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

Trends Analysis Report

Community*Insight*

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 October 2023 - 30 September 2025

LOCAL VOICE
in North East London

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)
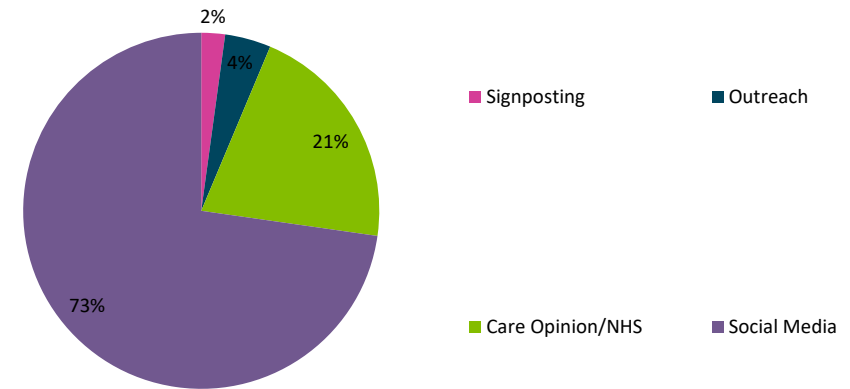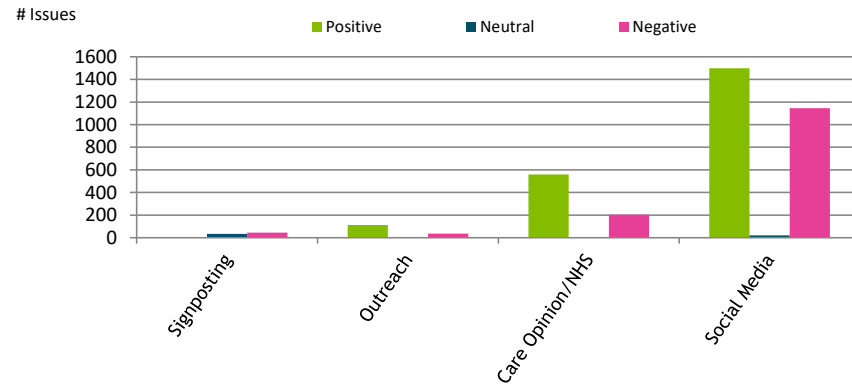
The numbers underpinning the trends.

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.

1.1 Source: 3756 issues from 804 people

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Signposting, Outreach, Care Opinion/NHS, Social Media

Pie chart:
- Signposting 2%
- Outreach 4%
- Care Opinion/NHS 21%
- Social Media 73%

Sources providing the most comments overall

1.2 Feedback by Borough

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Barking, City, Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest

Pie chart:
- Barking 4%
- City 0%
- Hackney 11%
- Havering 6%
- Newham 20%
- Redbridge 17%
- Tower Hamlets 14%
- Waltham Forest 28%
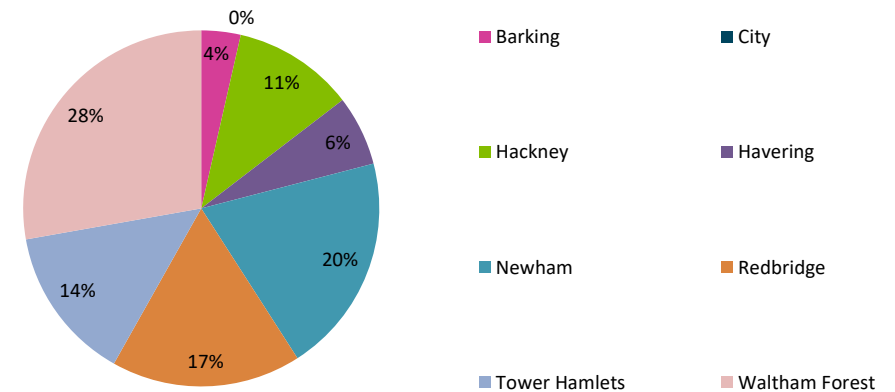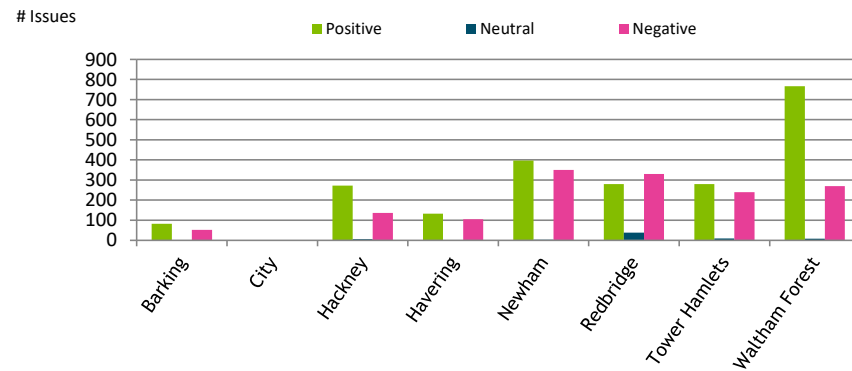
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, y-axis 0–2000):
- Community: small values (~50)
- Hospital: Positive ~450, Negative ~420
- Other Service: small values (~40)
- Primary Care: Positive ~1750, Negative ~1020

Pie chart:
- Community: 2%
- Hospital: 23%
- Other Service: 1%
- Primary Care: 74%

Legend: Community | Hospital | Other Service | Primary Care
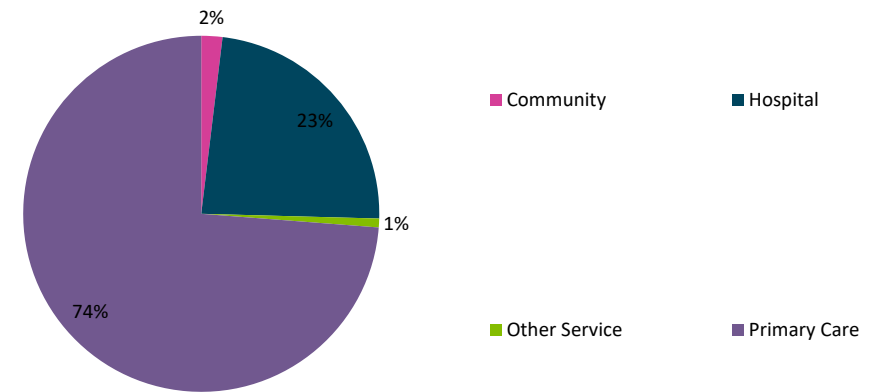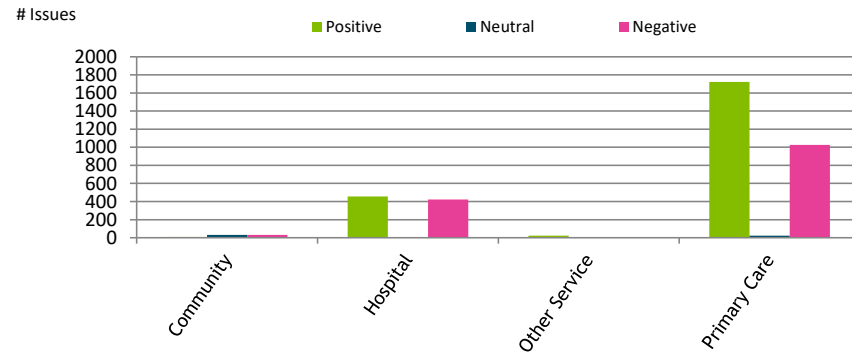
Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, y-axis 0–1600):
- Children's Centre: small
- A&E: Positive ~200, Negative ~250
- General Hospital: small, Negative ~60
- Paediatrics: Positive ~130, Negative ~50
- Dentist: ~40
- GP: Positive ~1430, Negative ~1000
- Optician: Positive ~110
- Pharmacy: Positive ~130

