

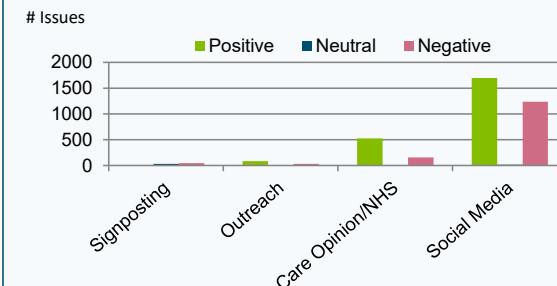
Children's Health Services in North East London (NEL)

Qualitative Feedback, 1 January 2024 - 31 December 2025

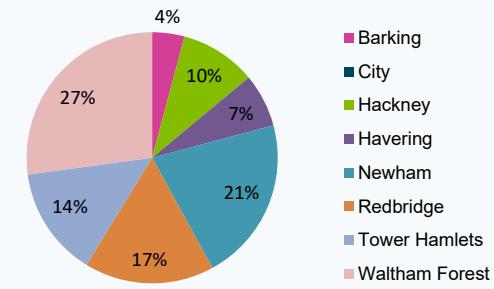
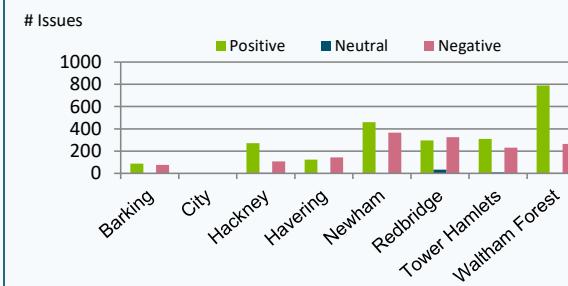
Community Insight Analysis



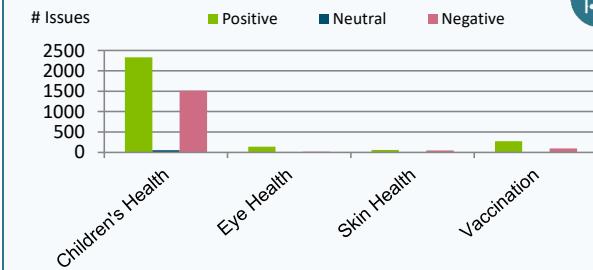
1. Top Source: 3901 issues from 854 people



