

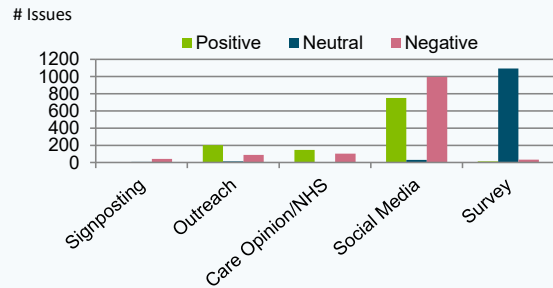
Maternity Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2026

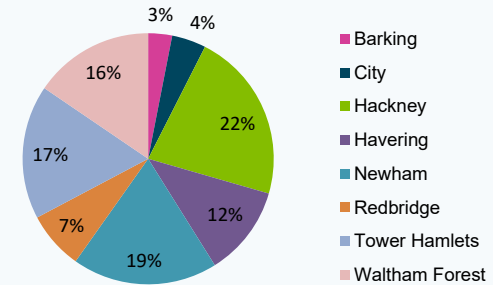
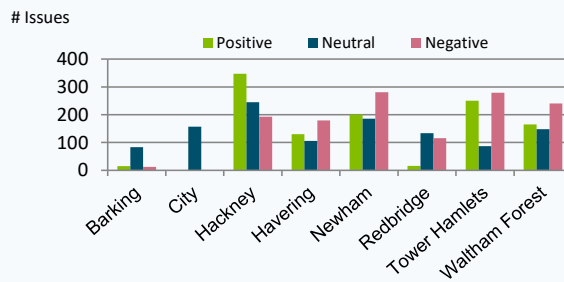
Community Insight Analysis



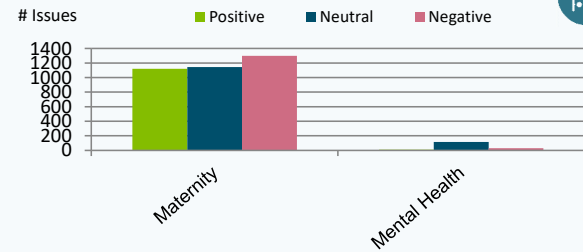
1. Top Source: 3569 issues from 858 people