Pie chart:
- Children's Centre: 2%
- A&E: 13%
- General Hospital: 2%
- Paediatrics: 5%
- Dentist: 1%
- GP: 69%
- Optician: 4%
- Pharmacy: 4%

Legend: Children's Centre | A&E | General Hospital | Paediatrics | Dentist | GP | Optician | Pharmacy

Service type receiving the most comments overall

3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Medical conditions/topics receiving the most comments overall

Legend: Children's Health, Eye Health, Skin Health, Vaccination

- 86% Children's Health
- 9% Vaccination
- 3%
- 2%

3.2 Top Trends: 3756 issues from 804 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Legend:
- Communication — 7%
- Carer Involvement — 6%
- General Comment — 1%
- Involvement — 10%
- Administration — 1%
- Booking — 7%
- Medication — 1%
- Support — 18%
- Telephone — 1%
- Timing — 5%
- Waiting List — 7%
- Quality — 16%
- Staff Attitude — 20%
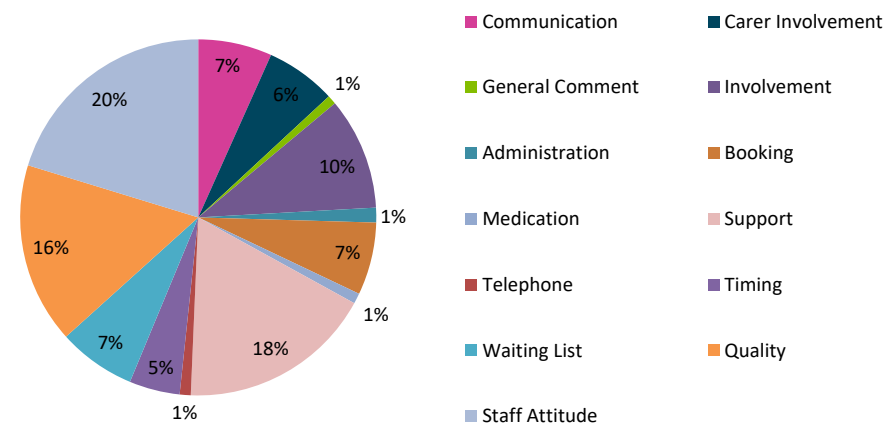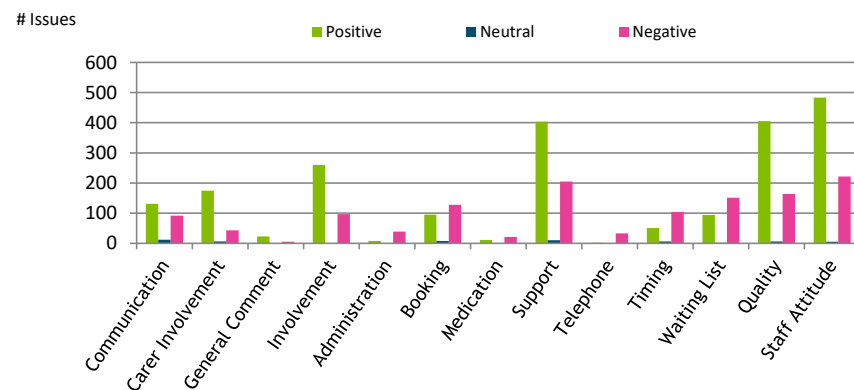
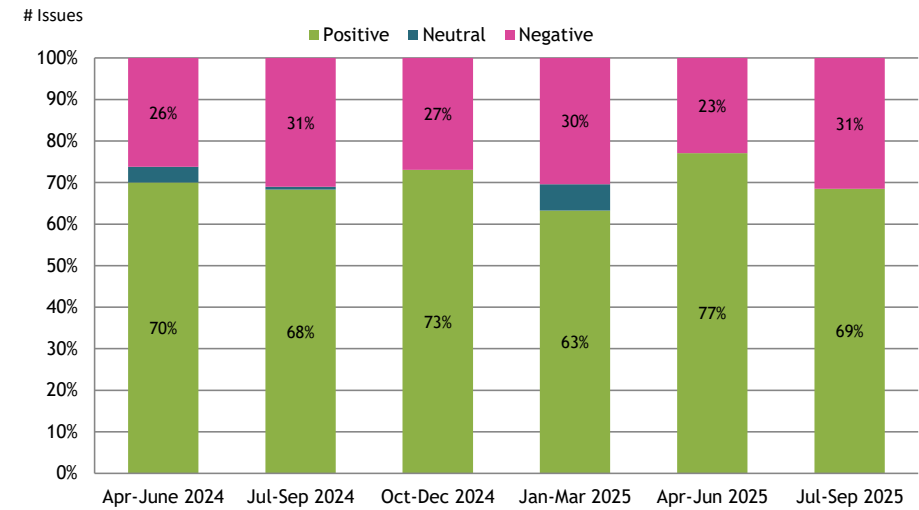# 4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

