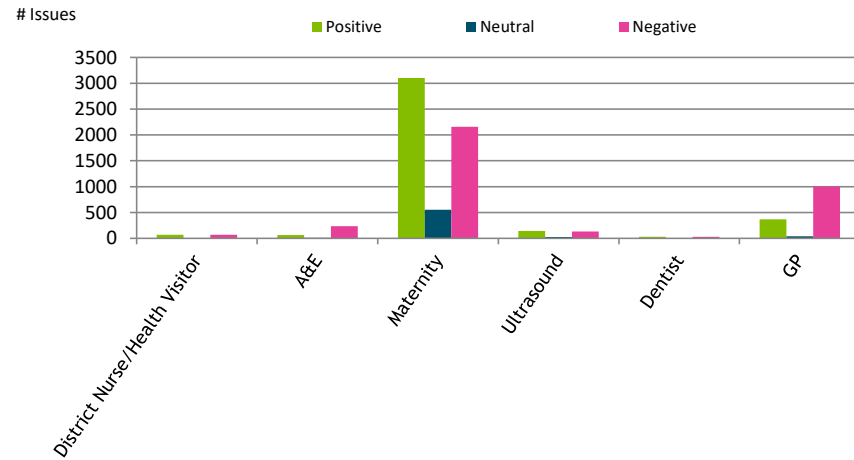


### 2.1 Service Sector



Service sectors receiving the most comments overall

### 2.2 Service Type

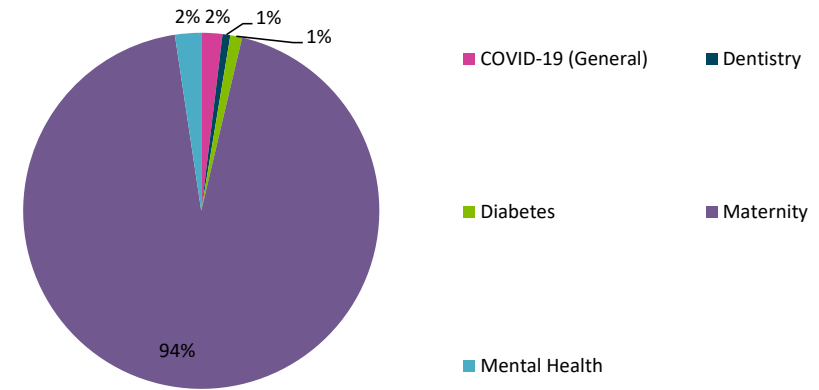
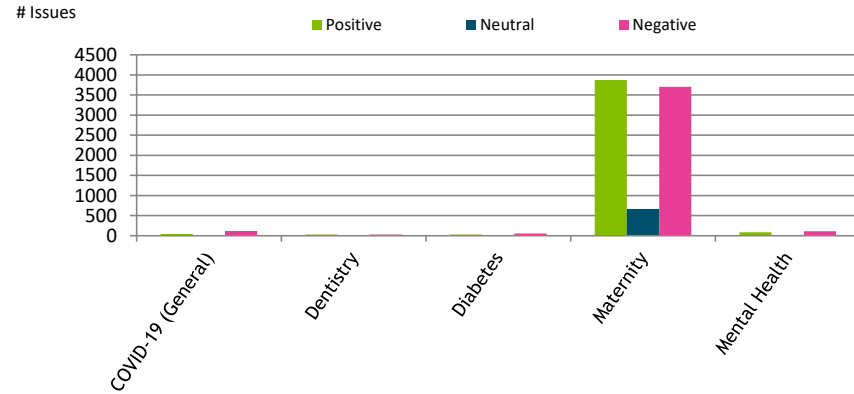


Service type receiving the most comments overall

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

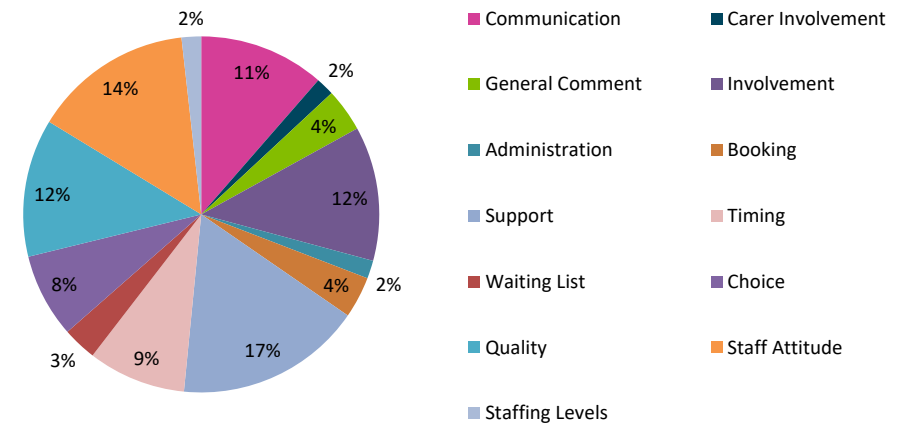
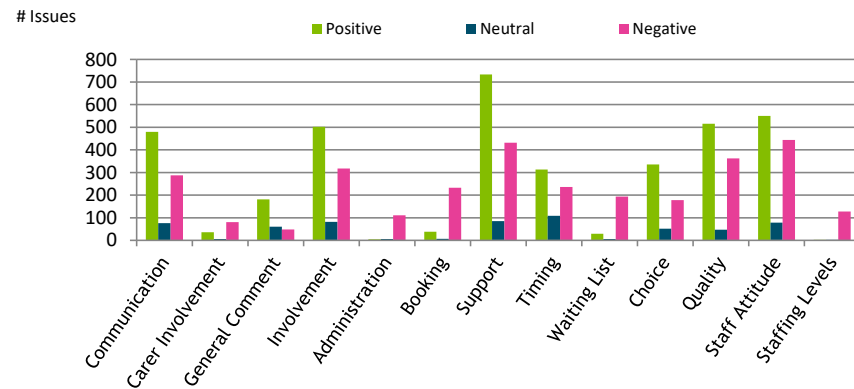


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 8240 issues from 2169 people

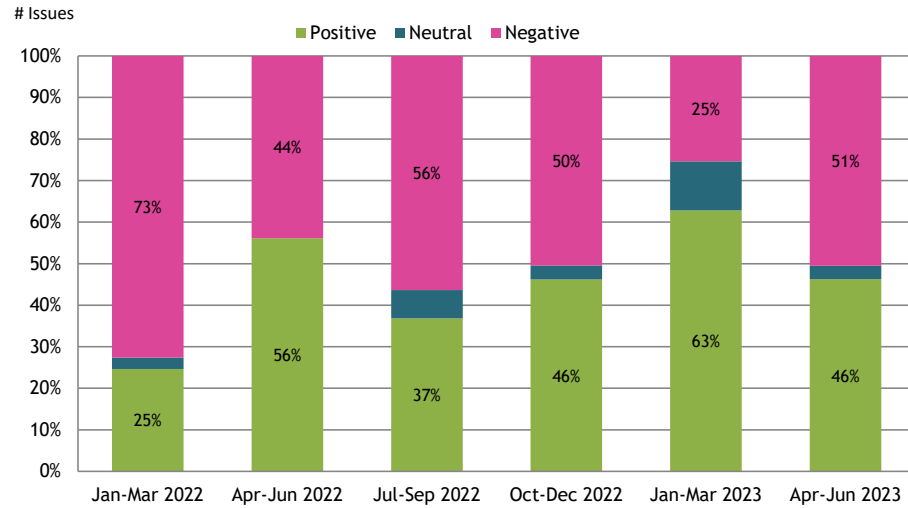


Issues receiving the most comments overall

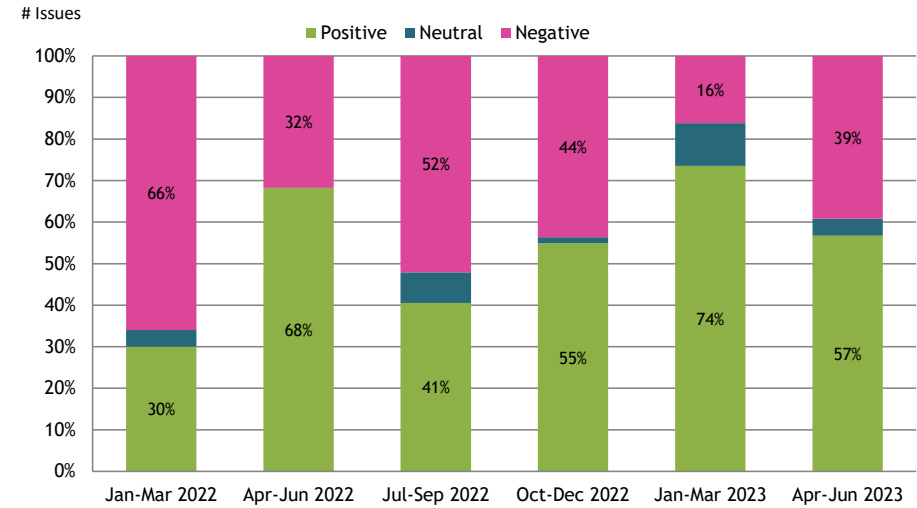
## 4. Timeline: On the whole, how do people feel about Health and Care services?



