

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.

Qualitative Feedback, 1 April 2024- 31 March 2026



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)

Tracks satisfaction of service aspects over time, and by borough.



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.

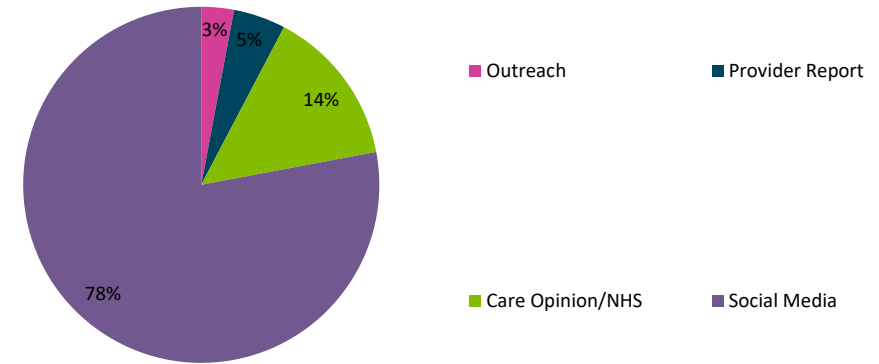
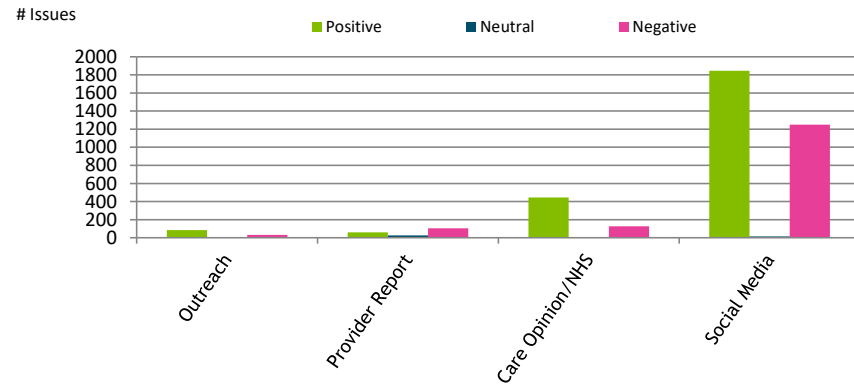


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

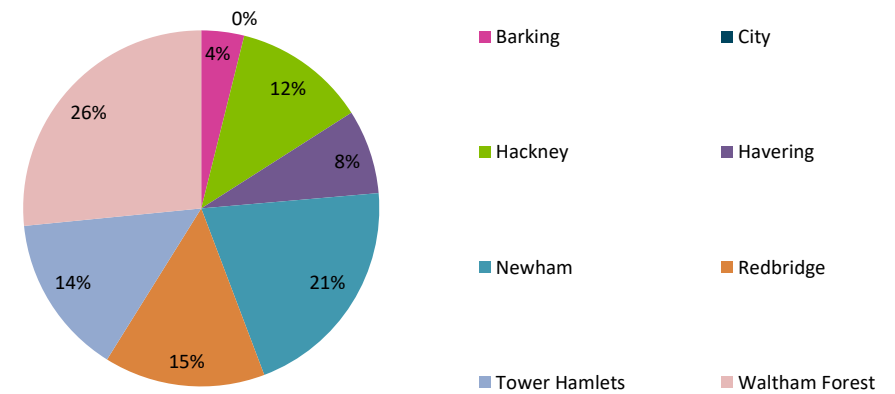
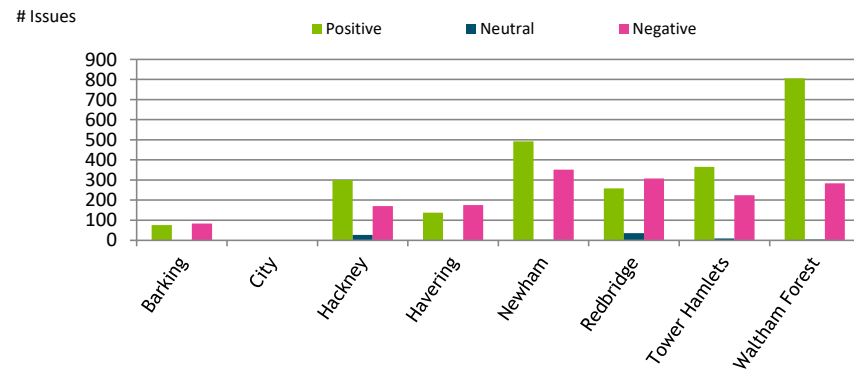


1.1 Source: 4113 issues from 953 people



Sources providing the most comments overall

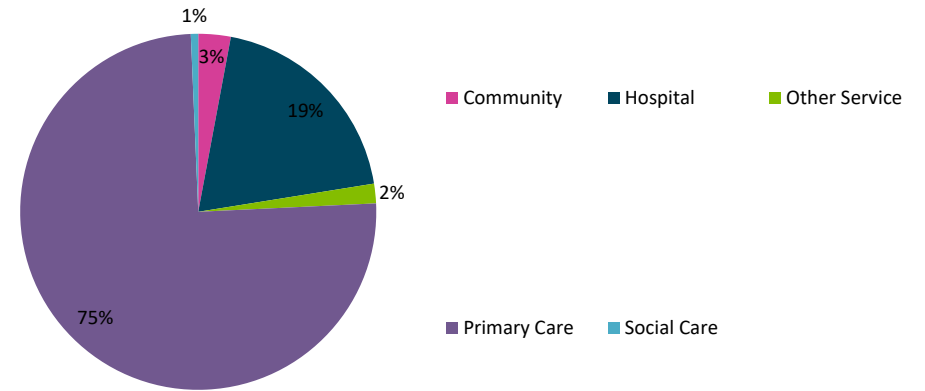
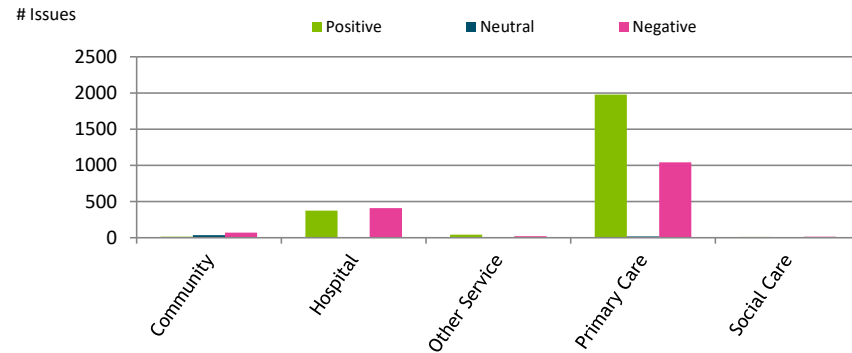
1.2 Feedback by Borough



