

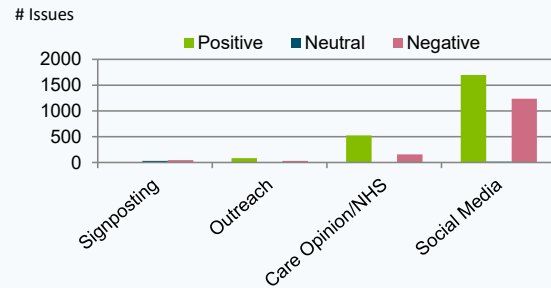
Children's Health Services in North East London (NEL)

Qualitative Feedback, 1 January 2024 - 31 December 2025

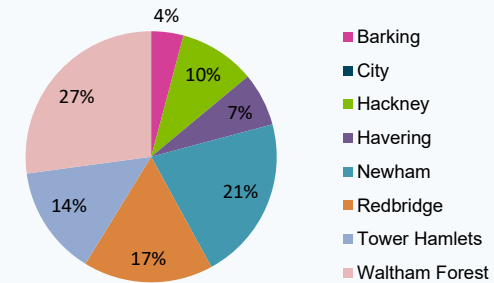
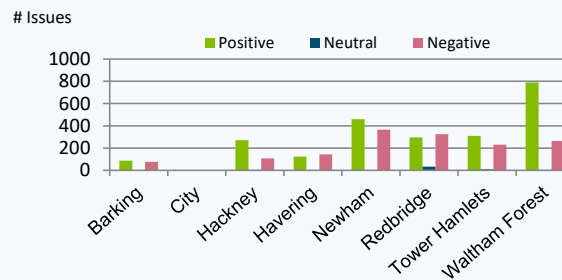
Community Insight
Analysis



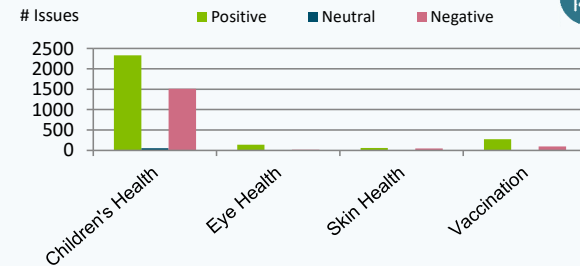
1. Top Source: 3901 issues from 854 people