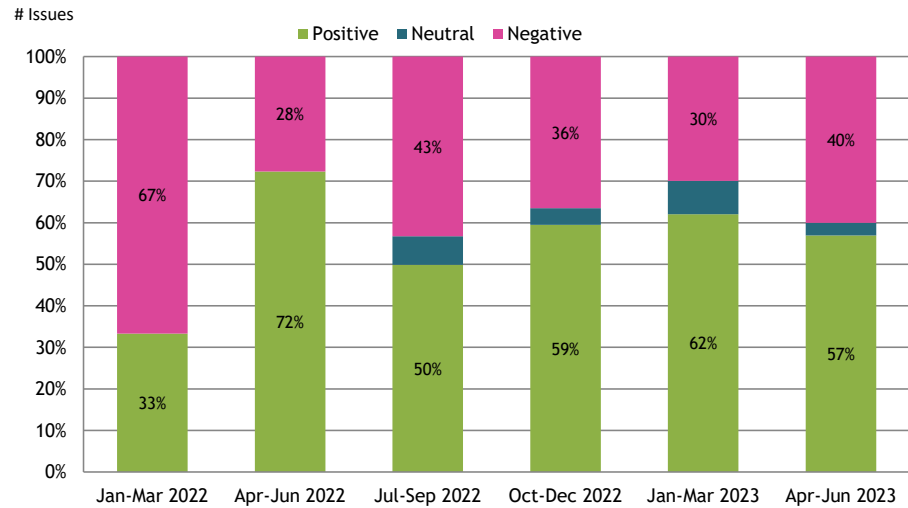
### 4.1 How do people feel about services overall?



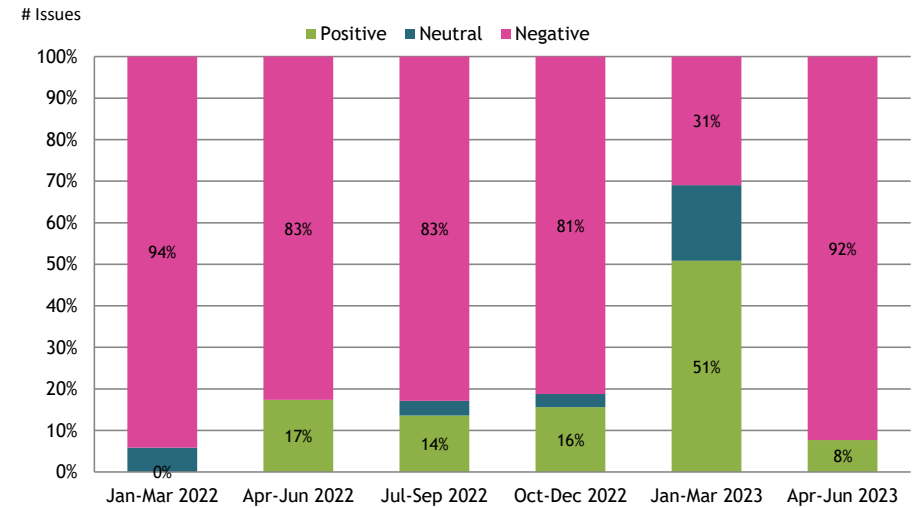
### 4.2 How well informed, involved and supported do people feel?



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



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



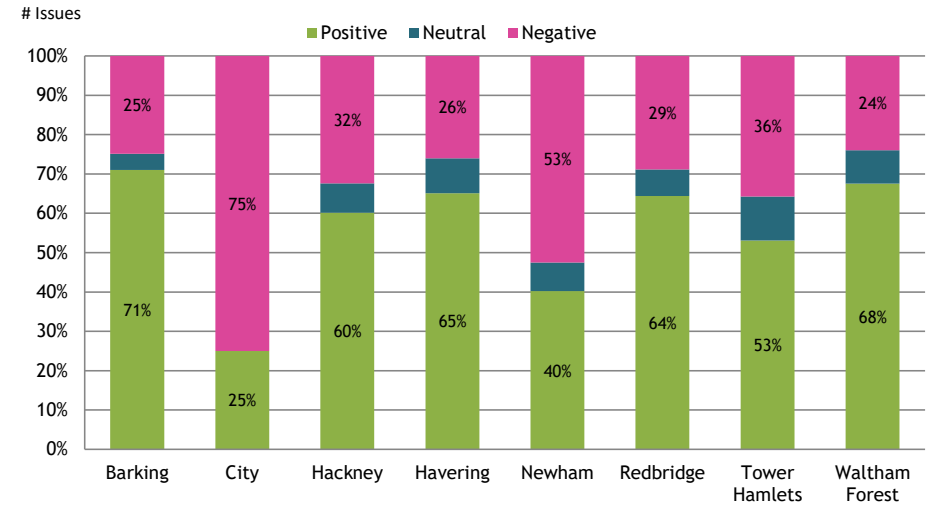
## 5. By Borough: On the whole, how do people feel about Health and Care services?



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



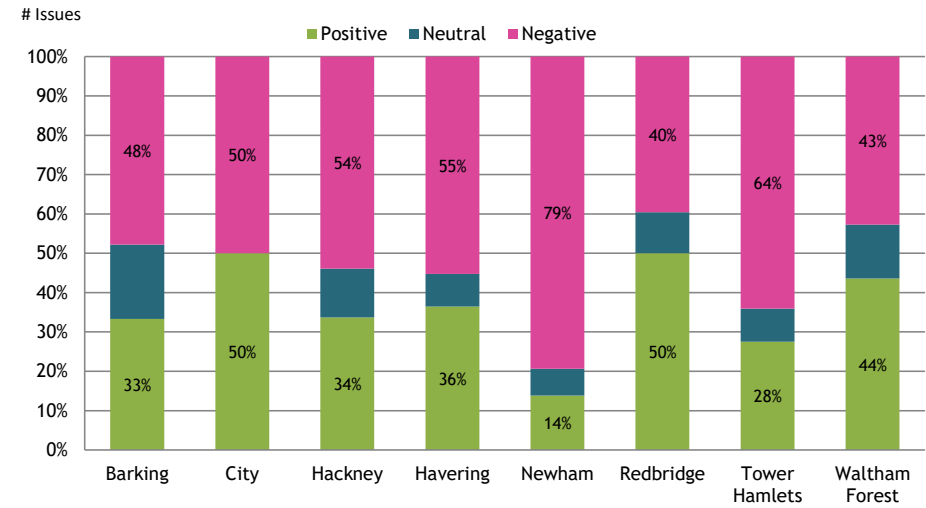
### 5.2 How well informed, involved and supported do people feel?