2. Which services are people most commenting on?

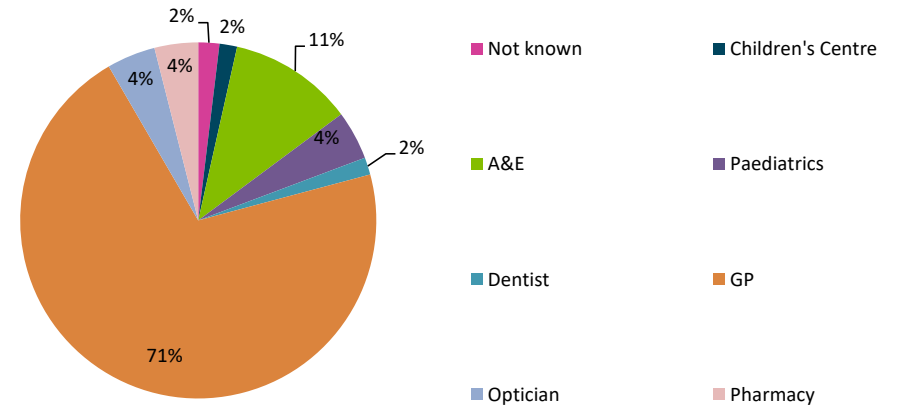
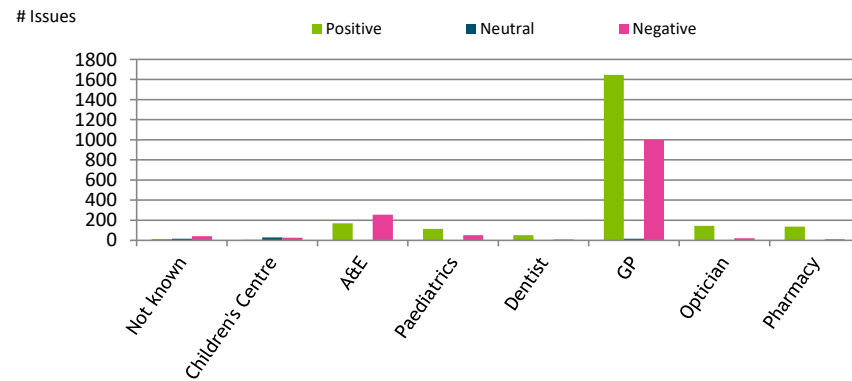


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

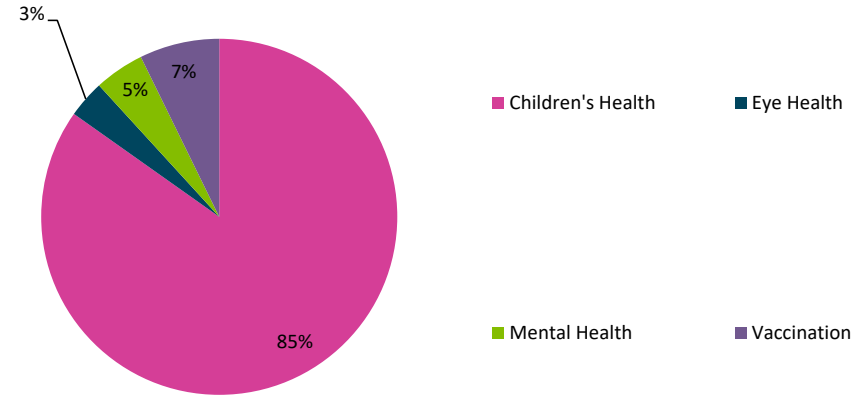
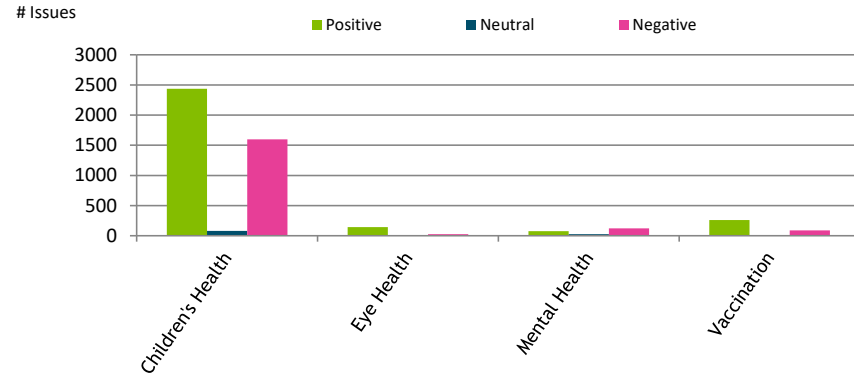


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

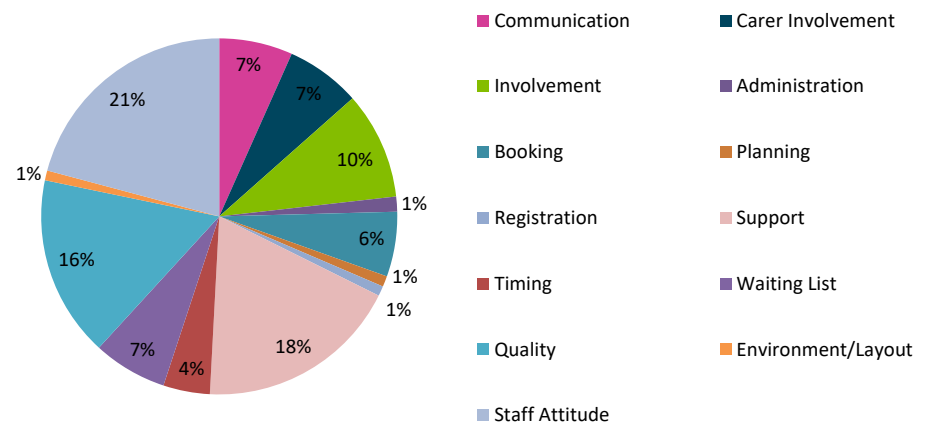
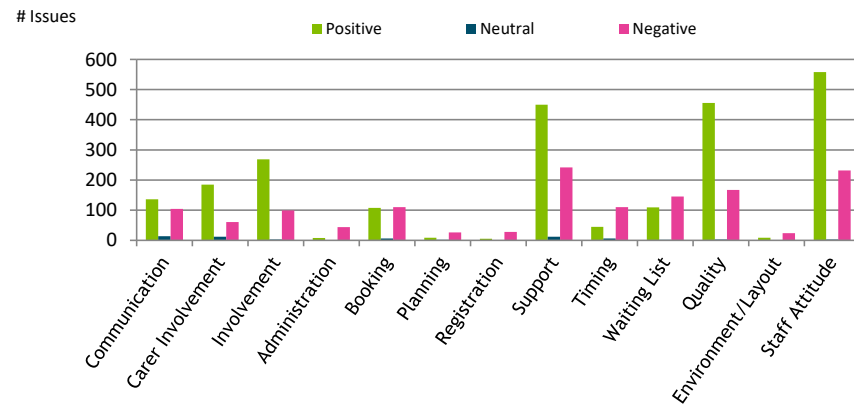


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 4113 issues from 953 people

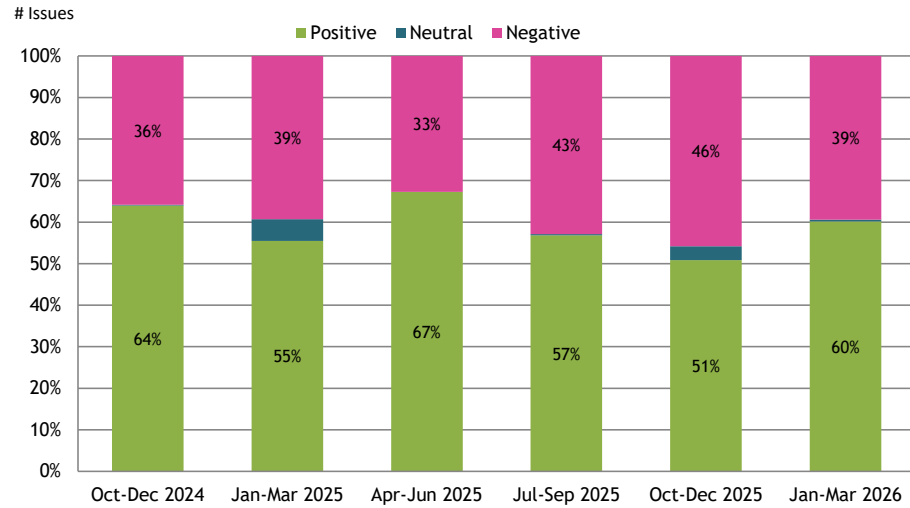


Issues receiving the most comments overall

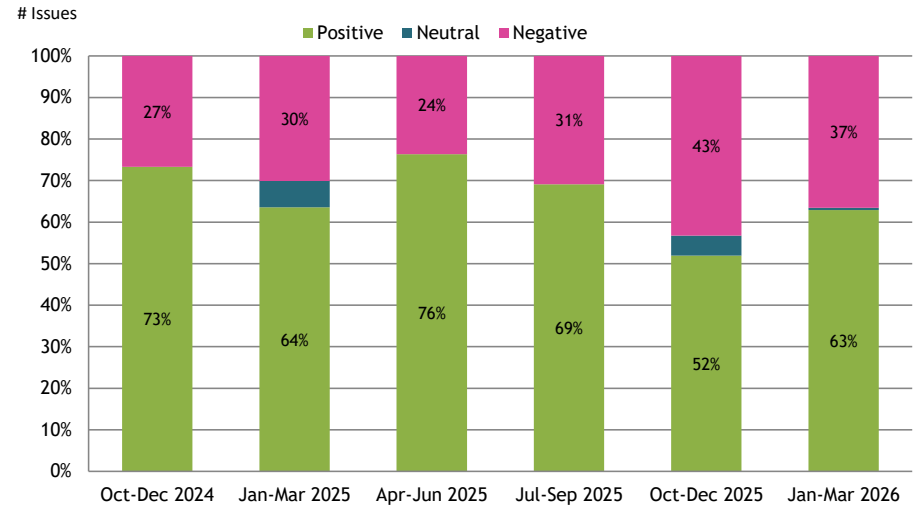
4. Timeline: On the whole, how do people feel about Health and Care services?