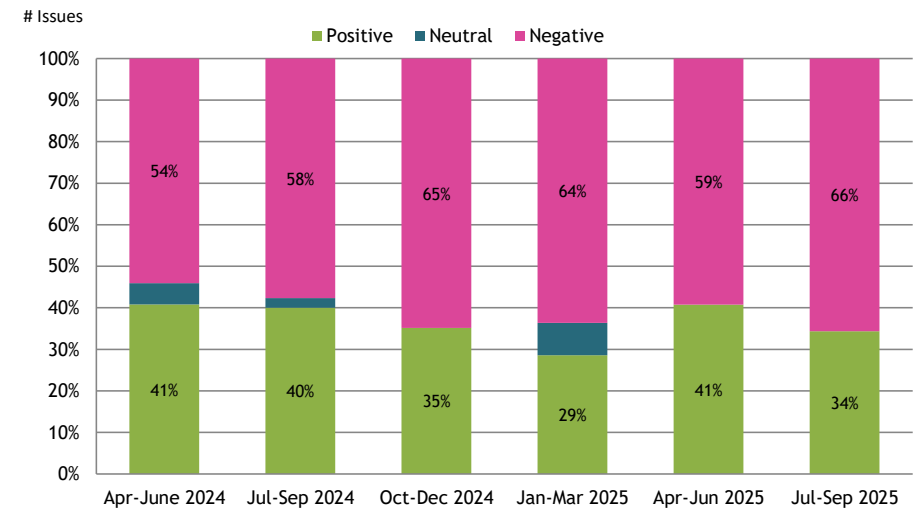Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	34%	39%	36%	39%	32%	43%
Positive	63%	60%	64%	55%	68%	57%

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	26%	31%	27%	30%	23%	31%
Positive	70%	68%	73%	63%	77%	69%

4.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	30%	21%	28%	30%	23%	29%
Positive	69%	79%	72%	68%	77%	71%

4.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

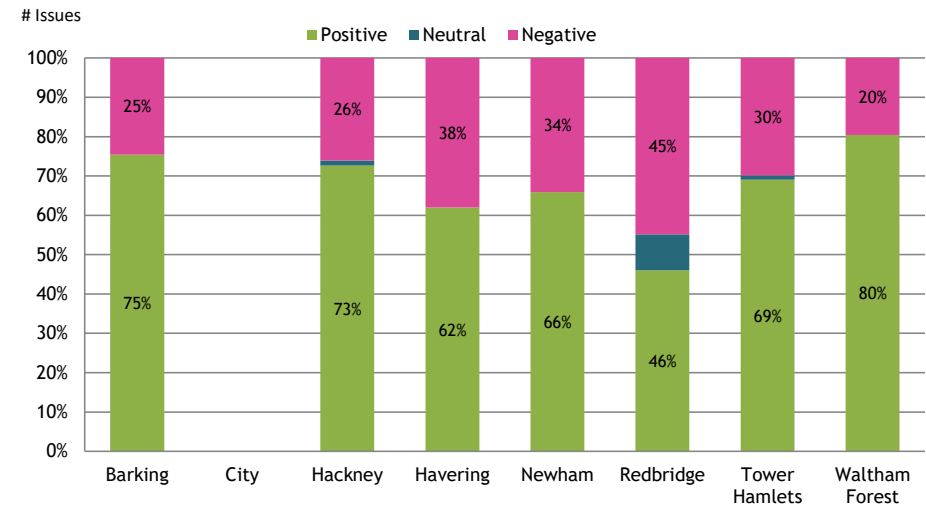|	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	54%	58%	65%	64%	59%	66%
Positive	41%	40%	35%	29%	41%	34%

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

5.1 How do people feel about services overall?

Issues
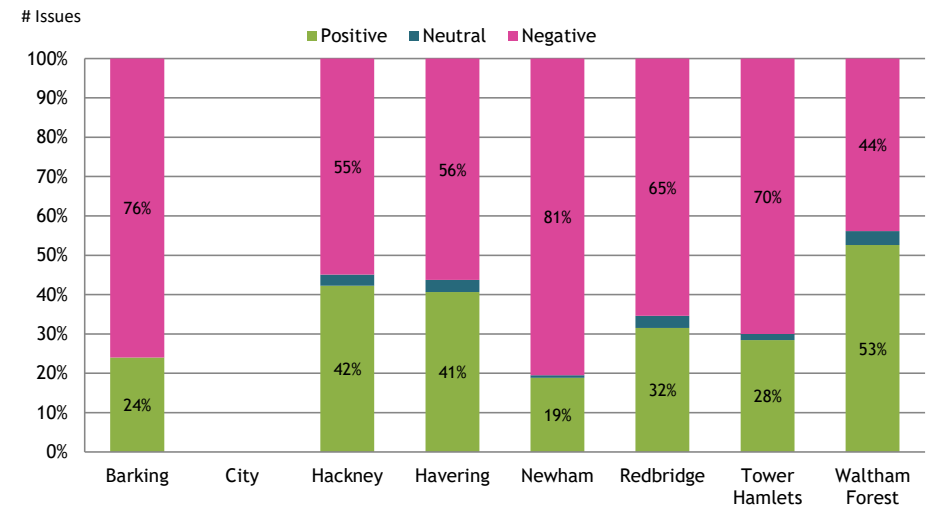
Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	61%	39%
City		
Hackney	66%	33%
Havering	56%	44%
Newham	53%	47%
Redbridge	43%	51%
Tower Hamlets	53%	45%
Waltham Forest	73%	26%

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

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	75%	25%
City		
Hackney	73%	26%
Havering	62%	38%
Newham	66%	34%
Redbridge	46%	45%
Tower Hamlets	69%	30%
Waltham Forest	80%	20%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	74%	26%
City		
Hackney	73%	26%
Havering	69%	31%
Newham	67%	33%
Redbridge	51%	47%
Tower Hamlets	63%	34%
Waltham Forest	80%	19%

5.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	24%	76%
City		
Hackney	42%	55%
Havering	41%	56%
Newham	19%	81%
Redbridge	32%	65%
Tower Hamlets	28%	70%
Waltham Forest	53%	44%

6.1 How do people feel about services overall?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

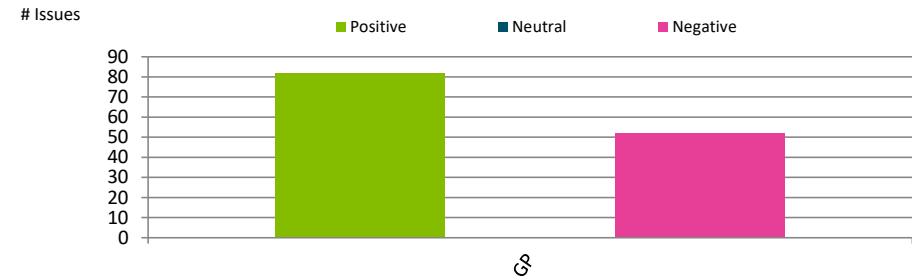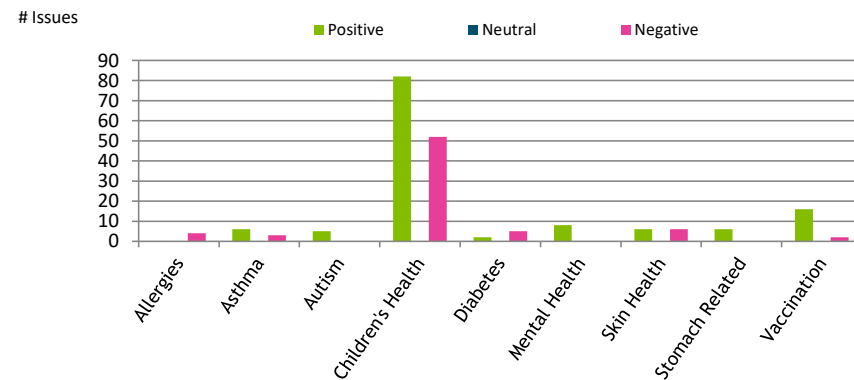| Category	Positive	Neutral	Negative
Disabilities	48%		39%
Carers	50%		33%
White/White British	68%		29%
BAME	35%		53%