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



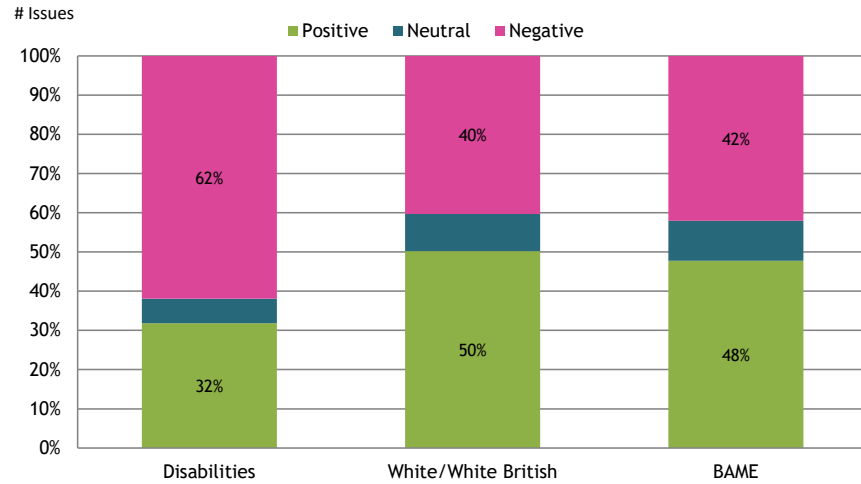
### 5.4 How do people feel about access to services?



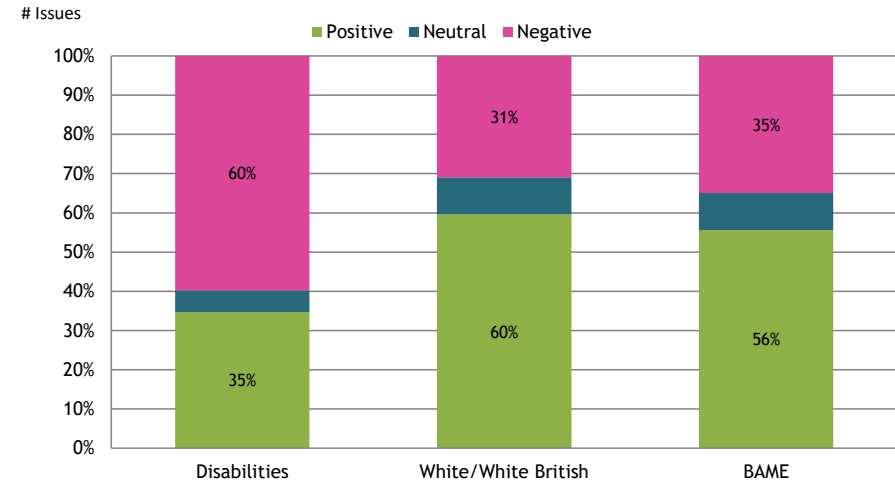
## 6. Equalities: On the whole, how do people feel about Health and Care services?



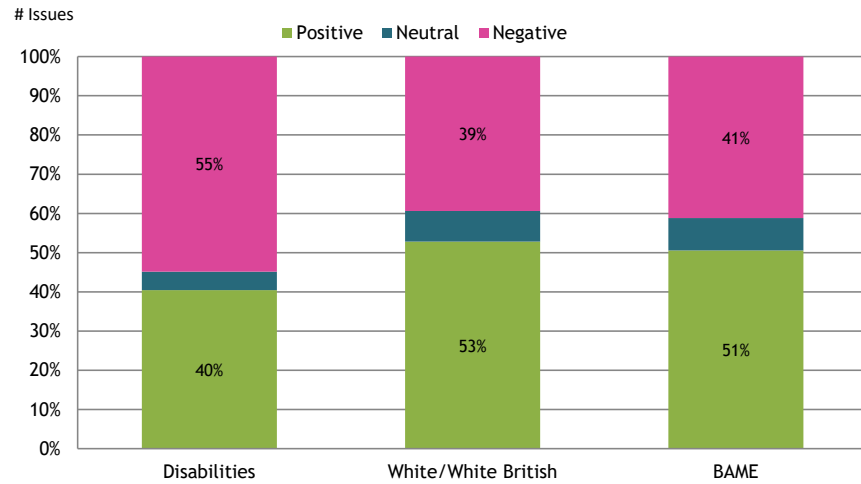
### 6.1 How do people feel about services overall?



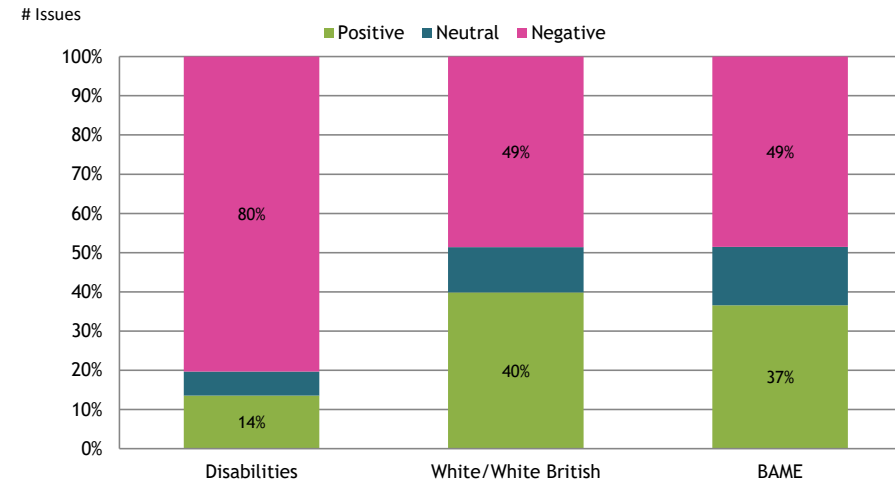
### 6.2 How well informed, involved and supported do people feel?