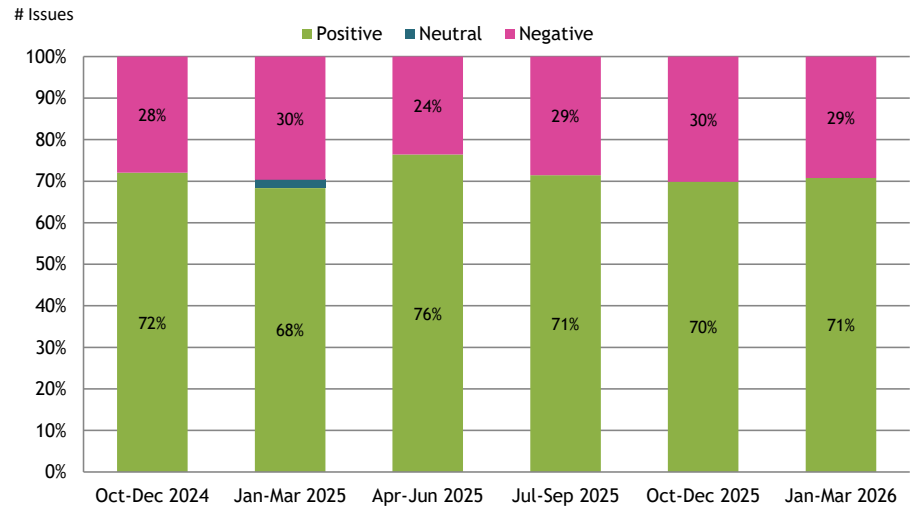
4.1 How do people feel about services overall?



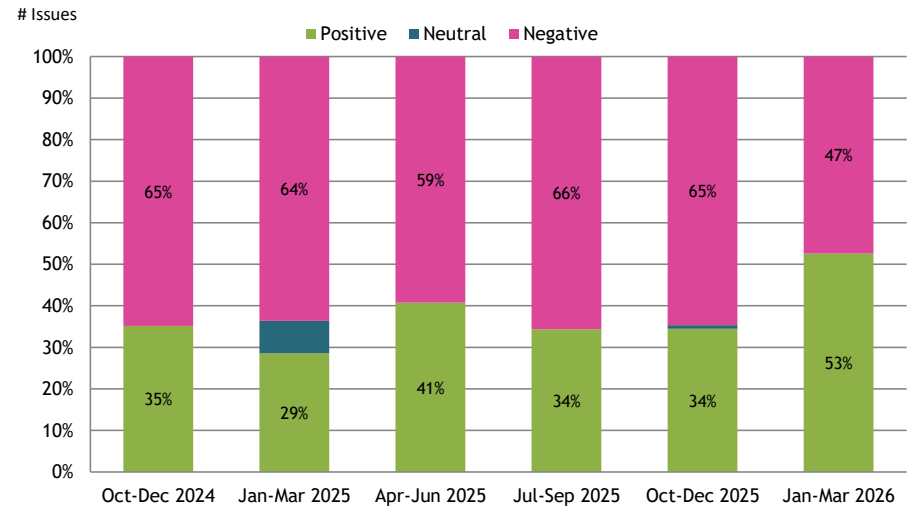
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



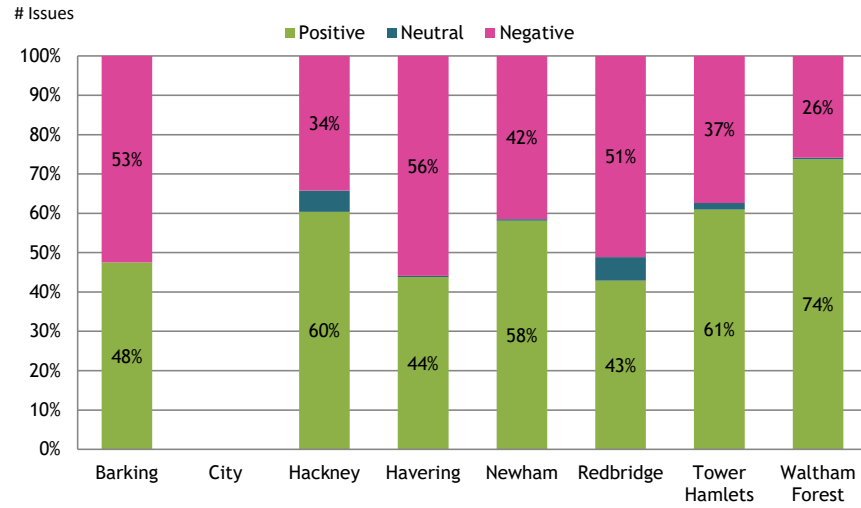
4.4 How do people feel about access to services?



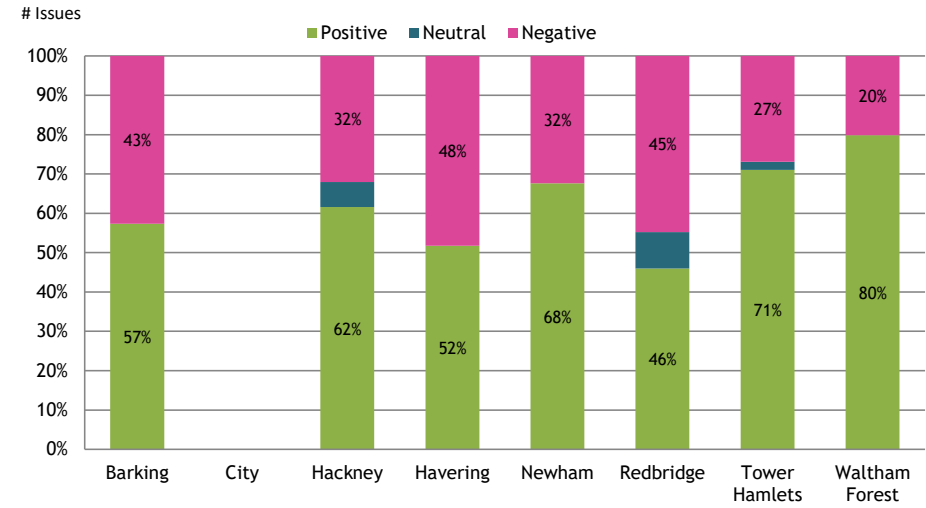
5. By Borough: On the whole, how do people feel about Health and Care services?