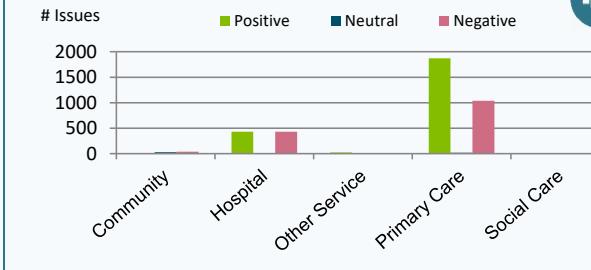
2. Feedback by Borough



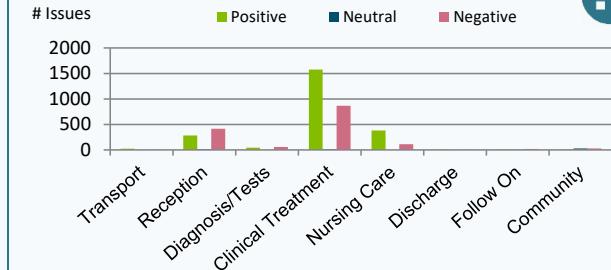
3. Top Conditions/Topics



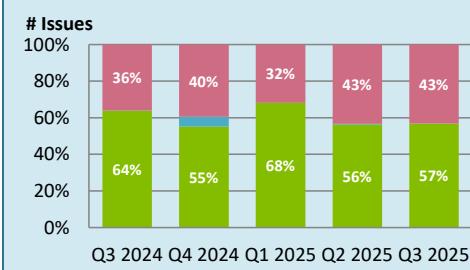
4. Service Sector



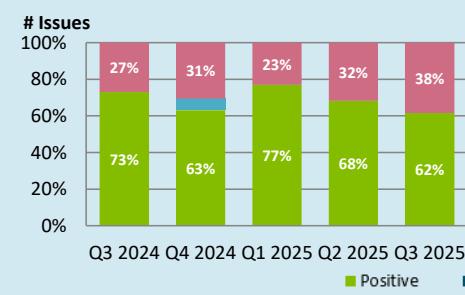
5. Clinical Care Pathway



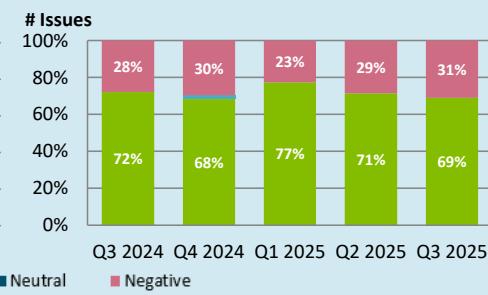
6.1 Timeline: Overall Sentiment



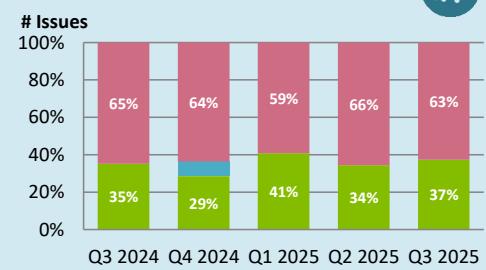
6.2 Timeline: User Involvement

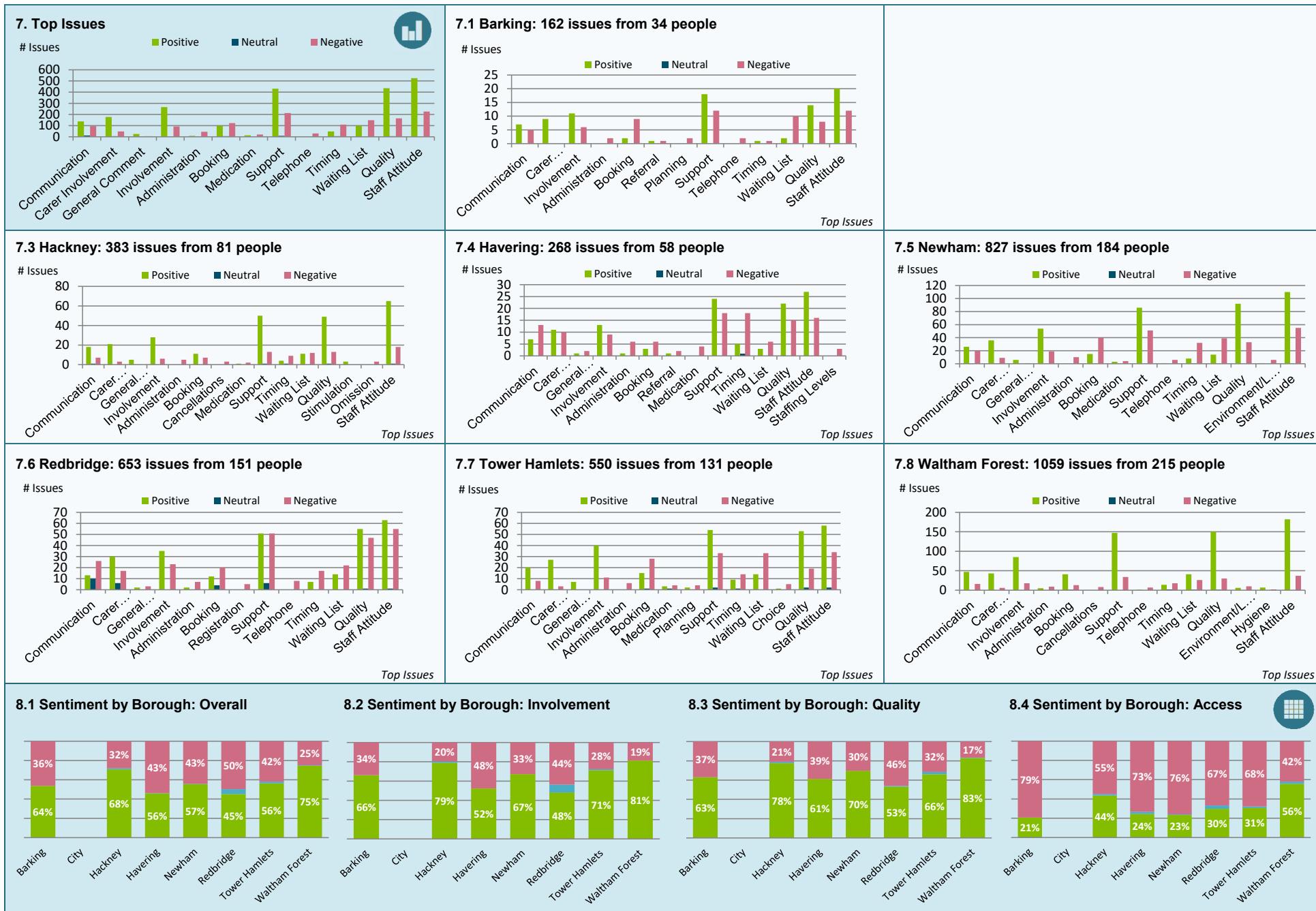


6.3 Timeline: Quality



6.4 Timeline: Access







11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	138	11	95
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	177	6	48
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	2	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	25	0	6
	User Involvement	<i>Involvement or influence of the service user.</i>	266	0	92
Systems	Administration	<i>Administrative processes and delivery.</i>	8	0	45
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	99	6	123
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	21
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2
	Referral	<i>Referral to a service.</i>	10	1	11
	Medical Records	<i>Management of medical records.</i>	1	0	1
	Medication	<i>Prescription and management of medicines.</i>	13	1	20
	Opening Times	<i>Opening times of a service.</i>	1	1	2
	Planning	<i>Leadership and general organisation.</i>	7	0	20
	Registration	<i>Ability to register for a service.</i>	3	0	13
	Support	<i>Levels of support provided.</i>	430	9	212
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	30
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	48	6	109
	Waiting List	<i>Length of wait while on a list.</i>	99	1	148
Values	Choice	<i>General choice.</i>	3	0	10
	Cost	<i>General cost.</i>	2	1	5
	Language	<i>Language, including terminology.</i>	1	0	3
	Nutrition	<i>Provision of sustenance.</i>	3	1	3
	Privacy	<i>Privacy, personal space and property.</i>	1	0	4
	Quality	<i>General quality of a service, or staff.</i>	435	5	165
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	14	0	3

11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	1	0	3
	Environment/Layout	<i>Physical environment of a service.</i>	9	0	21
	Equipment	<i>General equipment issues.</i>	0	1	0
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	7
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	8	0	8
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	1
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	3
	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	16
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	1	8
Staff	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	525	4	227
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	2
	Staff Training	<i>Training of staff.</i>	2	0	14
	Staffing Levels	<i>General availability of staff.</i>	0	0	8
			Total:	2333	57
			Total Issues:	3901	1511

Community Insight is a partnership between Healthwatch and the NHS in North East London, with support from Local Voice.

All statistics within this analysis are based on qualitative feedback, obtained from sources outlined in section 1.