7.1 Service Sector

Issues

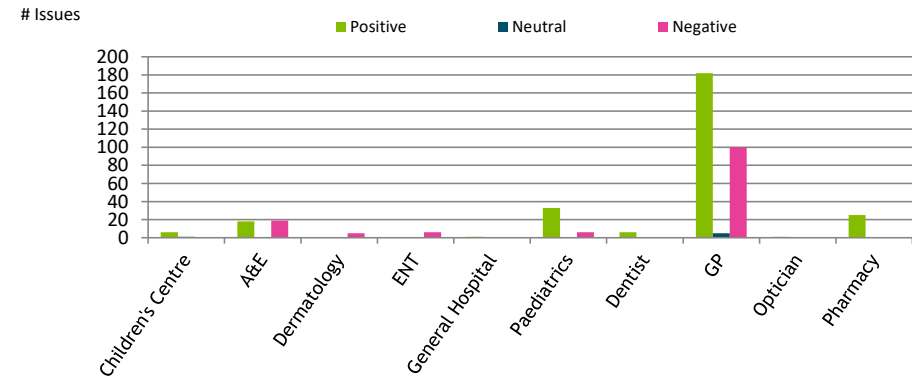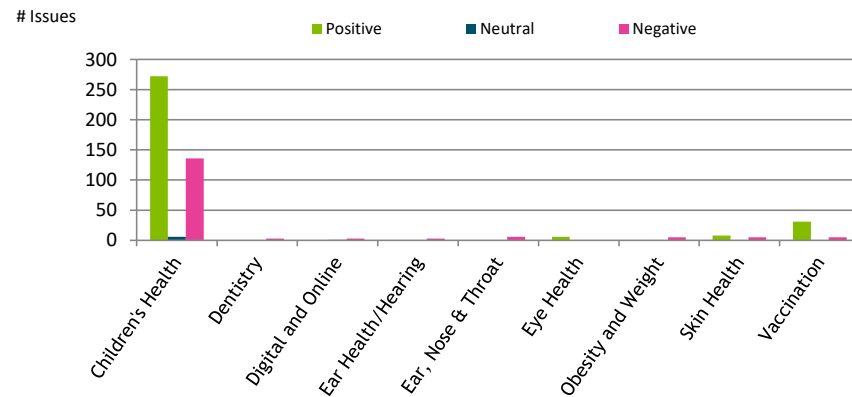*Service sectors receiving the most comments overall*

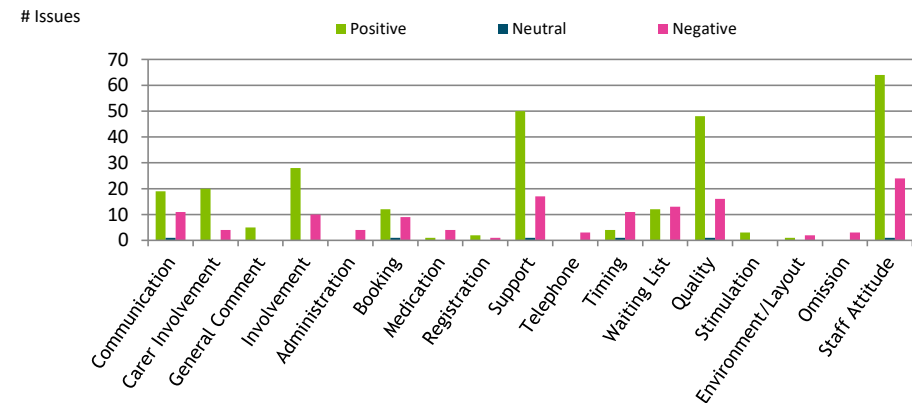## 7.2 Service Type

Issues

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
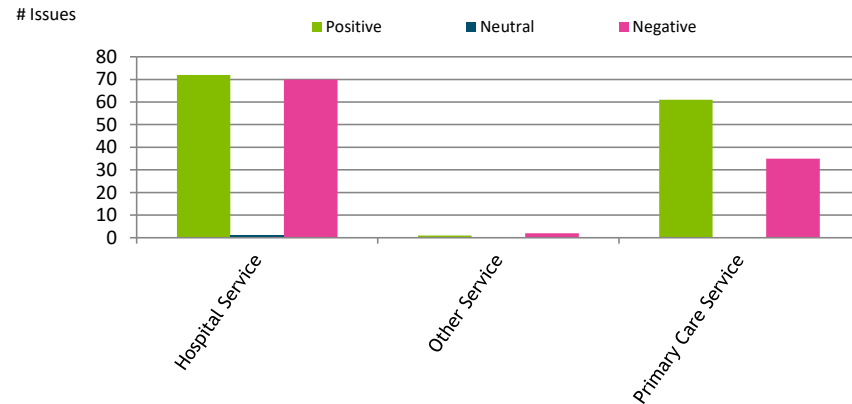
7.4 Top Trends: 134 issues from 27 people
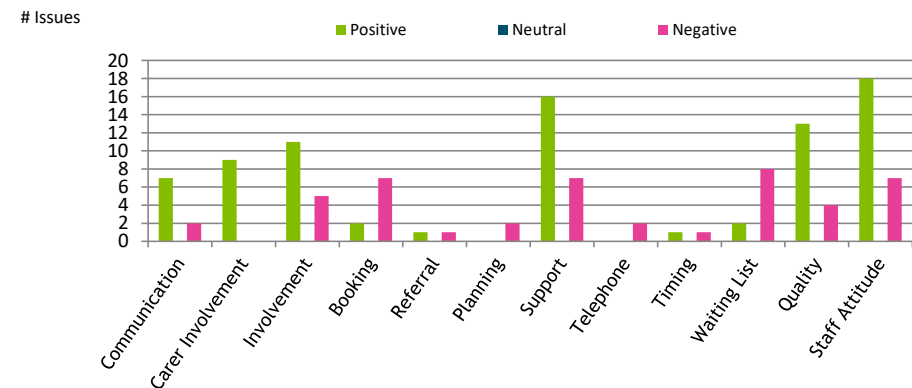
Issues