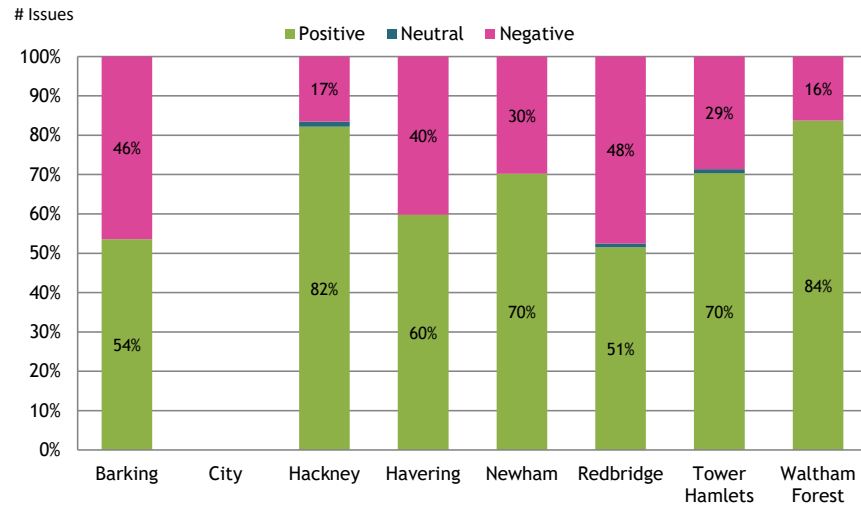
5.1 How do people feel about services overall?



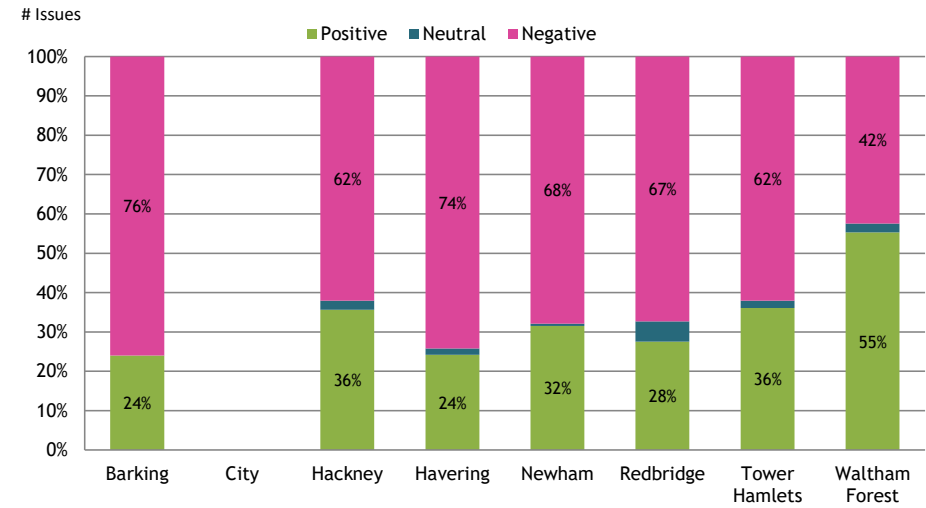
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



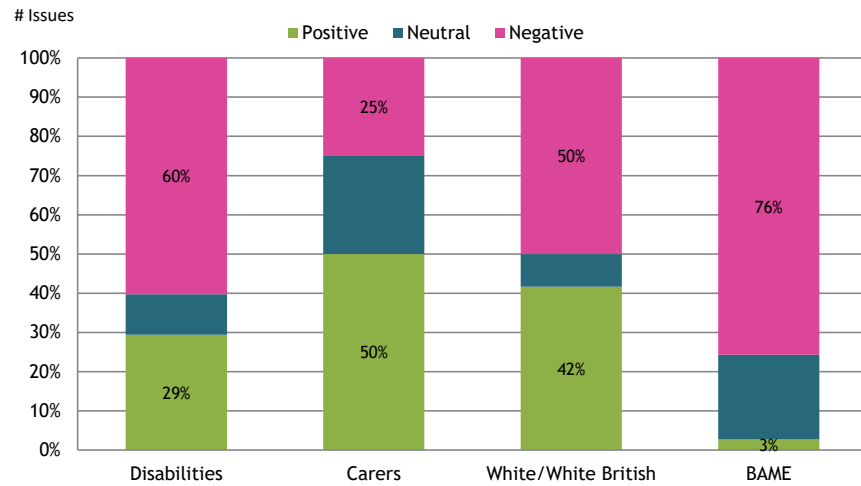
5.4 How do people feel about access to services?



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



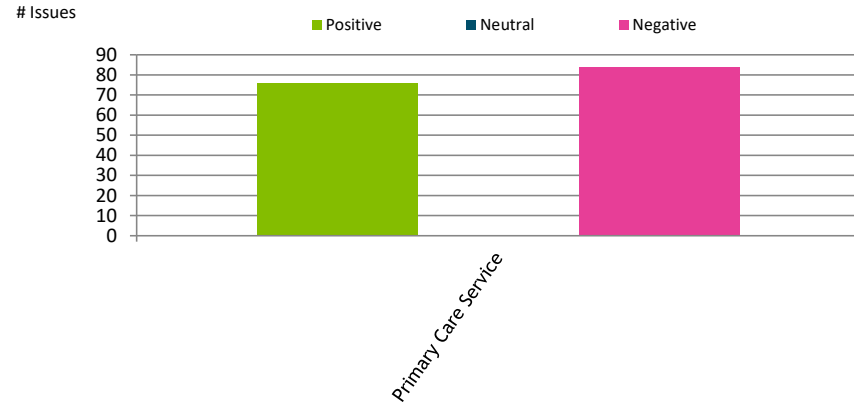
6.1 How do people feel about services overall?



7. Trends by Borough: Barking

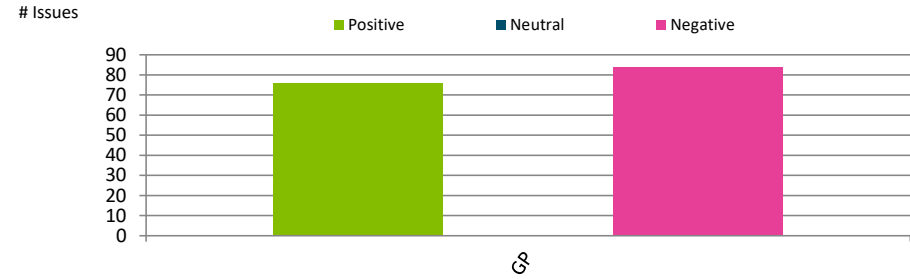


7.1 Service Sector



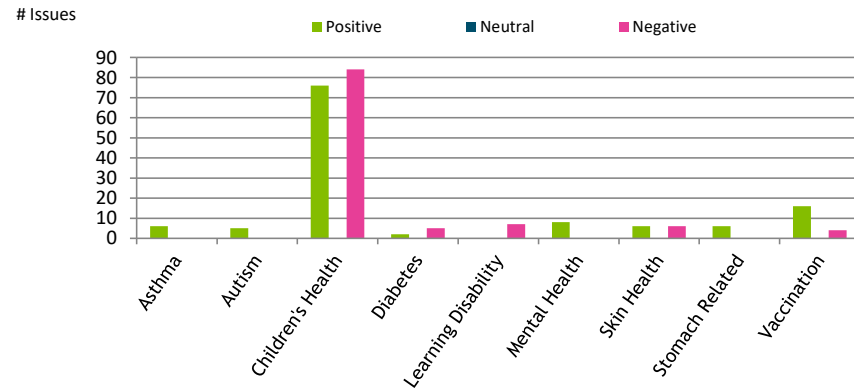
Service sectors receiving the most comments overall

7.2 Service Type



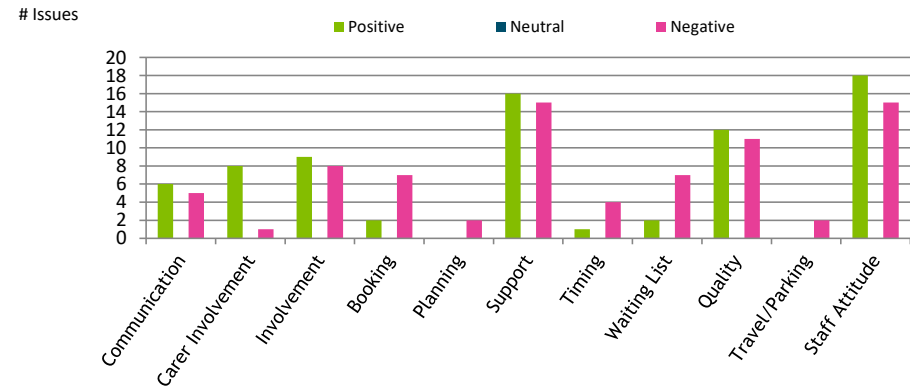
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 160 issues from 33 people