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



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

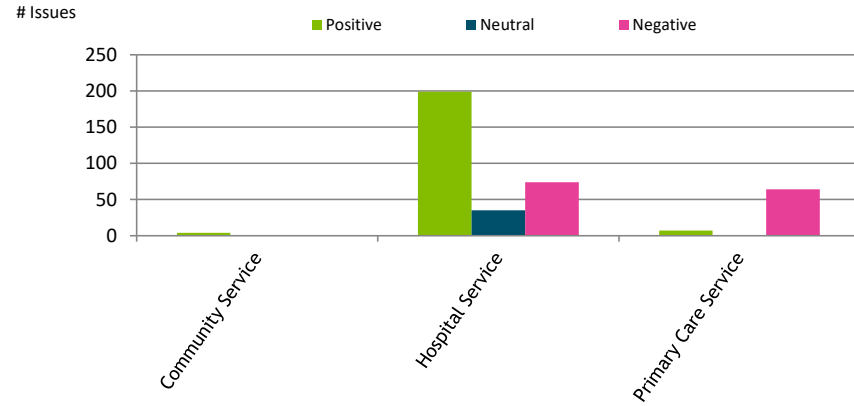




## 7. Trends by Borough: Barking

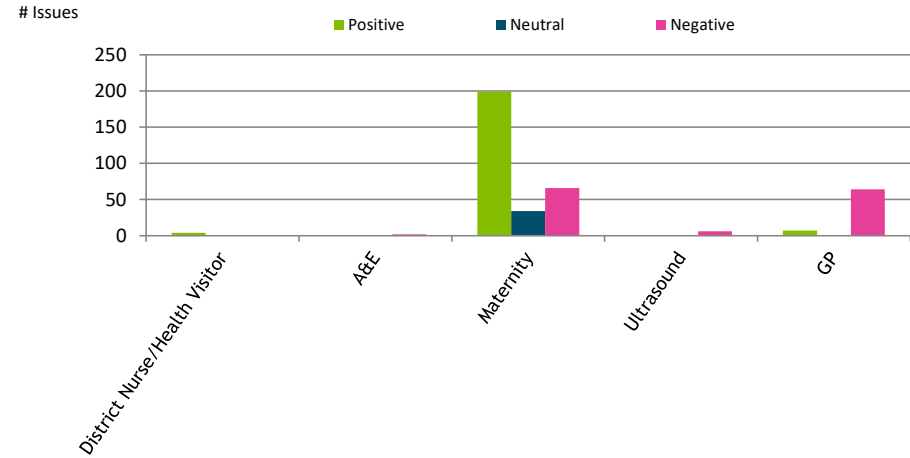


### 7.1 Service Sector



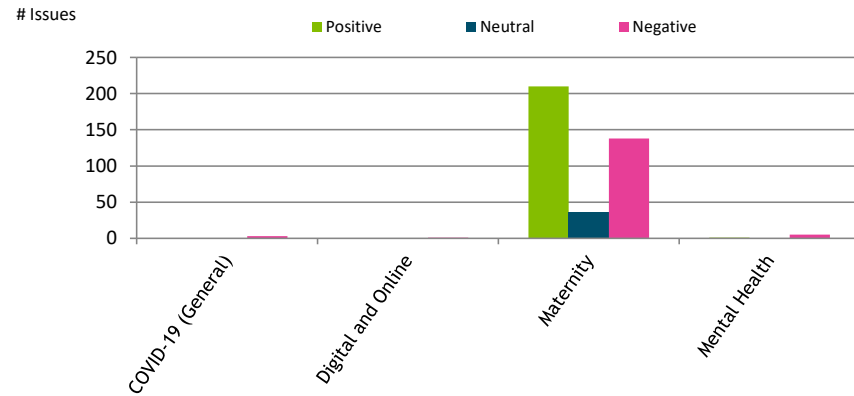
Service sectors receiving the most comments overall

### 7.2 Service Type



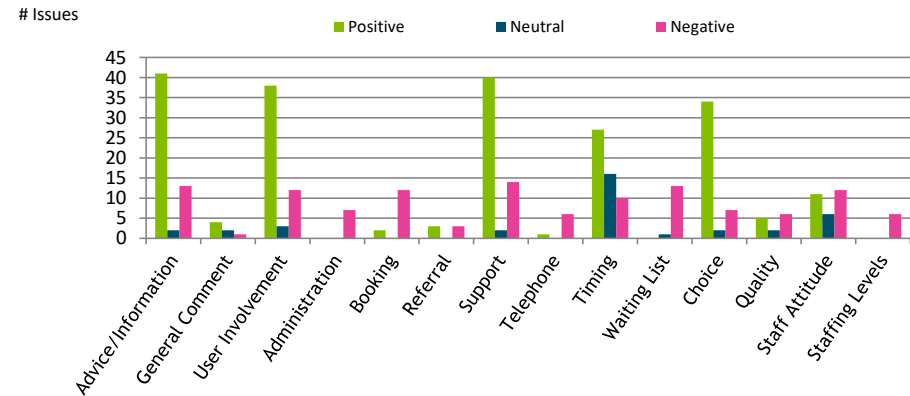
Service type receiving the most comments overall

### 7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.4 Top Trends: 384 issues from 86 people

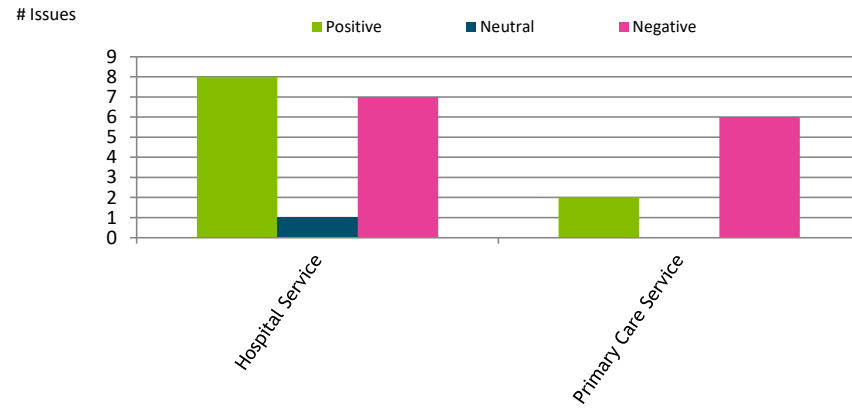


Issues receiving the most comments overall

## 7. Trends by Borough: City of London

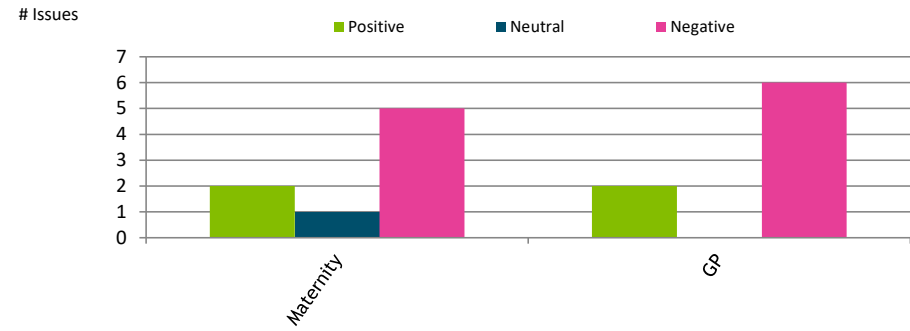


### 7.5 Service Sector



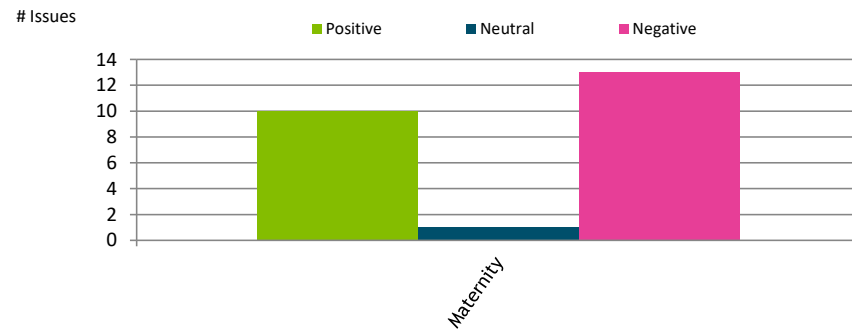
Service sectors receiving the most comments overall

### 7.6 Service Type



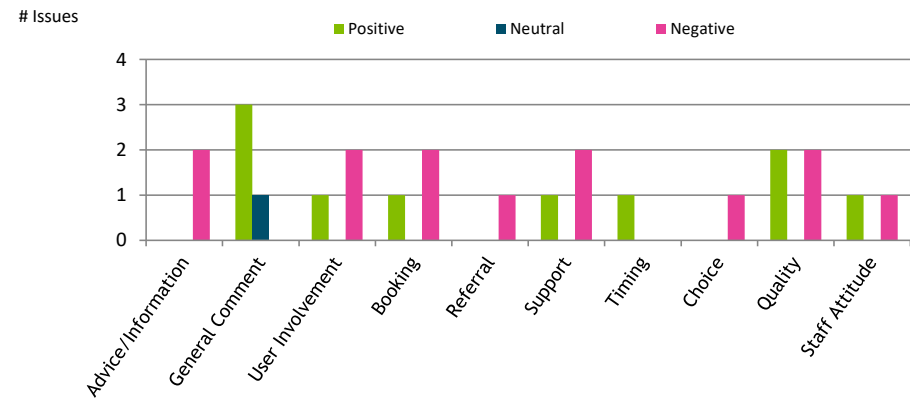
Service type receiving the most comments overall