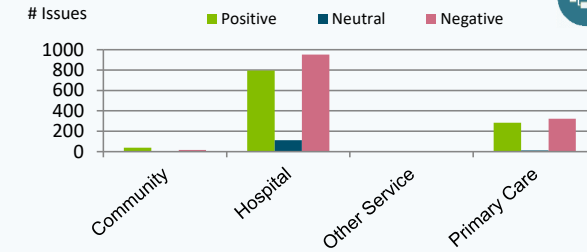
2. Feedback by Borough



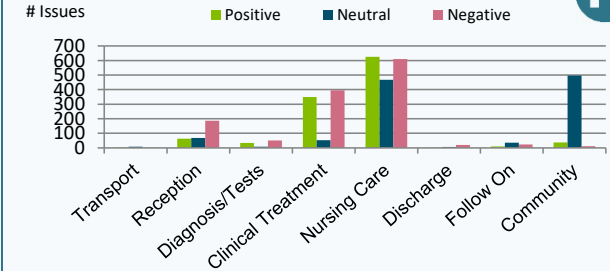
3. Top Conditions/Topics



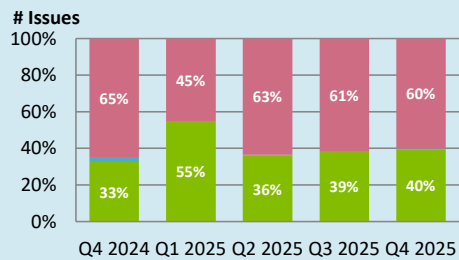
4. Service Sector



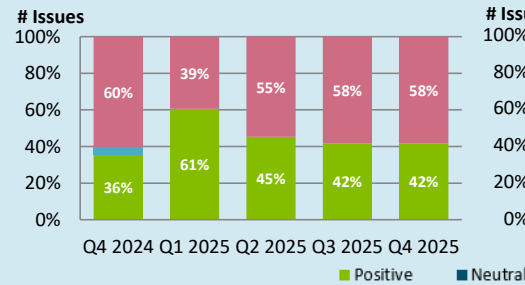
5. Clinical Care Pathway



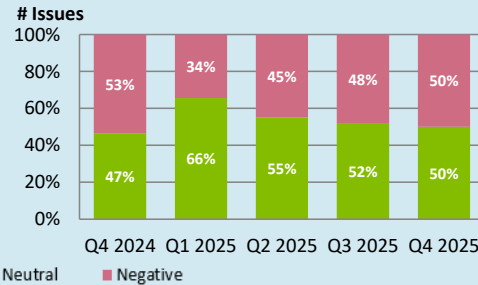
6.1 Timeline: Overall Sentiment



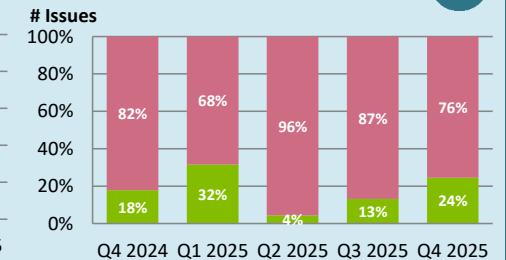
6.2 Timeline: User Involvement

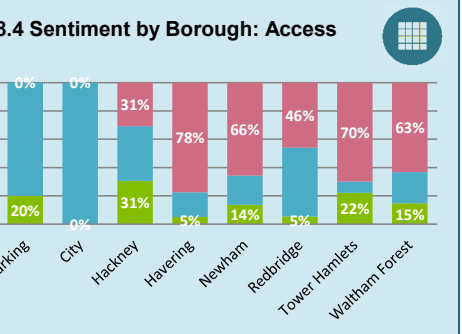