Issues receiving the most comments overall



7.5 Service Sector

7.6 Service Type

Service sectors receiving the most comments overall

Service type receiving the most comments overall

7.7 Stated medical conditions/topics

7.8 Top Trends: 0 issues from 0 people

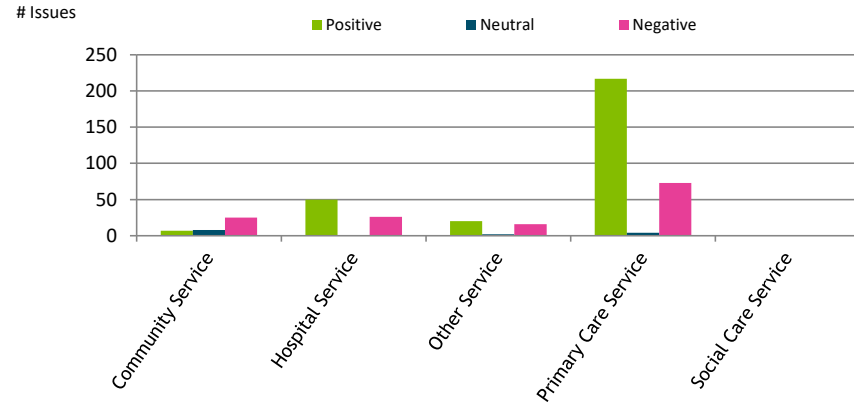
Medical conditions/topics receiving the most comments overall

Issues receiving the most comments overall

7. Trends by Borough: Hackney

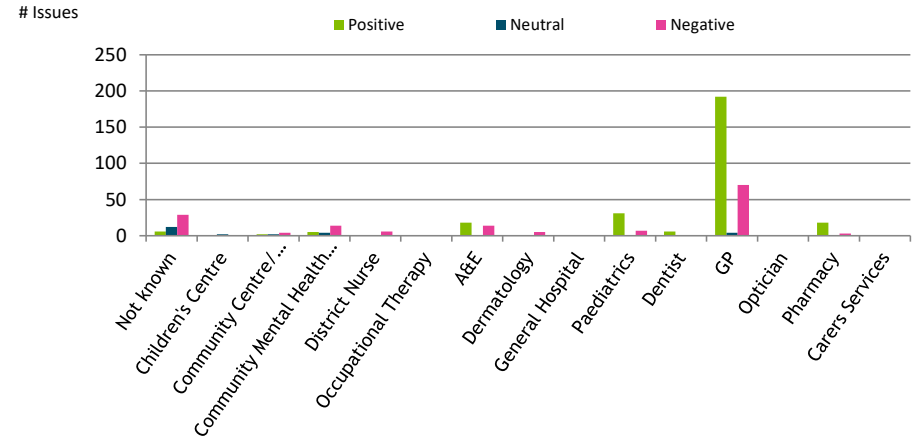


7.9 Service Sector



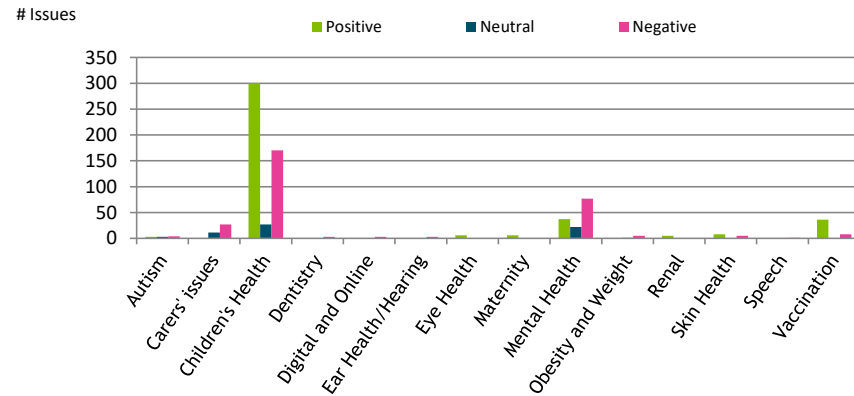
Service sectors receiving the most comments overall

7.10 Service Type



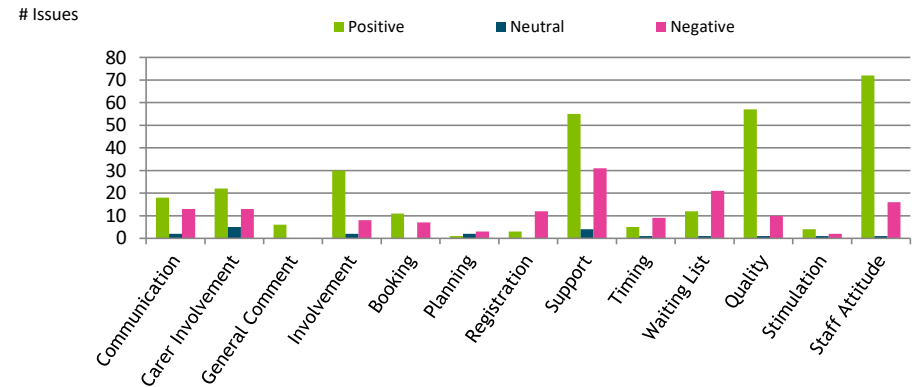
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 497 issues from 145 people