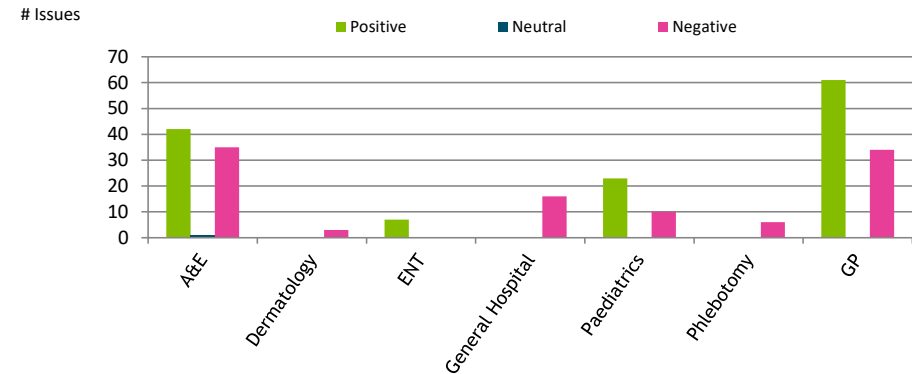*Issues receiving the most comments overall*
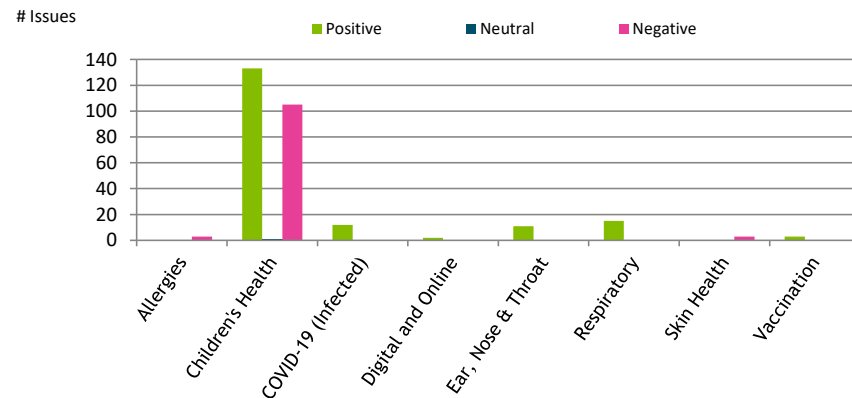
7.9 Service Sector

Issues
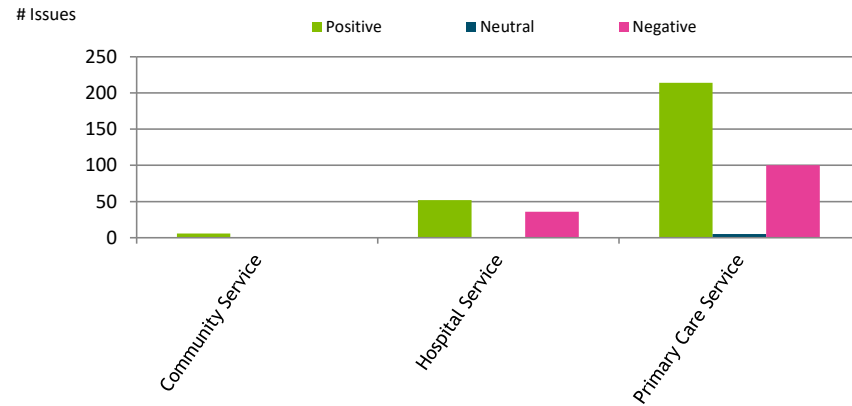
Service sectors receiving the most comments overall
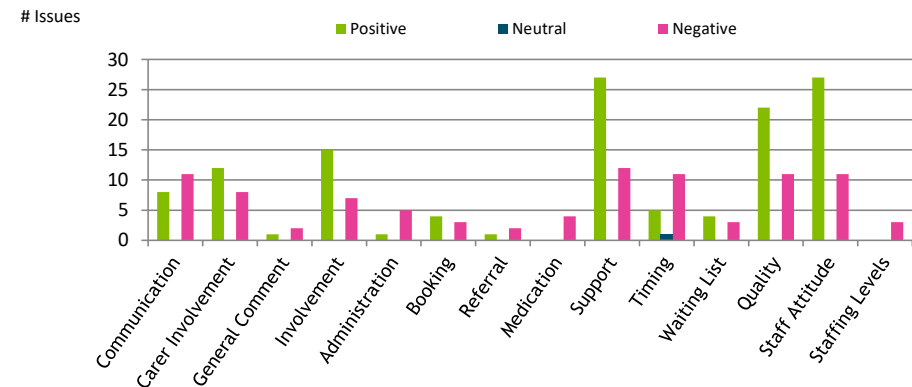
7.10 Service Type

Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 414 issues from 82 people

Issues

Issues receiving the most comments overall

7.13 Service Sector

Issues

Legend: Positive, Neutral, Negative

Categories: Hospital Service, Other Service, Primary Care Service

Service sectors receiving the most comments overall

7.14 Service Type

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Dermatology, ENT, General Hospital, Paediatrics, Phlebotomy, GP

Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories: Allergies, Children's Health, COVID-19 (Infected), Digital and Online, Ear, Nose & Throat, Respiratory, Skin Health, Vaccination

Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 239 issues from 46 people

Issues

Legend: Positive, Neutral, Negative

Categories: Communication, Carer Involvement, General Comment, Involvement, Administration, Booking, Referral, Medication, Support, Timing, Waiting List, Quality, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

7.17 Service Sector

Issues

Service sectors receiving the most comments overall
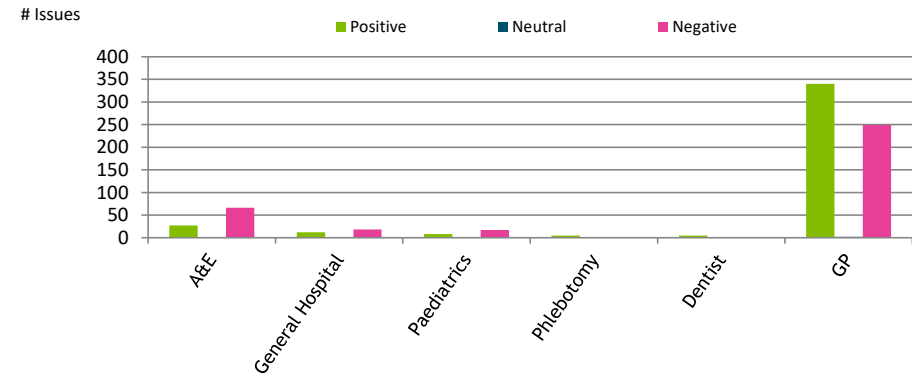
7.18 Service Type