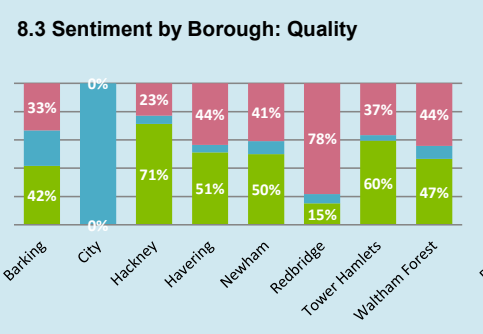
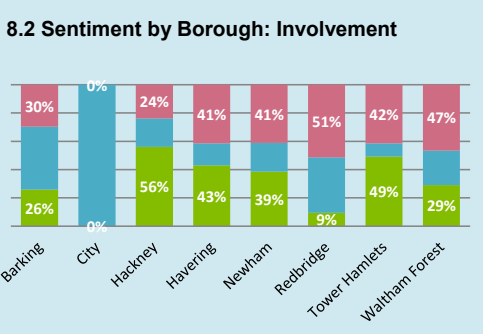
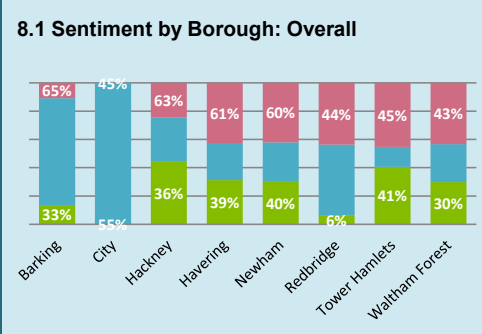
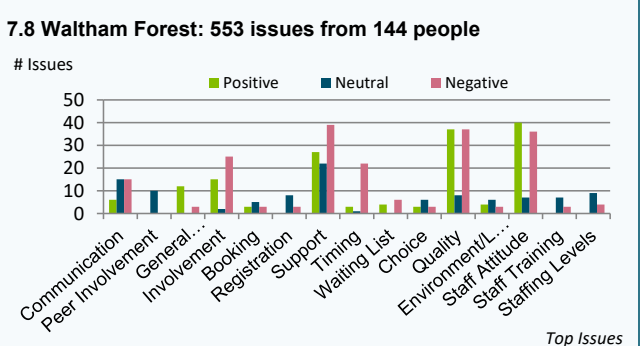
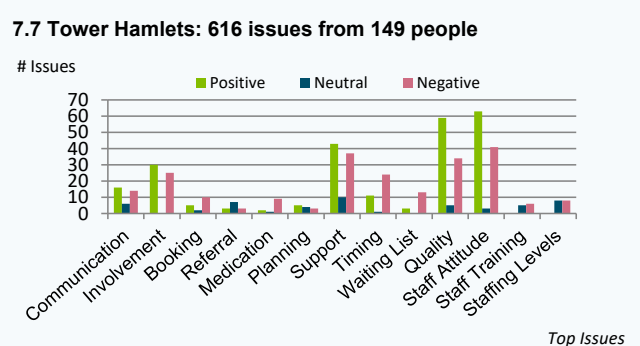
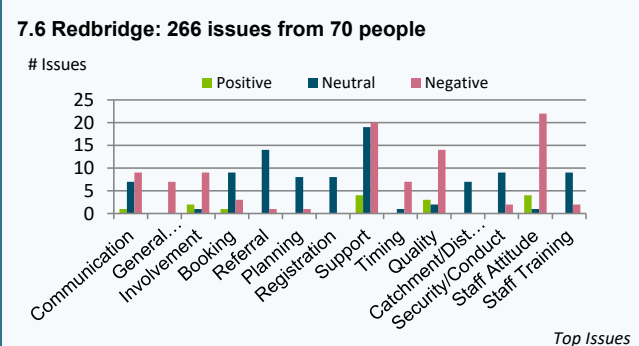
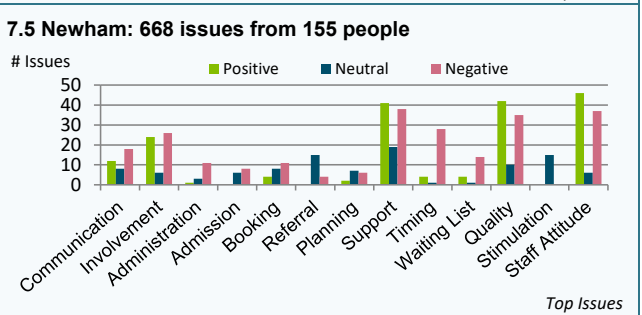
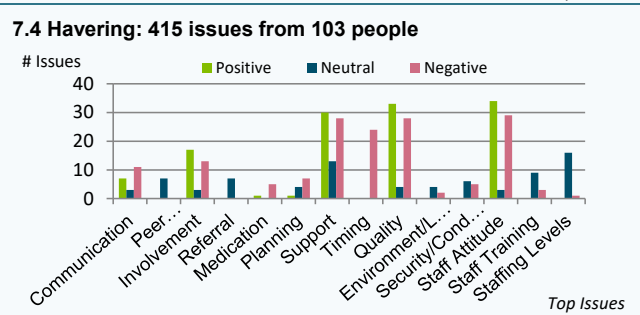
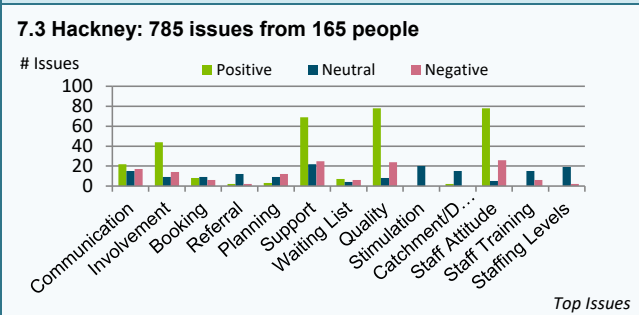
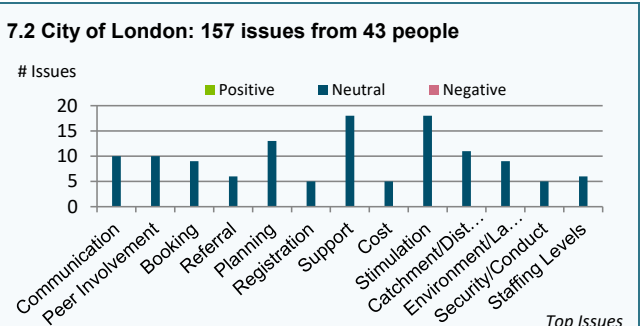
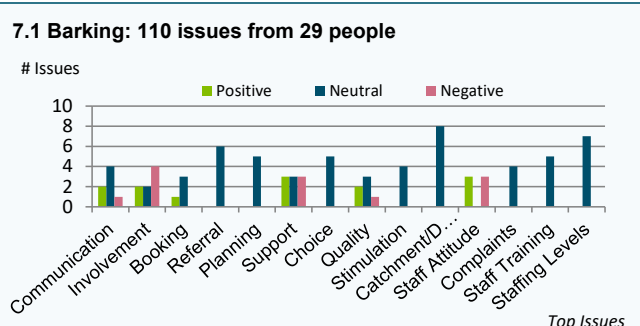
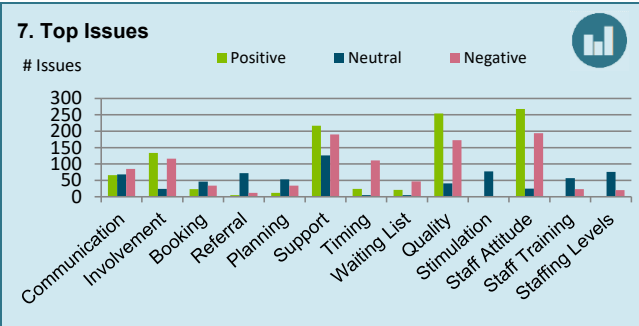