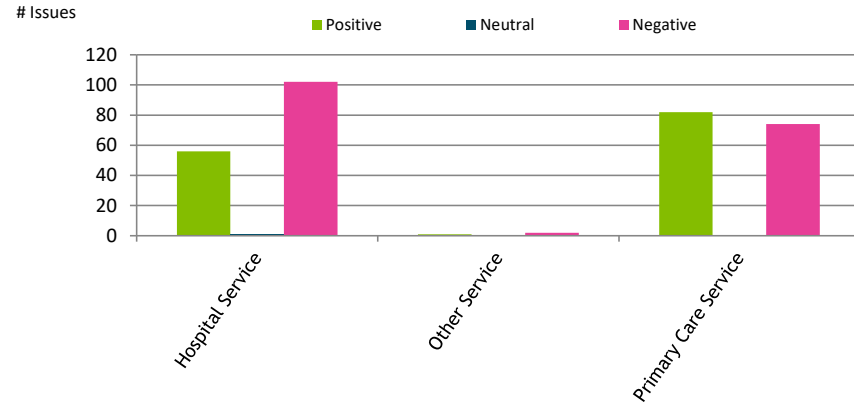


Issues receiving the most comments overall

7. Trends by Borough: Havering

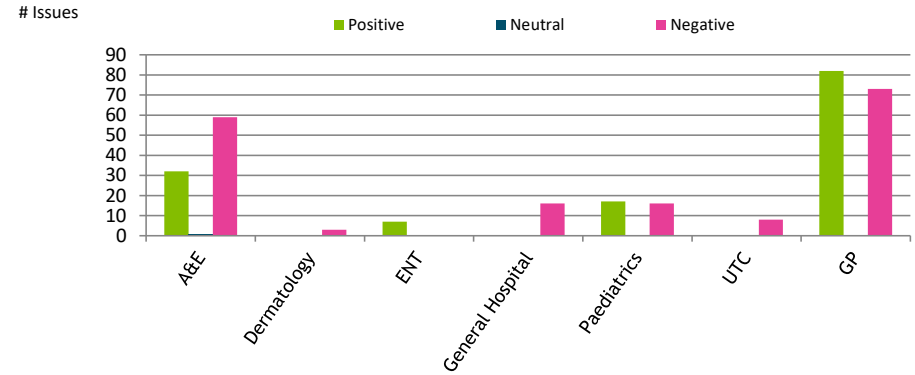


7.13 Service Sector



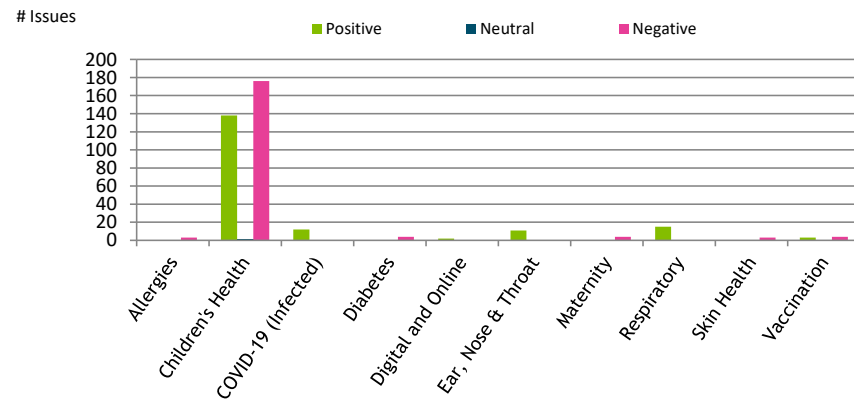
Service sectors receiving the most comments overall

7.14 Service Type



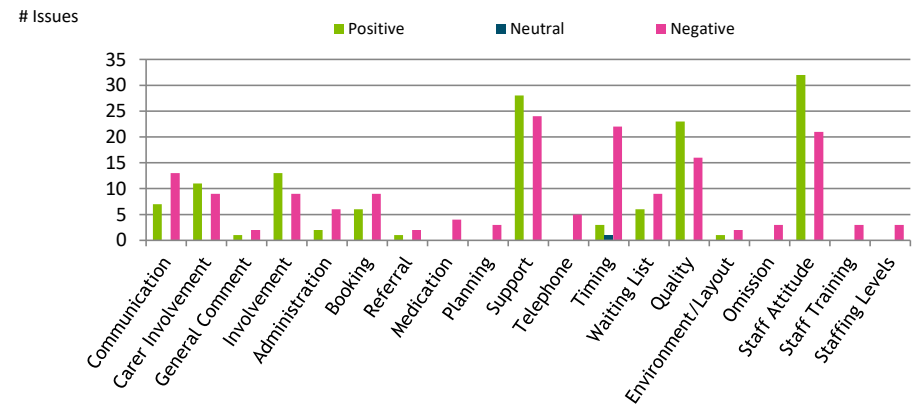
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 315 issues from 72 people

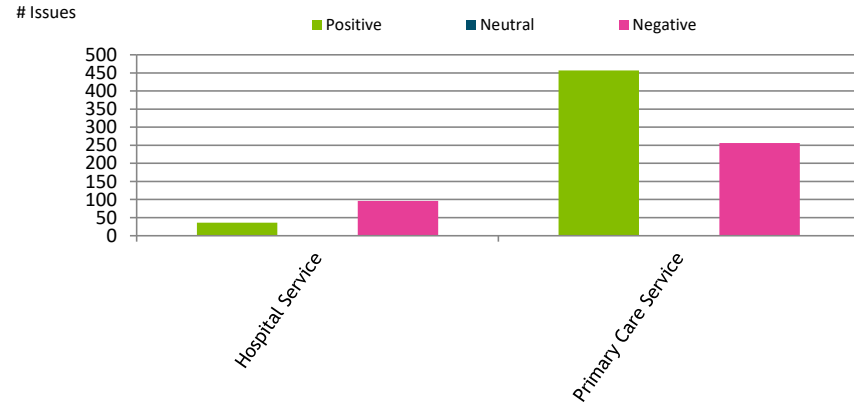


Issues receiving the most comments overall

7. Trends by Borough: Newham

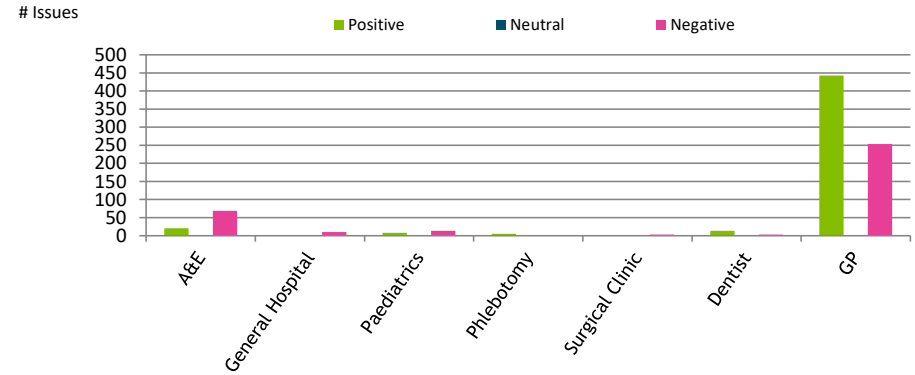


7.17 Service Sector



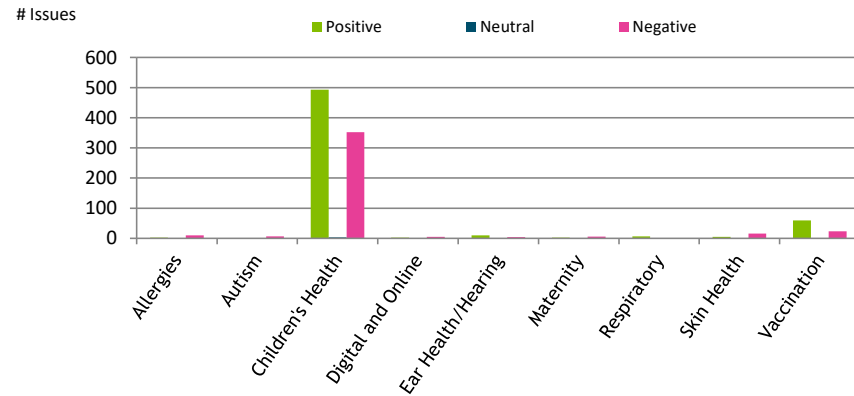
Service sectors receiving the most comments overall

7.18 Service Type



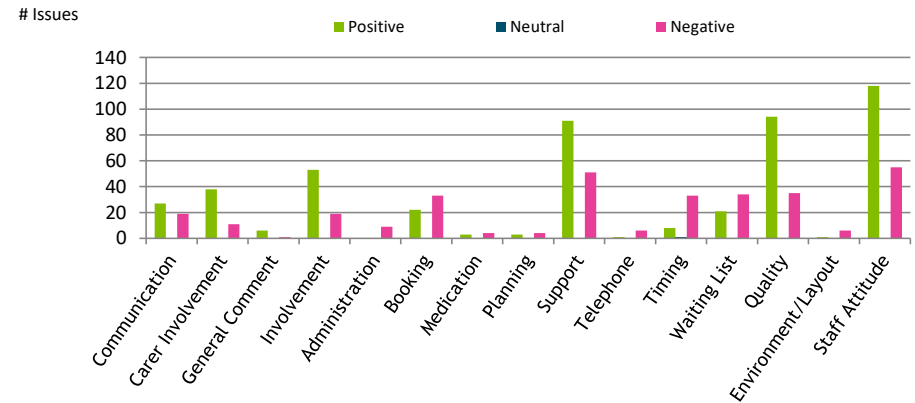
Service type receiving the most comments overall

7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 848 issues from 190 people