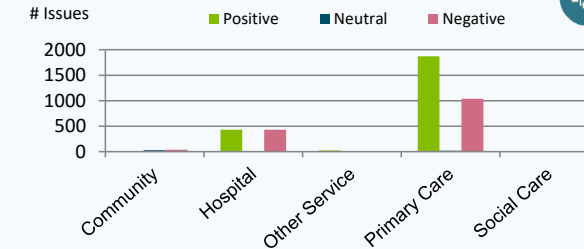
2. Feedback by Borough



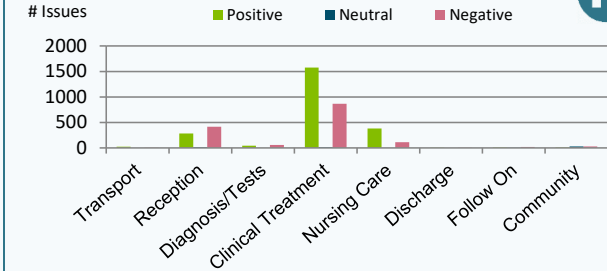
3. Top Conditions/Topics



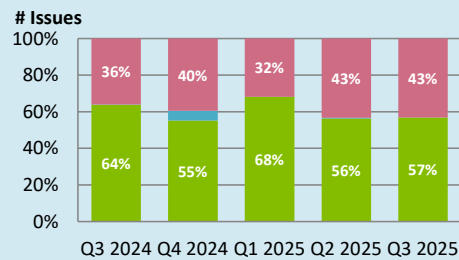
4. Service Sector



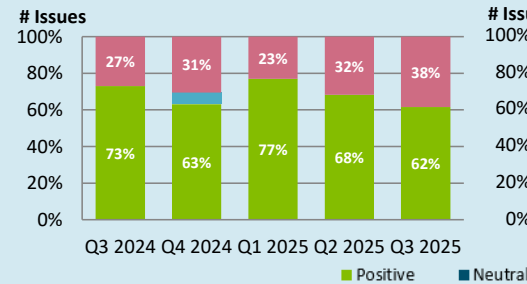
5. Clinical Care Pathway



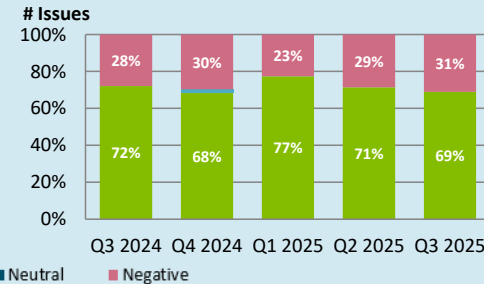
6.1 Timeline: Overall Sentiment



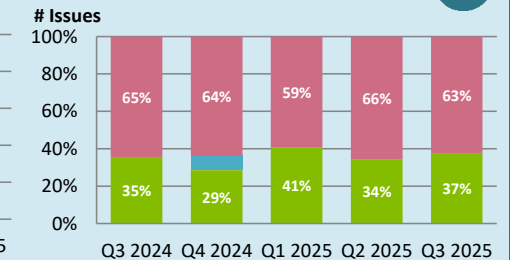
6.2 Timeline: User Involvement



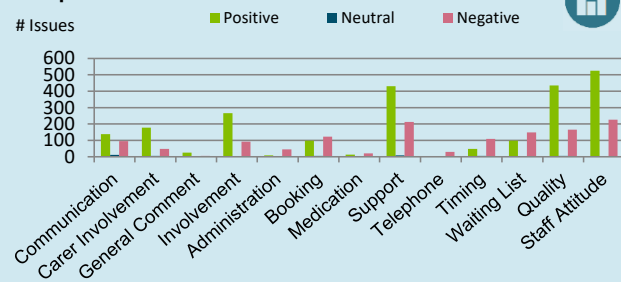
6.3 Timeline: Quality



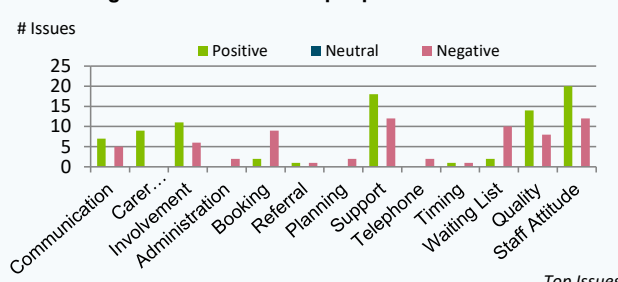
6.4 Timeline: Access



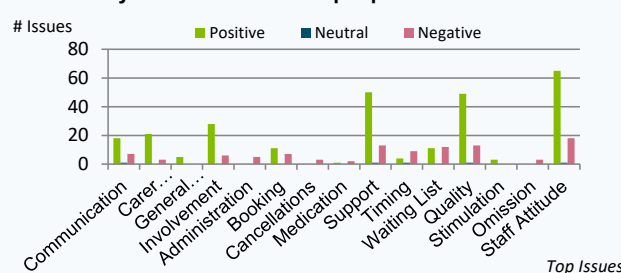