### 7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.8 Top Trends: 24 issues from 10 people

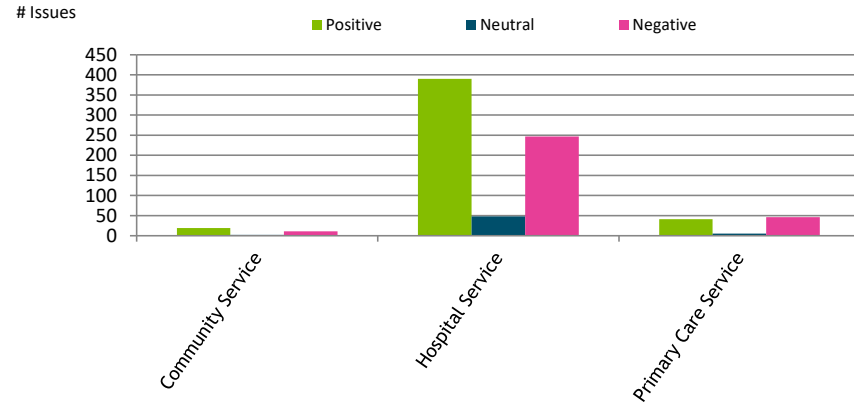


Issues receiving the most comments overall

## 7. Trends by Borough: Hackney

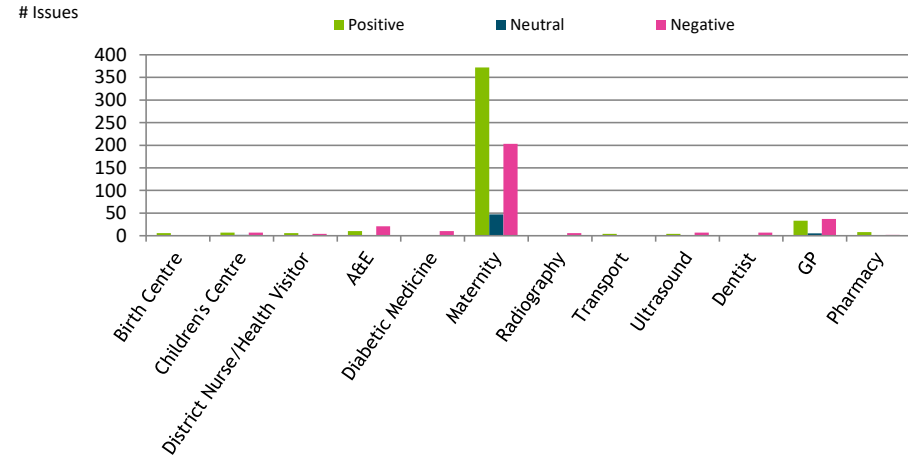


### 7.9 Service Sector



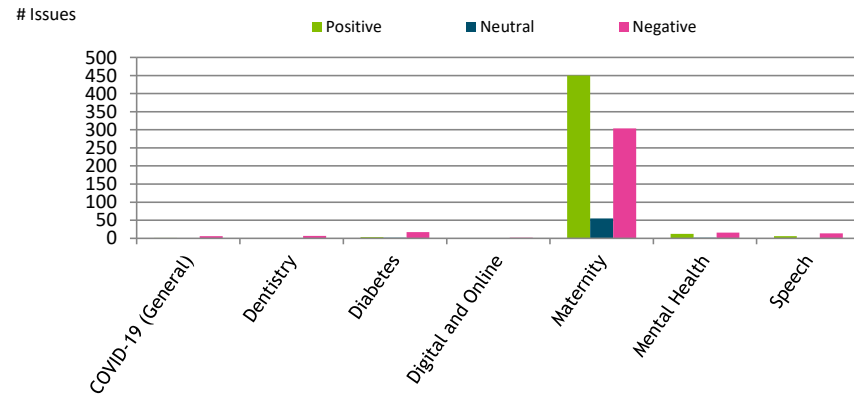
Service sectors receiving the most comments overall

### 7.10 Service Type



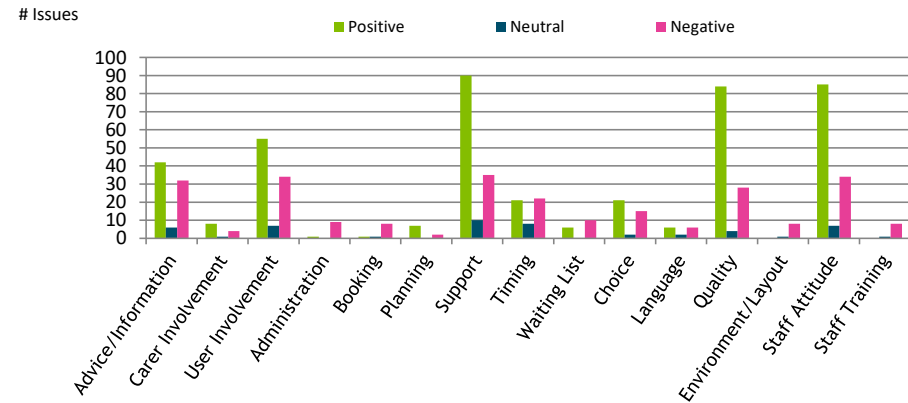
Service type receiving the most comments overall

### 7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.12 Top Trends: 809 issues from 128 people

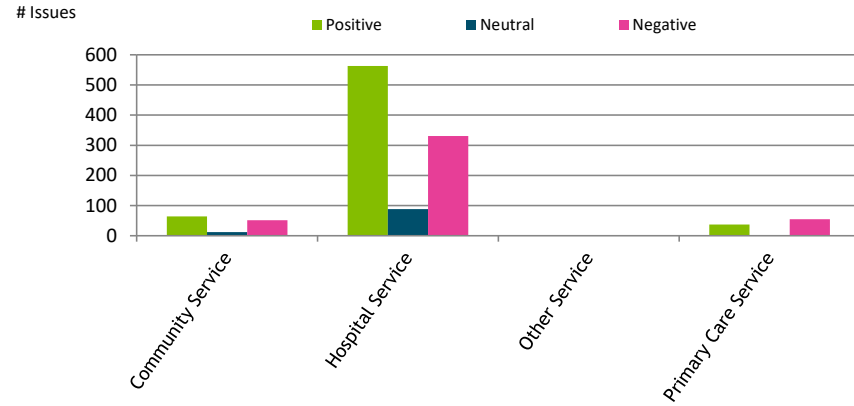


Issues receiving the most comments overall

## 7. Trends by Borough: Havering

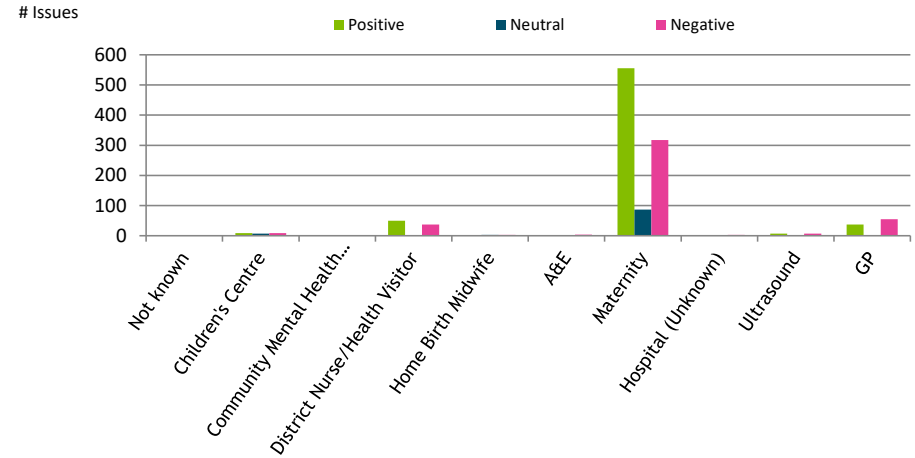


### 7.13 Service Sector



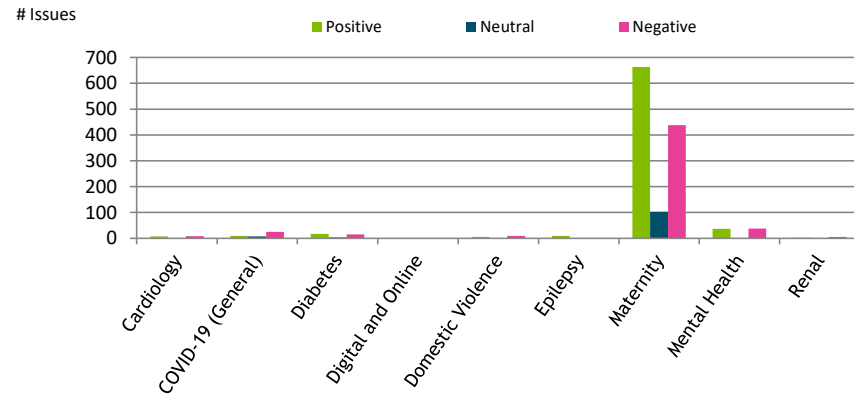
Service sectors receiving the most comments overall