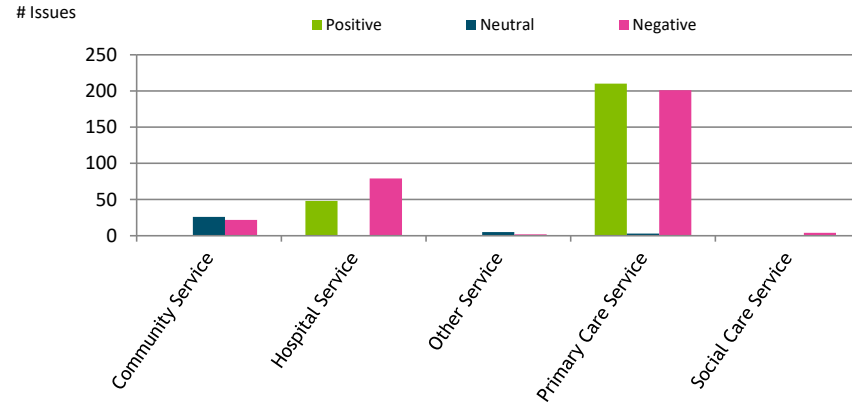


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

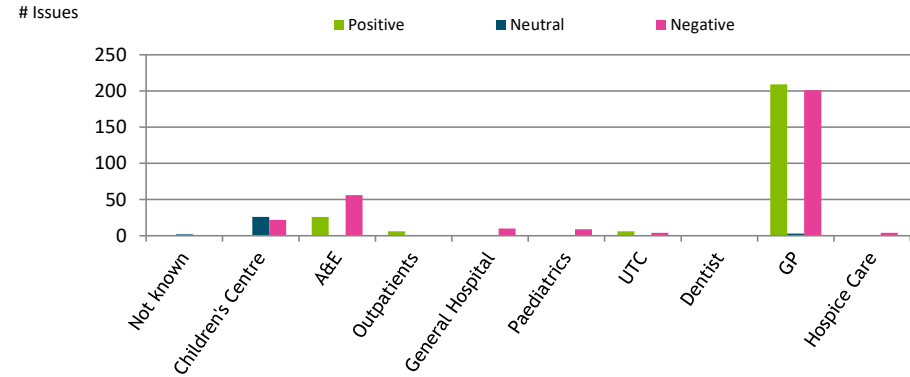


7.21 Service Sector



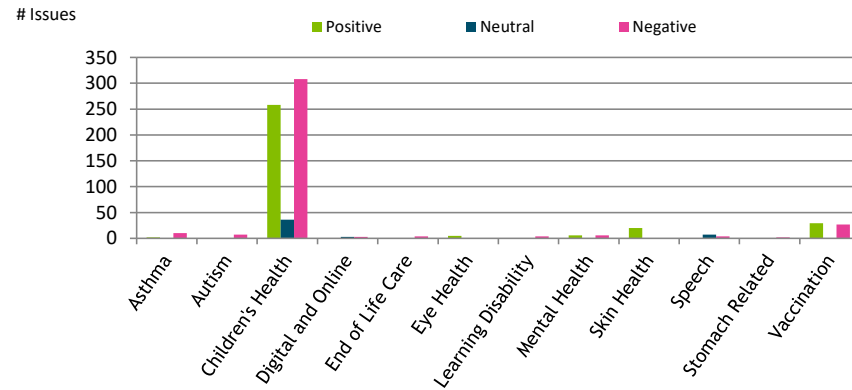
Service sectors receiving the most comments overall

7.22 Service Type



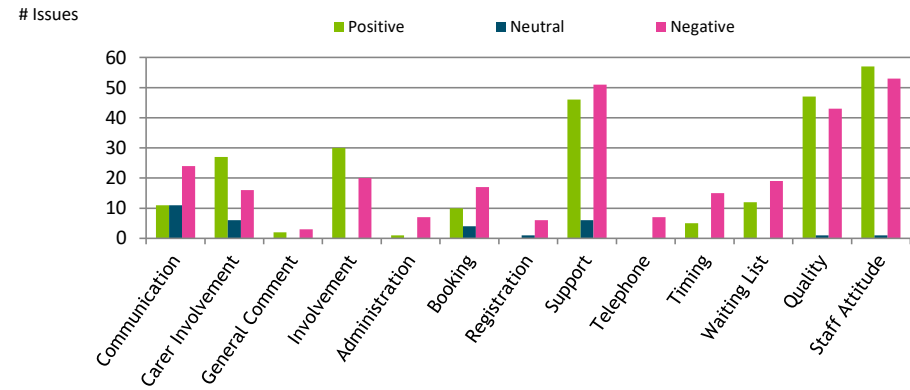
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 602 issues from 141 people

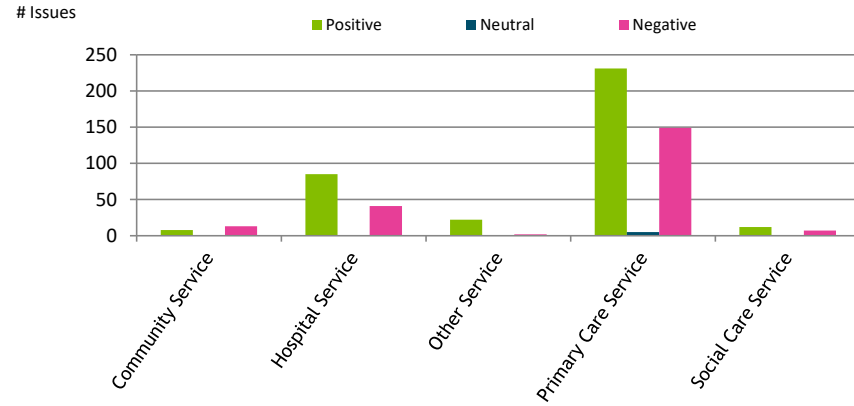


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

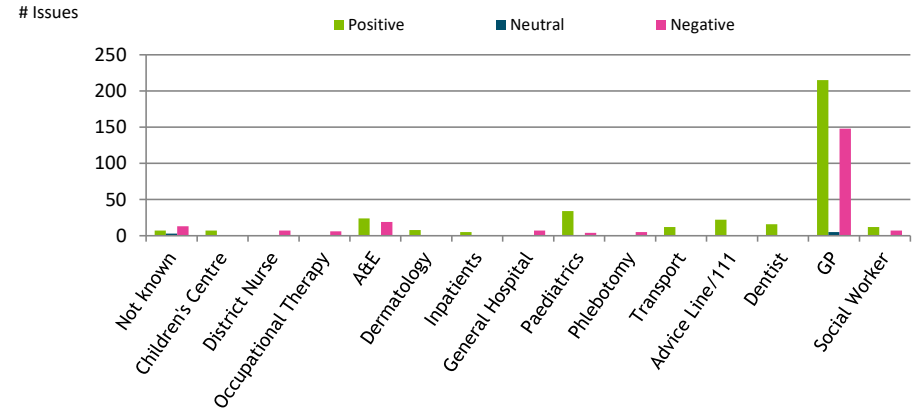


7.25 Service Sector



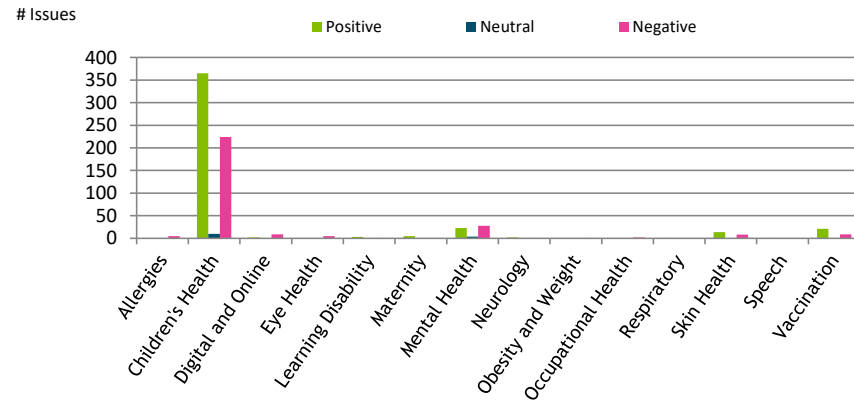
Service sectors receiving the most comments overall