Issues
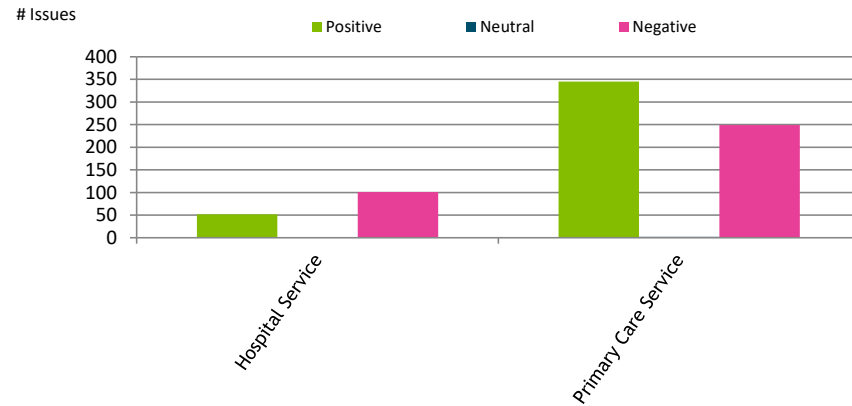
Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 750 issues from 169 people
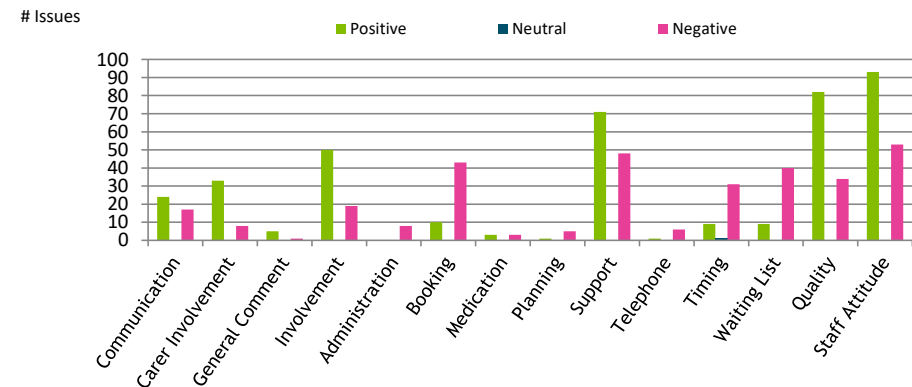
Issues

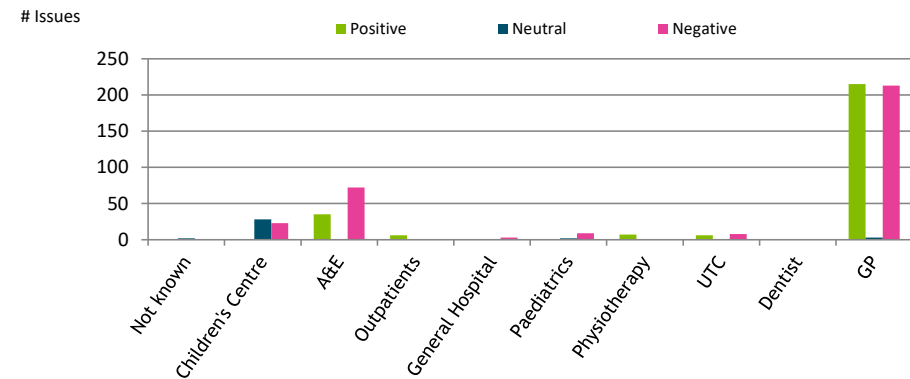*Issues receiving the most comments overall*
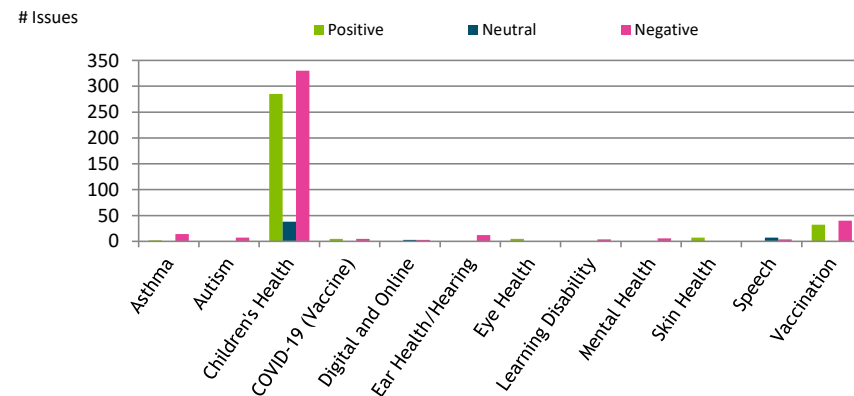
7.21 Service Sector

Issues
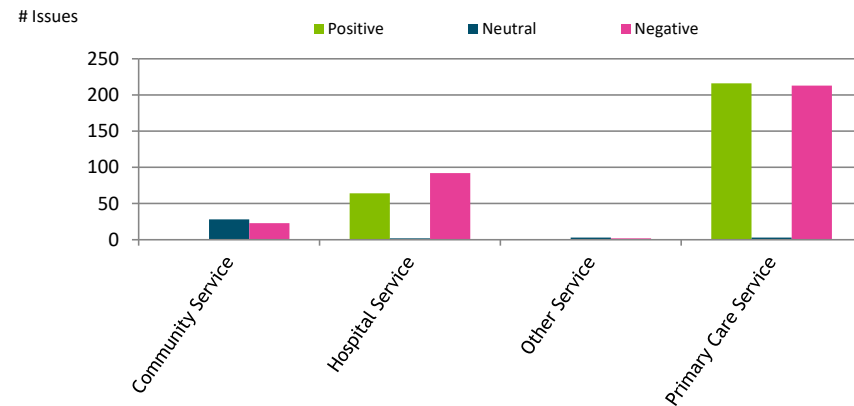
Service sectors receiving the most comments overall
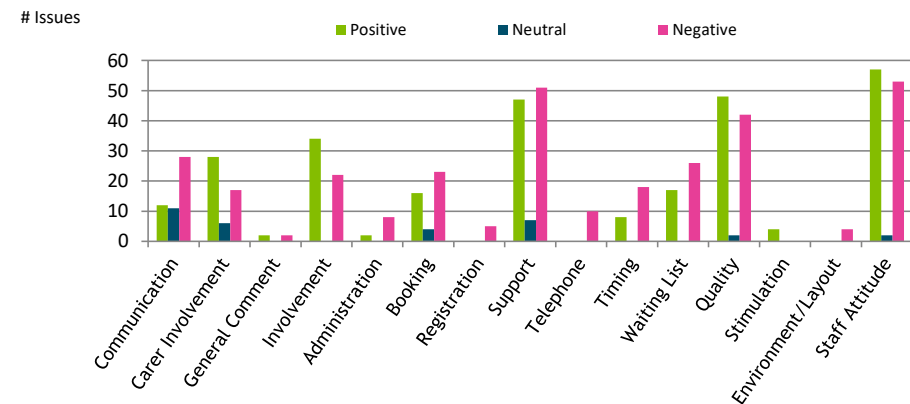
7.22 Service Type