7. Top Issues



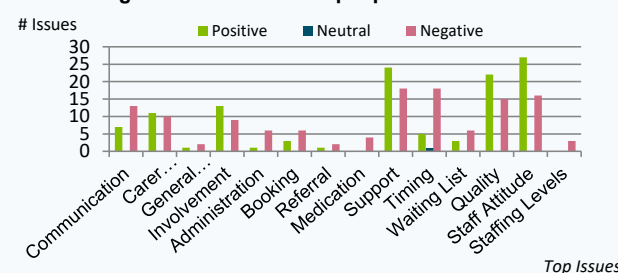
7.1 Barking: 162 issues from 34 people



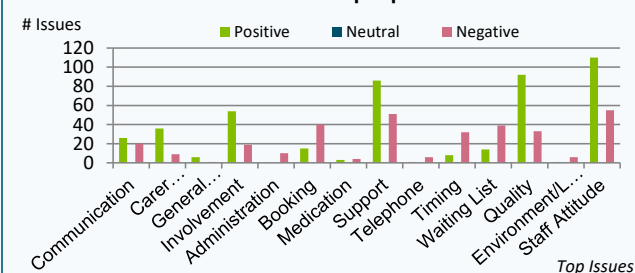
7.3 Hackney: 383 issues from 81 people



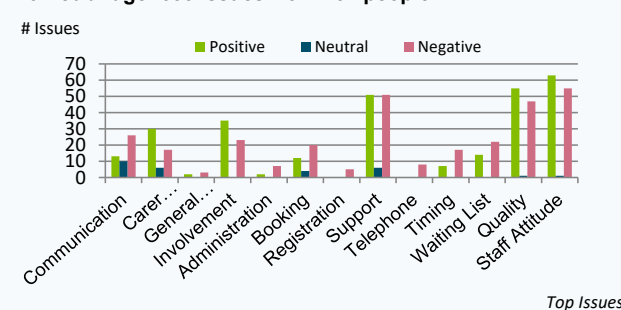
7.4 Havering: 268 issues from 58 people



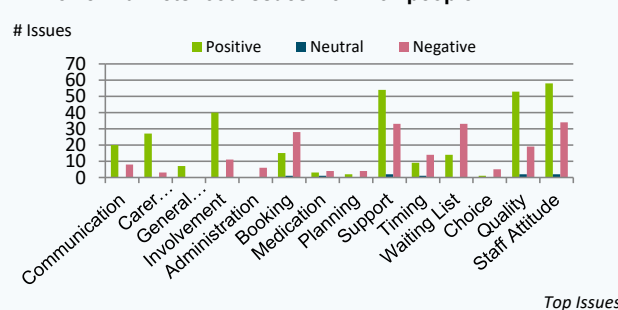
7.5 Newham: 827 issues from 184 people



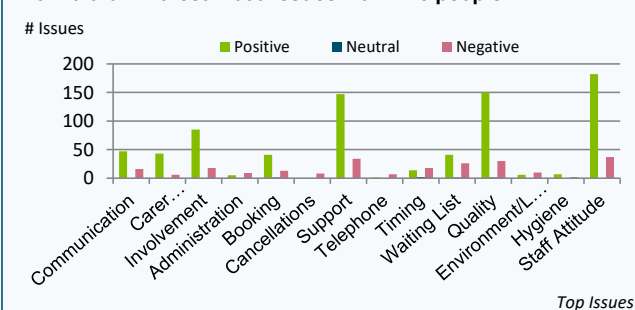
7.6 Redbridge: 653 issues from 151 people



7.7 Tower Hamlets: 550 issues from 131 people



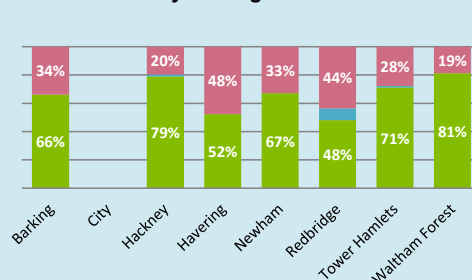
7.8 Waltham Forest: 1059 issues from 215 people