### 7.14 Service Type



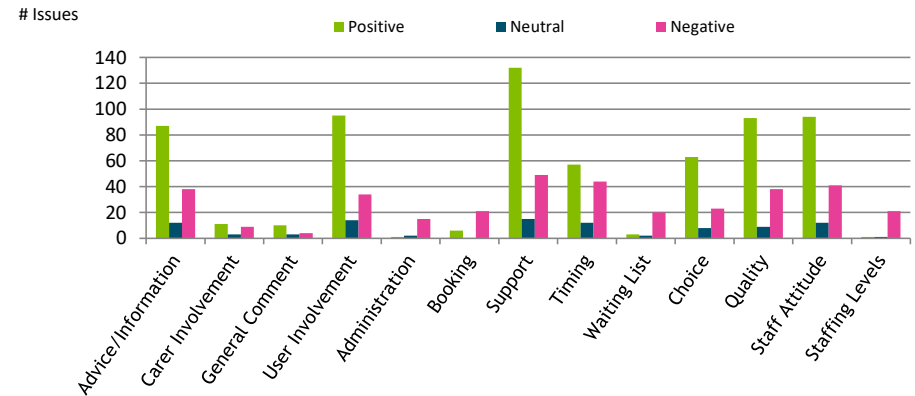
Service type receiving the most comments overall

### 7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.16 Top Trends: 1203 issues from 207 people

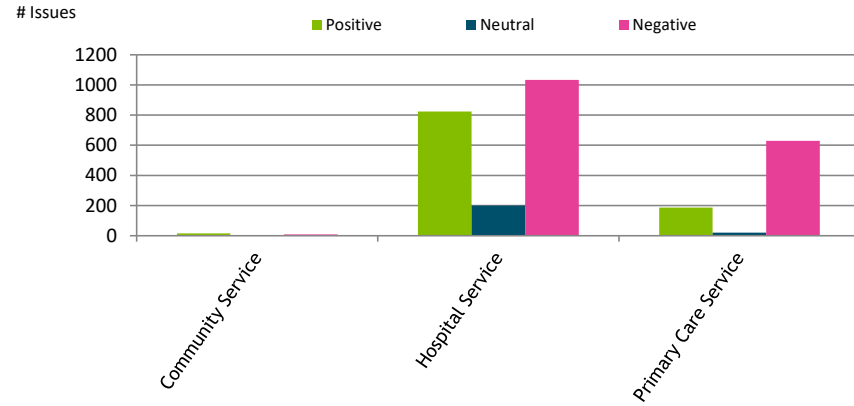


Issues receiving the most comments overall

## 7. Trends by Borough: Newham

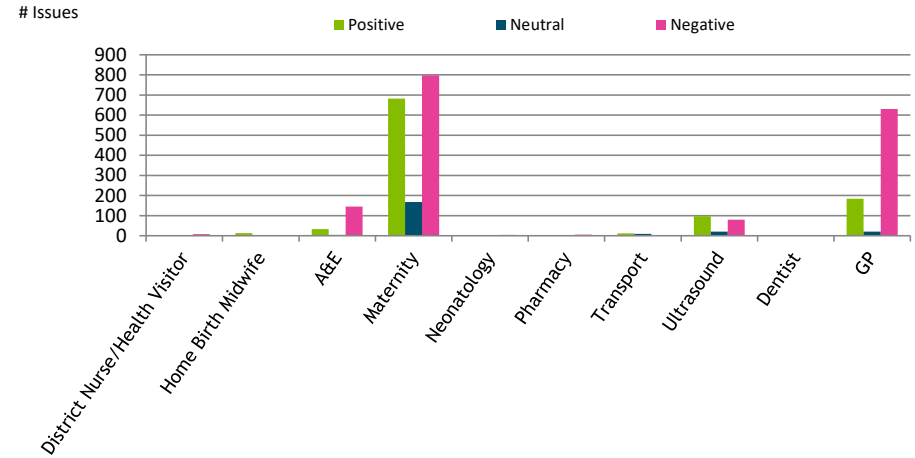


### 7.17 Service Sector



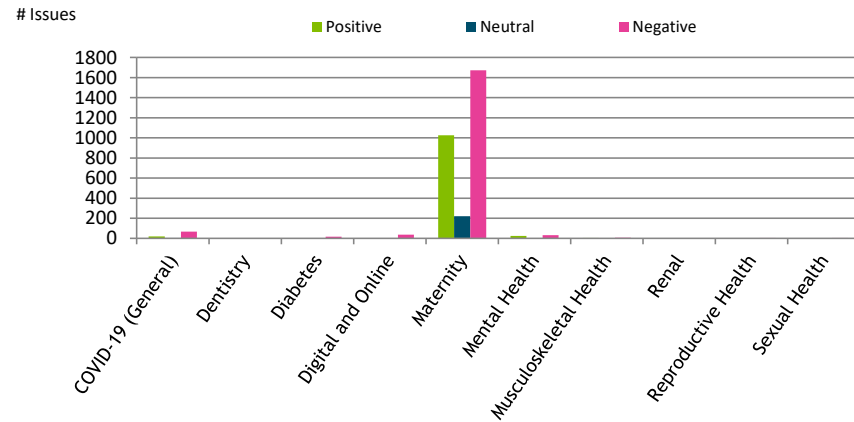
Service sectors receiving the most comments overall

### 7.18 Service Type



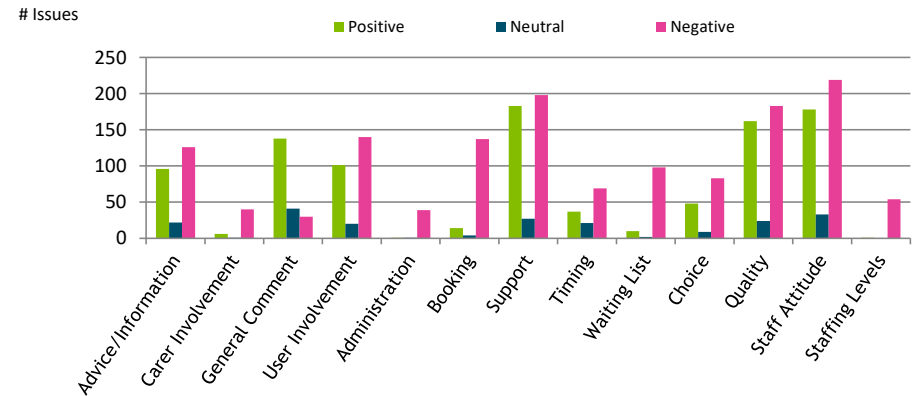
Service type receiving the most comments overall