Issues

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 648 issues from 149 people

Issues

Issues receiving the most comments overall

7.25 Service Sector

Issues

Service sectors receiving the most comments overall

7.26 Service Type

Issues

Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
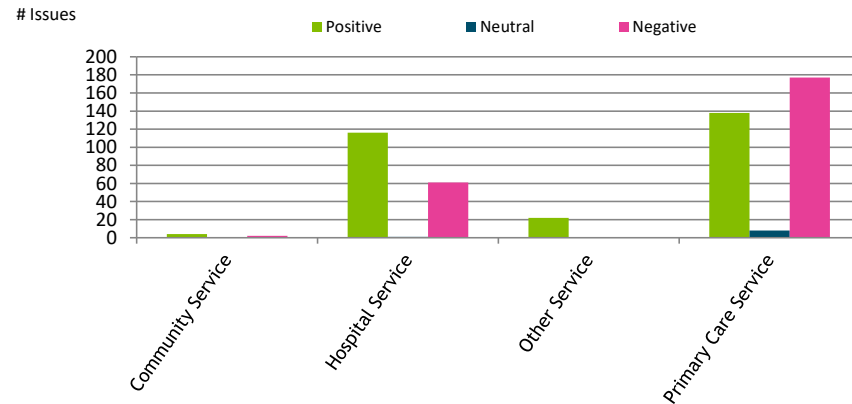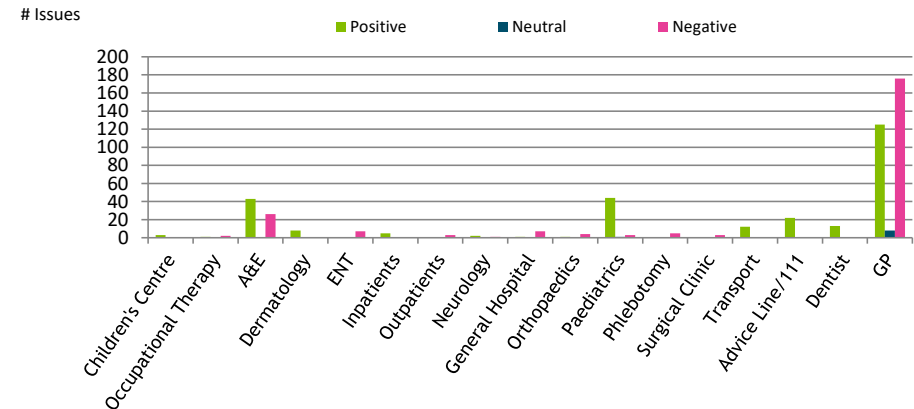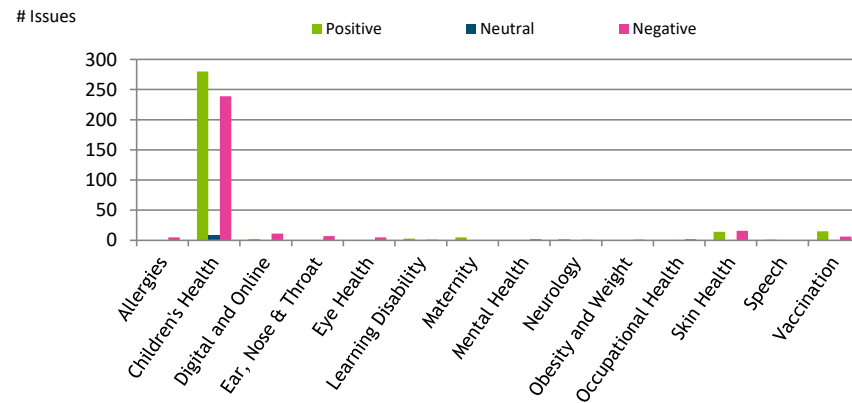
7.28 Top Trends: 528 issues from 125 people