7.26 Service Type



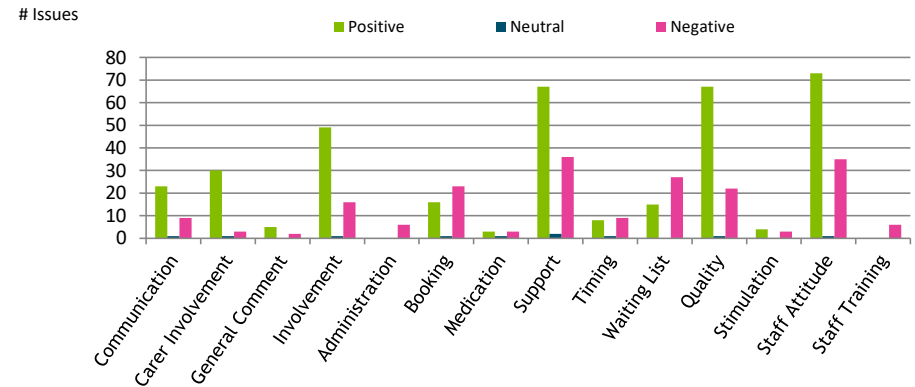
Service type receiving the most comments overall

7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 599 issues from 146 people

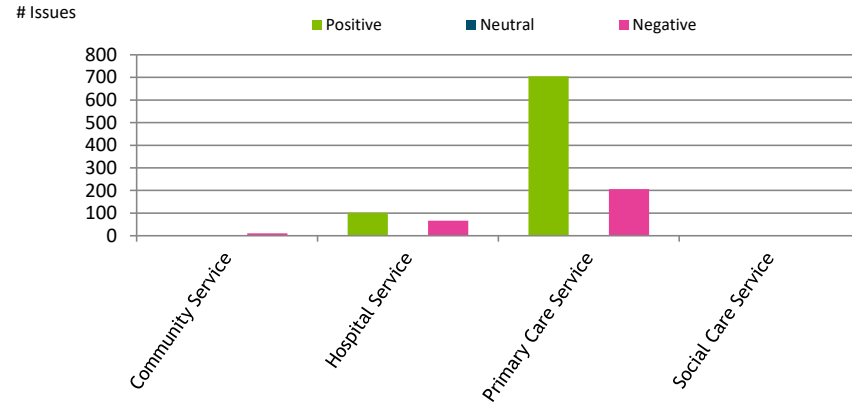


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

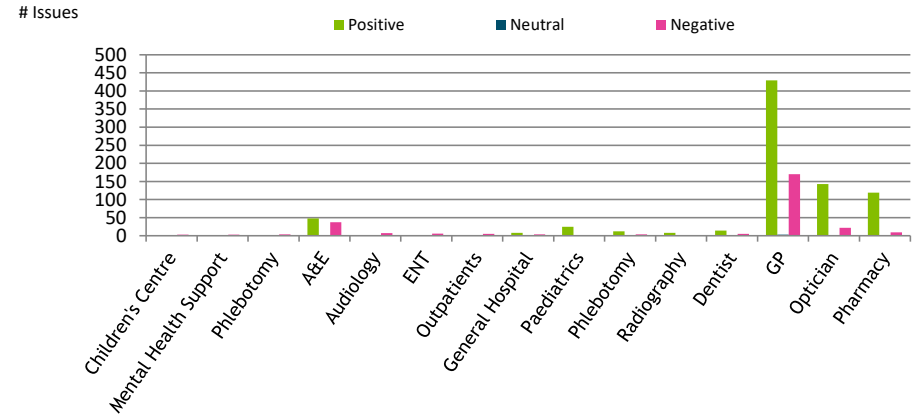


7.29 Service Sector



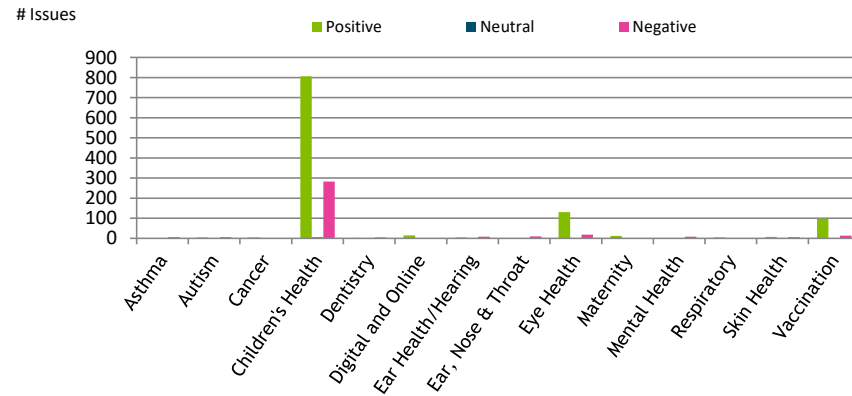
Service sectors receiving the most comments overall

7.30 Service Type



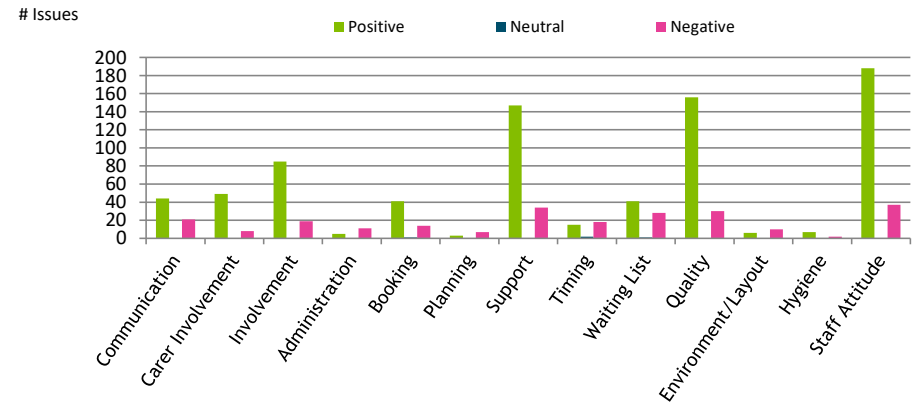
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 1093 issues from 226 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>	136	14	104	254
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	185	12	61	258
	Peer Involvement	<i>Involvement or Influence of friends.</i>	1	3	1	5
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	24	0	9	33
	User Involvement	<i>Involvement or influence of the service user.</i>	269	3	99	371
Systems	Administration	<i>Administrative processes and delivery.</i>	8	0	44	52
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	2	2
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	108	6	110	224
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	19	19
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	3	3
	Referral	<i>Referral to a service.</i>	9	1	12	22
	Medical Records	<i>Management of medical records.</i>	1	0	1	2
	Medication	<i>Prescription and management of medicines.</i>	11	1	19	31
	Opening Times	<i>Opening times of a service.</i>	1	1	1	3
	Planning	<i>Leadership and general organisation.</i>	9	2	26	37
	Registration	<i>Ability to register for a service.</i>	5	1	28	34
	Support	<i>Levels of support provided.</i>	450	12	242	704
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	26	28
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	45	6	110	161
Waiting List	<i>Length of wait while on a list.</i>	109	2	145	256	
Values	Choice	<i>General choice.</i>	4	0	6	10
	Cost	<i>General cost.</i>	2	1	6	9
	Language	<i>Language, including terminology.</i>	1	0	4	5
	Nutrition	<i>Provision of sustenance.</i>	3	1	4	8
	Privacy	<i>Privacy, personal space and property.</i>	1	0	5	6
	Quality	<i>General quality of a service, or staff.</i>	456	3	167	626
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1	1
	Stimulation	<i>General stimulation, including access to activities.</i>	16	1	7	24

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>	0	0	3	3
	Environment/Layout	<i>Physical environment of a service.</i>	9	1	24	34
	Equipment	<i>General equipment issues.</i>	0	1	0	1
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	7	7
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	8	0	8	16
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	2	3
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	4	4
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	18	18
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	4	12	16
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	558	3	232	793
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	2	3
	Staff Training	<i>Training of staff.</i>	2	2	16	20
	Staffing Levels	<i>General availability of staff.</i>	0	0	7	7
	Total:			2435	81	1597