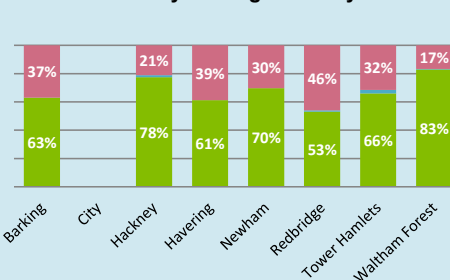
8.1 Sentiment by Borough: Overall



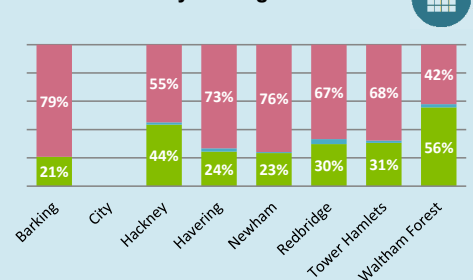
8.2 Sentiment by Borough: Involvement



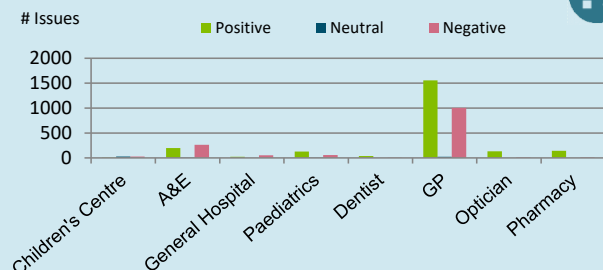
8.3 Sentiment by Borough: Quality



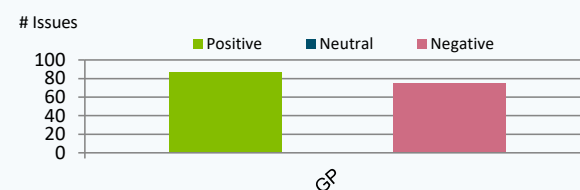
8.4 Sentiment by Borough: Access



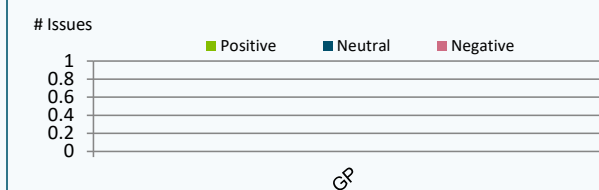
9. Top Services



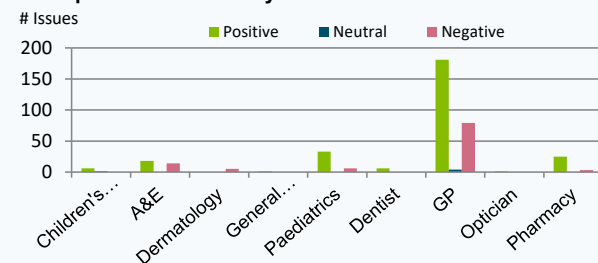
9.1 Top Services: Barking



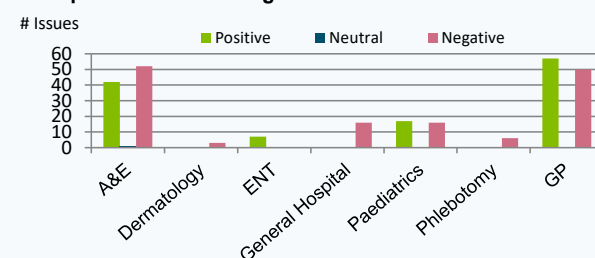
9.2 Top Services: City of London



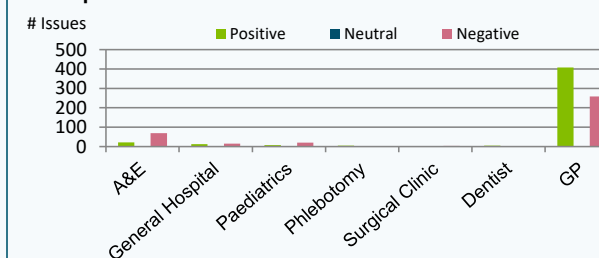
9.3 Top Services: Hackney



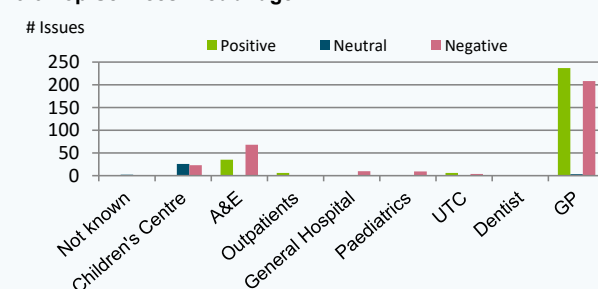
9.4 Top Services: Havering



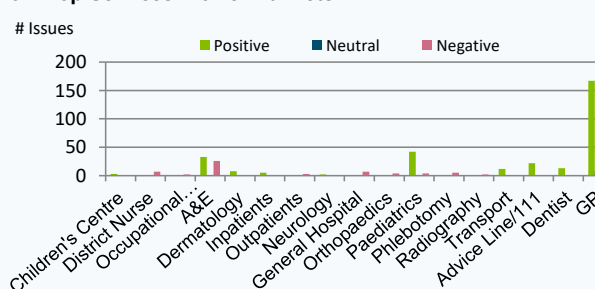
9.5 Top Services: Newham



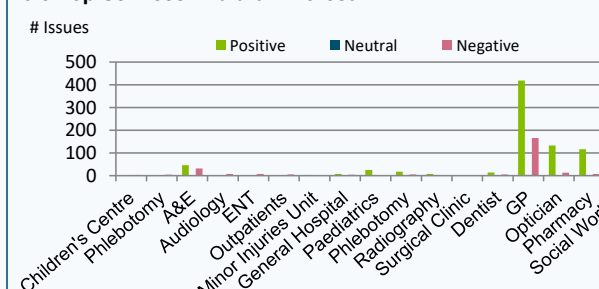
9.6 Top Services: Redbridge



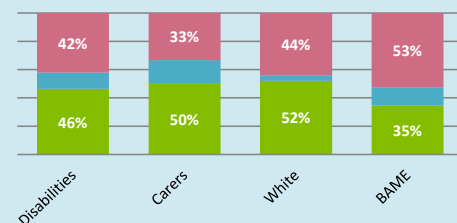
9.7 Top Services: Tower Hamlets



9.8 Top Services: Waltham Forest



10.1 Sentiment by Equalities: Overall



11. Data Table: Number of issues



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

11. Data Table: Number of issues



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

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.