Issues

Issues receiving the most comments overall

7.29 Service Sector

Issues

Service sectors receiving the most comments overall
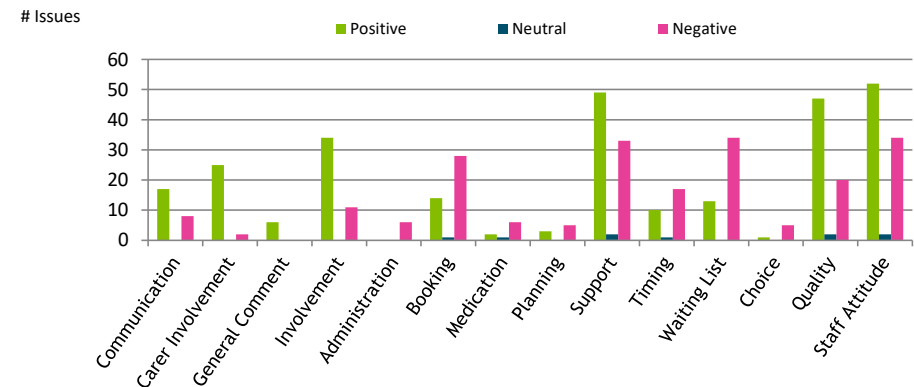
7.30 Service Type
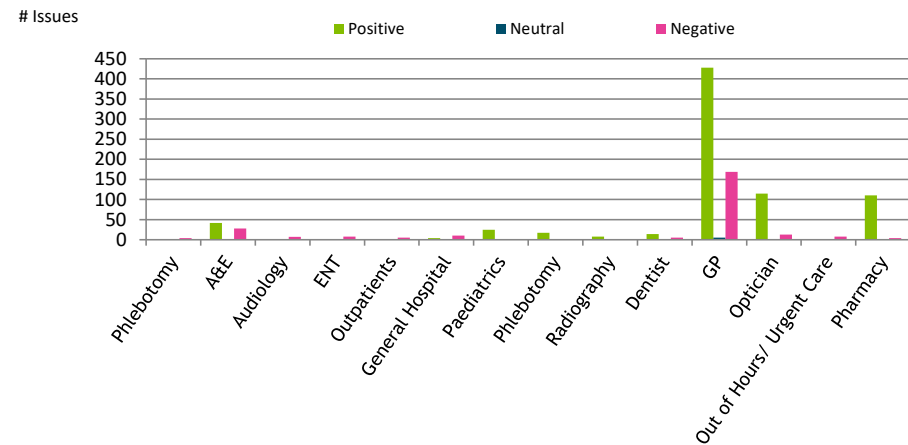
Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
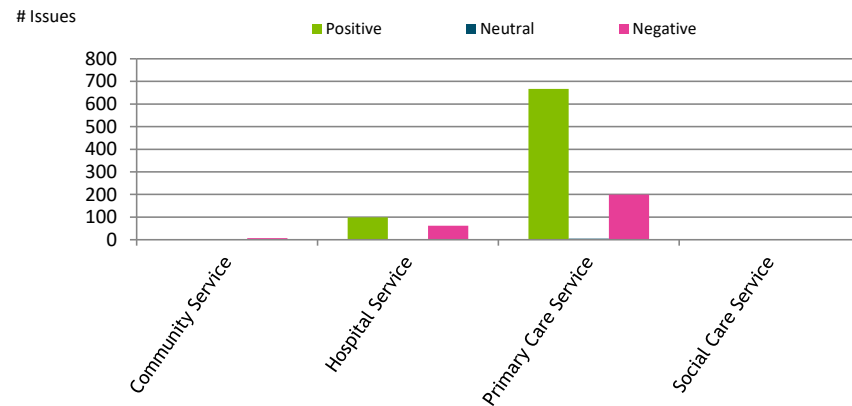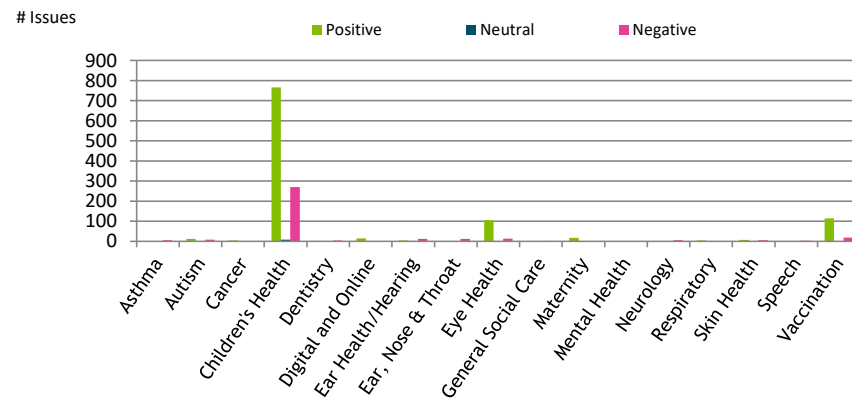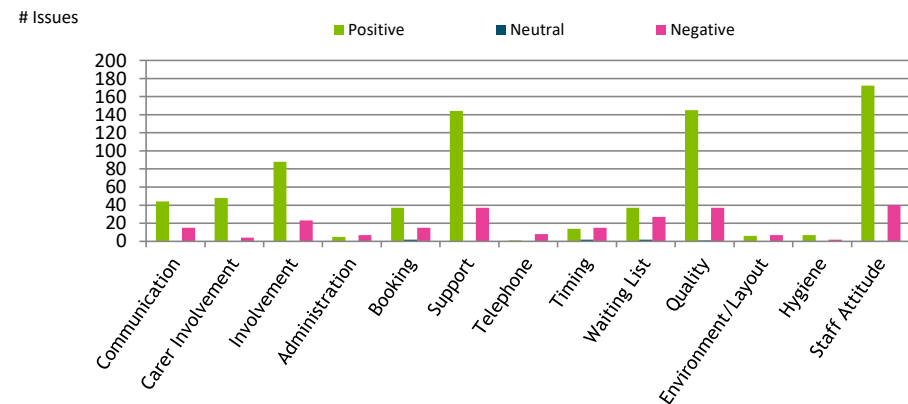
7.32 Top Trends: 1044 issues from 206 people

Issues

Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	131	12	92	235
	Carer Involvement	*Involvement or influence of carers and family members.*	175	6	43	224
	Peer Involvement	*Involvement or Influence of friends.*	0	2	0	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	23	1	5	29
	User Involvement	*Involvement or influence of the service user.*	260	0	97	357
Systems	Administration	*Administrative processes and delivery.*	8	0	39	47
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	2	2
	Booking	*Ability to book, reschedule or cancel appointments.*	95	8	128	231
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	19	19
	Data Protection	*General data protection (including GDPR).*	0	0	2	2
	Referral	*Referral to a service.*	10	1	11	22
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	11	1	21	33
	Opening Times	*Opening times of a service.*	1	1	2	4
	Planning	*Leadership and general organisation.*	7	0	20	27
	Registration	*Ability to register for a service.*	4	0	14	18
	Support	*Levels of support provided.*	404	10	205	619
	Telephone	*Ability to contact a service by telephone.*	2	0	33	35
	Timing	*Physical timing (ie; length of wait at appointments).*	51	6	104	161
	Waiting List	*Length of wait while on a list.*	94	2	151	247
Values	Choice	*General choice.*	3	0	11	14
	Cost	*General cost.*	2	1	6	9
	Language	*Language, including terminology.*	1	0	2	3
	Nutrition	*Provision of sustenance.*	3	1	3	7
	Privacy	*Privacy, personal space and property.*	1	0	3	4
	Quality	*General quality of a service, or staff.*	405	6	164	575
	Sensory	*Deaf/blind or other sensory issues.*	0	0	1	1
	Stimulation	*General stimulation, including access to activities.*	14	0	3	17

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	1	0	3	4
	Environment/Layout	*Physical environment of a service.*	10	0	18	28
	Equipment	*General equipment issues.*	0	1	0	1
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	7	7
	Hygiene	*Levels of hygiene and general cleanliness.*	8	0	7	15
	Mobility	*Physical mobility to, from and within services.*	1	0	1	2
	Travel/Parking	*Ability to travel or park.*	0	0	3	3
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	14	14
	Security/Conduct	*General security of a service, including conduct of staff.*	0	1	8	9
	Staff Attitude	*Attitude, compassion and empathy of staff.*	483	5	222	710
	Complaints	*Ability to log and resolve a complaint.*	0	0	2	2
	Staff Training	*Training of staff.*	1	0	9	10
	Staffing Levels	*General availability of staff.*	0	0	6	6
	Total:		**2209**	**65**	**1482**	**3756**

Community*Insight* CRM