### 7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.20 Top Trends: 2916 issues from 841 people

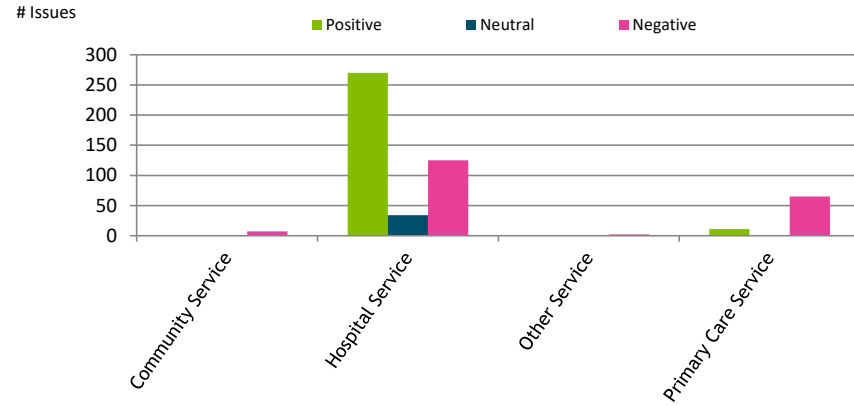


Issues receiving the most comments overall

## 7. Trends by Borough: Redbridge

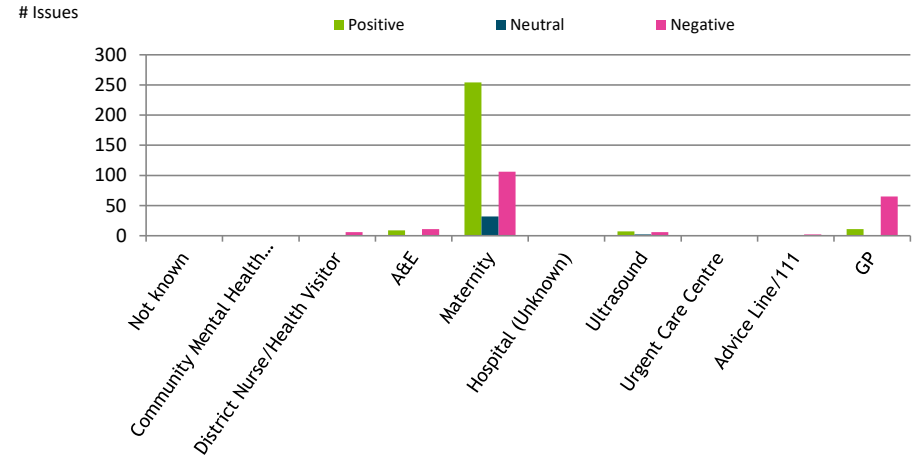


### 7.21 Service Sector



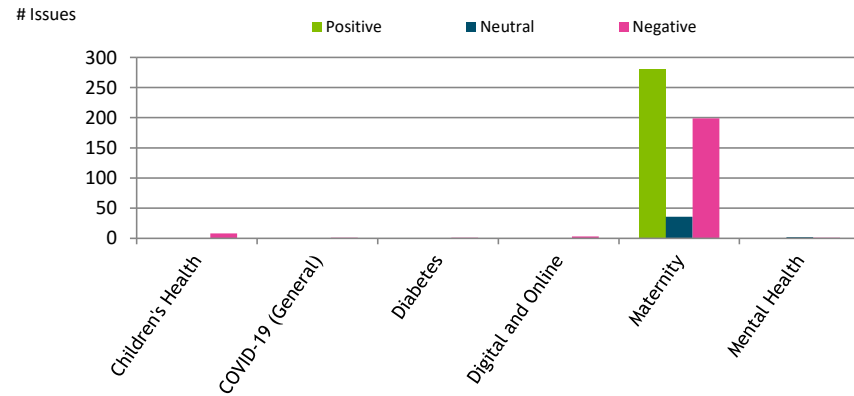
Service sectors receiving the most comments overall

### 7.22 Service Type



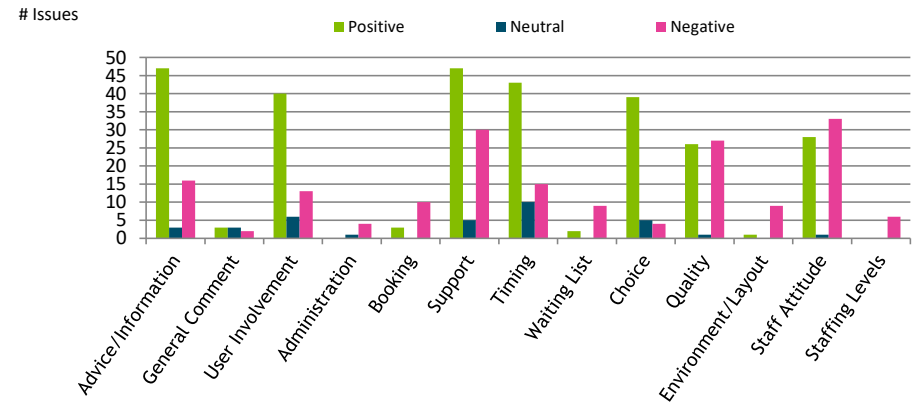
Service type receiving the most comments overall

### 7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.24 Top Trends: 516 issues from 94 people

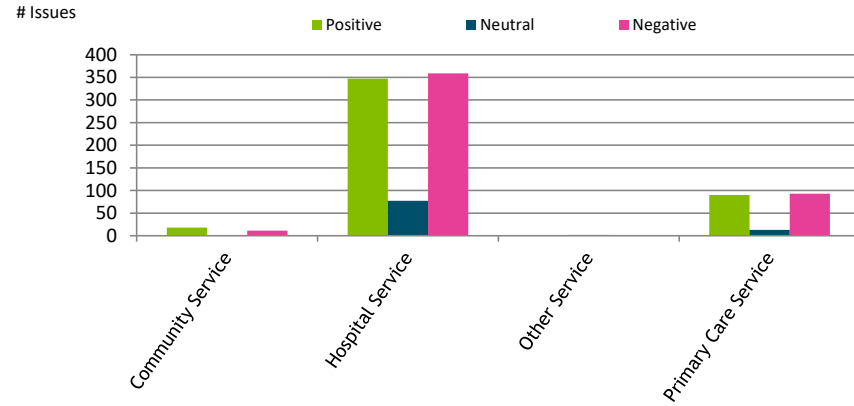


Issues receiving the most comments overall

## 7. Trends by Borough: Tower Hamlets

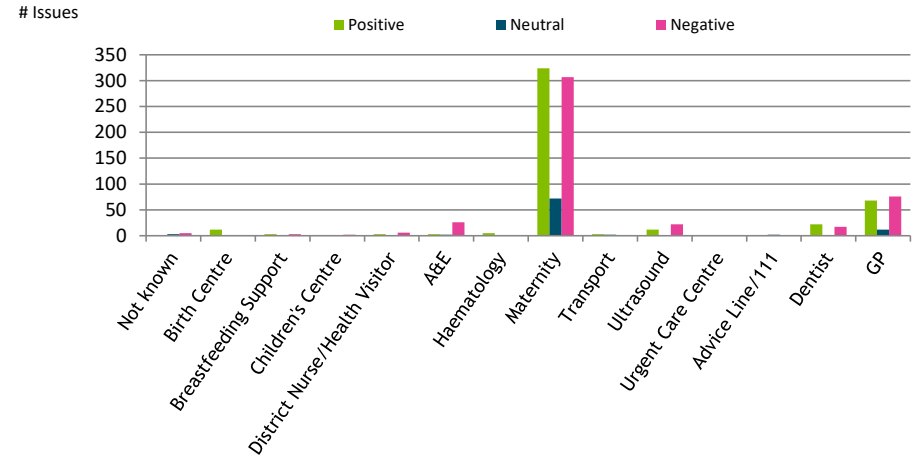


### 7.25 Service Sector



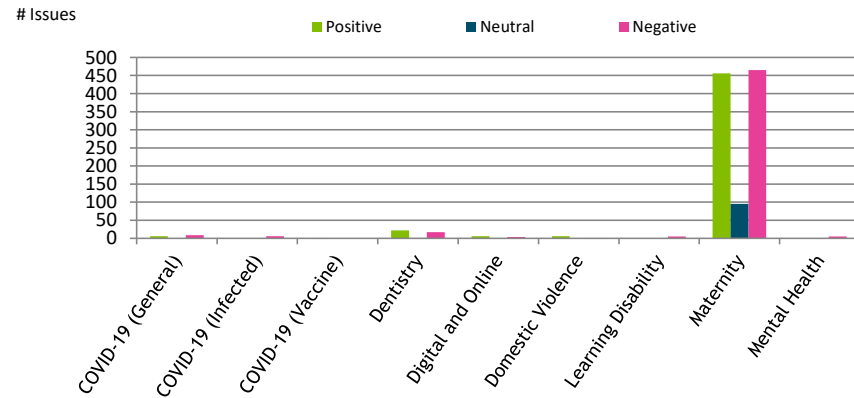
Service sectors receiving the most comments overall

### 7.26 Service Type



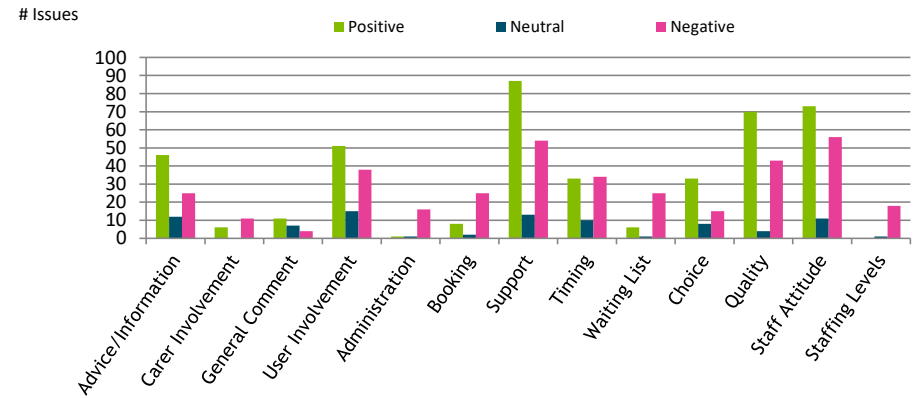
Service type receiving the most comments overall

### 7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.28 Top Trends: 1016 issues from 212 people

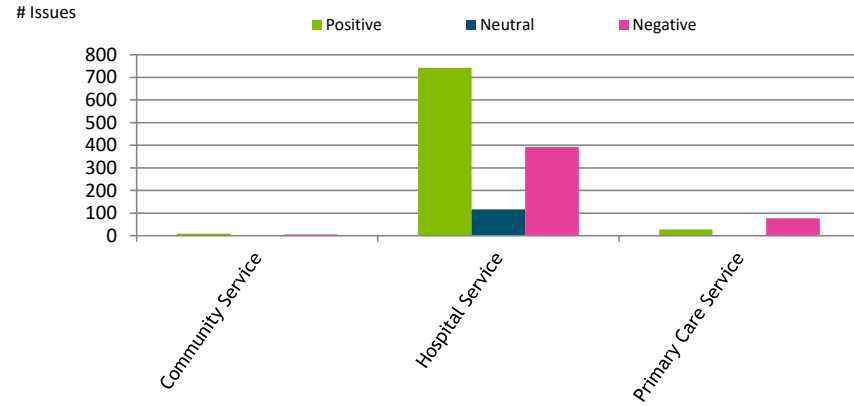


Issues receiving the most comments overall

## 7. Trends by Borough: Waltham Forest

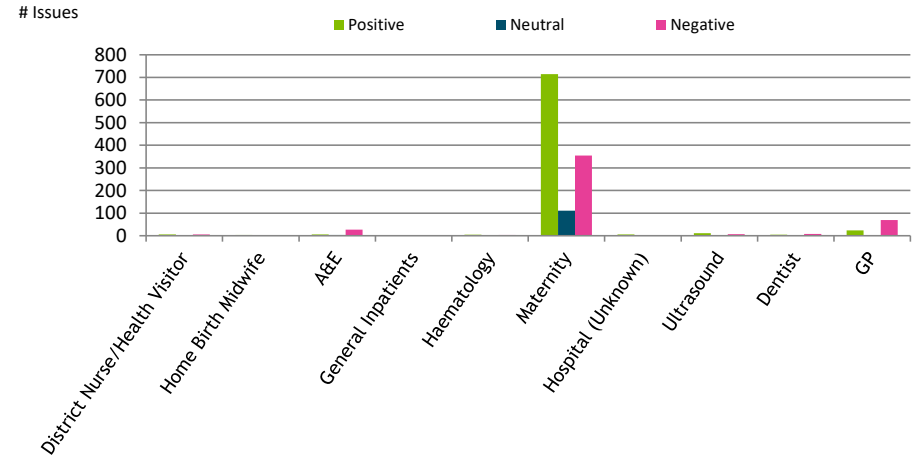


### 7.29 Service Sector



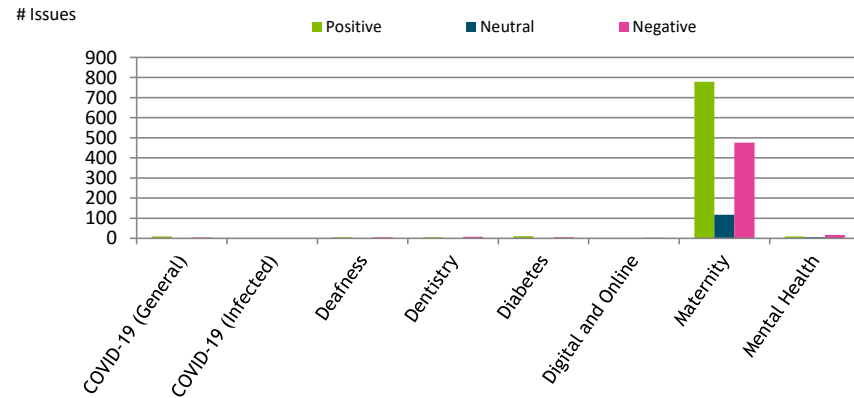
Service sectors receiving the most comments overall

### 7.30 Service Type



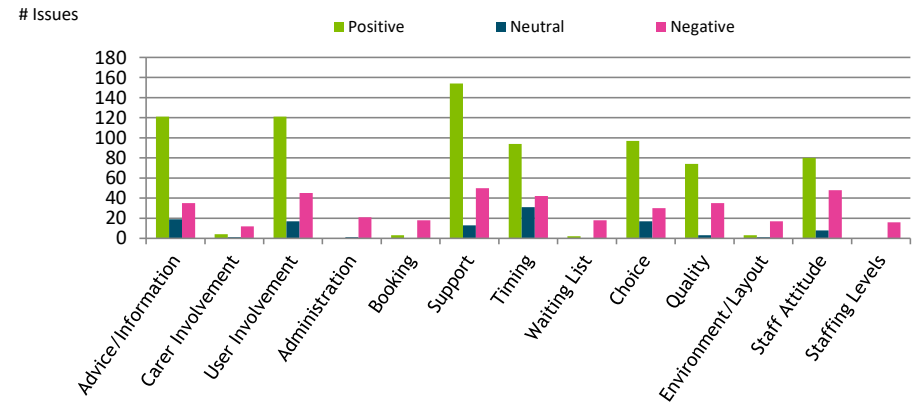
Service type receiving the most comments overall

### 7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.32 Top Trends: 1373 issues from 591 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>	480	76	287	843
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	36	6	80	122
	Peer Involvement	<i>Involvement or Influence of friends.</i>	2	1	2	5
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	181	60	48	289
	User Involvement	<i>Involvement or influence of the service user.</i>	502	82	318	902
Systems	Administration	<i>Administrative processes and delivery.</i>	4	6	111	121
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	4	2	38	44
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	38	7	233	278
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	5	5
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	22	6	48	76
	Medical Records	<i>Management of medical records.</i>	1	1	17	19
	Medication	<i>Prescription and management of medicines.</i>	5	2	49	56
	Opening Times	<i>Opening times of a service.</i>	5	1	12	18
	Planning	<i>Leadership and general organisation.</i>	34	4	51	89
	Registration	<i>Ability to register for a service.</i>	2	4	25	31
	Support	<i>Levels of support provided.</i>	734	85	432	1251
	Telephone	<i>Ability to contact a service by telephone.</i>	4	4	77	85
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	313	108	236	657
Waiting List	<i>Length of wait while on a list.</i>	29	6	193	228	
Values	Choice	<i>General choice.</i>	335	51	178	564
	Cost	<i>General cost.</i>	2	2	14	18
	Language	<i>Language, including terminology.</i>	10	5	36	51
	Nutrition	<i>Provision of sustenance.</i>	5	1	17	23
	Privacy	<i>Privacy, personal space and property.</i>	7	3	27	37
	Quality	<i>General quality of a service, or staff.</i>	516	47	362	925
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	3	0	6	9

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>	8	1	25	34
	Environment/Layout	<i>Physical environment of a service.</i>	12	4	60	76
	Equipment	<i>General equipment issues.</i>	1	1	20	22
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	2	0	9	11
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	13	0	19	32
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	3	3
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	9	12
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	16	16
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	4	2	10	16
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	550	78	444	1072
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	7	8
	Staff Training	<i>Training of staff.</i>	2	5	51	58
	Staffing Levels	<i>General availability of staff.</i>	2	2	127	131
	<b>Total:</b>			<b>3873</b>	<b>663</b>	<b>3704</b>