6.3 Timeline: Quality

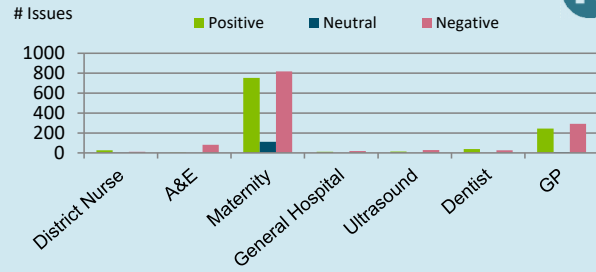


6.4 Timeline: Access

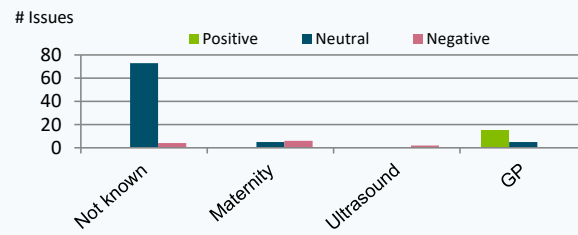




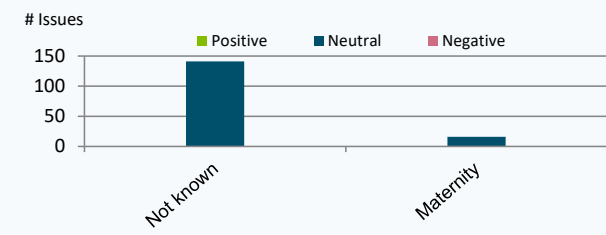
9. Top Services



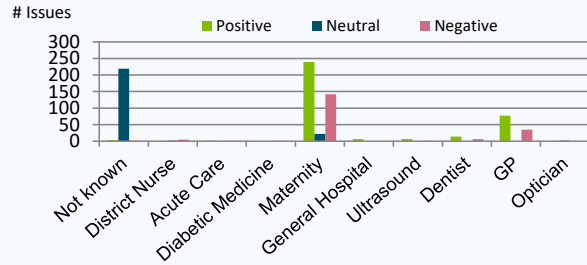
9.1 Top Services: Barking



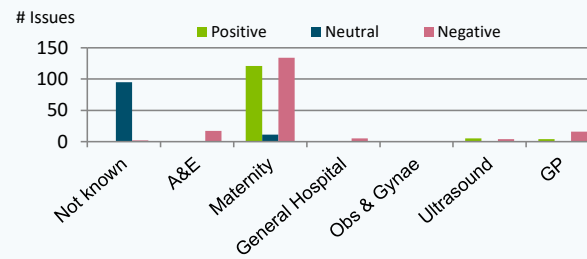
9.2 Top Services: City of London



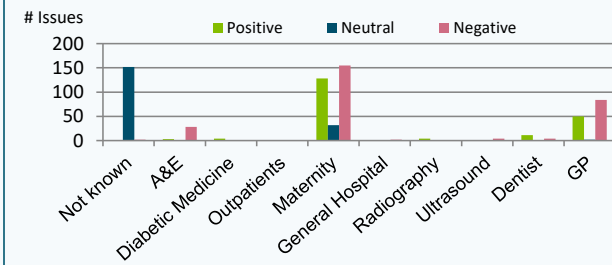
9.3 Top Services: Hackney



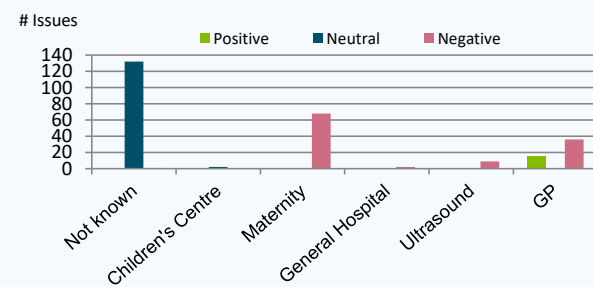
9.4 Top Services: Havering



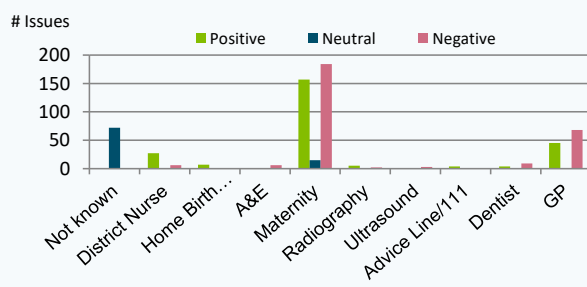
9.5 Top Services: Newham



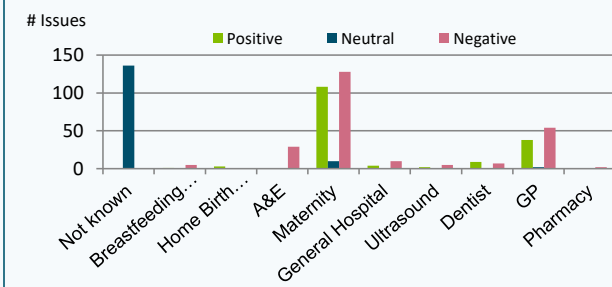
9.6 Top Services: Redbridge



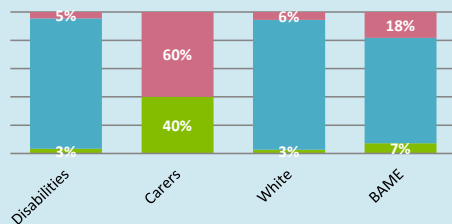
9.7 Top Services: Tower Hamlets



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.	66	68	85
	Carer Involvement	Involvement or influence of carers and family members.	9	25	6
	Peer Involvement	Involvement or Influence of friends.	0	60	0
	General Comment	A generalised statement (ie; "The doctor was good.")	26	1	14
	User Involvement	Involvement or influence of the service user.	134	24	116
Systems	Administration	Administrative processes and delivery.	4	6	35
	Admission	Physical admission to a hospital ward, or other service.	2	10	23
	Booking	Ability to book, reschedule or cancel appointments.	23	46	34
	Cancellations	Cancellation of appointment by the service provider.	0	0	8
	Data Protection	General data protection (including GDPR).	0	0	0
	Referral	Referral to a service.	5	72	12
	Medical Records	Management of medical records.	0	7	1
	Medication	Prescription and management of medicines.	10	4	34
	Opening Times	Opening times of a service.	0	10	0
	Planning	Leadership and general organisation.	12	53	34
	Registration	Ability to register for a service.	2	49	8
	Support	Levels of support provided.	217	126	190
	Telephone	Ability to contact a service by telephone.	1	6	13
	Timing	Physical timing (ie; length of wait at appointments).	24	5	111
Waiting List	Length of wait while on a list.	21	5	47	
Values	Choice	General choice.	6	22	12
	Cost	General cost.	0	33	8
	Language	Language, including terminology.	2	19	2
	Nutrition	Provision of sustenance.	5	15	8
	Privacy	Privacy, personal space and property.	3	2	4
	Quality	General quality of a service, or staff.	254	41	173
	Sensory	Deaf/blind or other sensory issues.	0	3	1
	Stimulation	General stimulation, including access to activities.	0	77	1

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>	5	58	1
	Environment/Layout	<i>Physical environment of a service.</i>	12	30	14
	Equipment	<i>General equipment issues.</i>	0	7	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	8	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	8	0	9
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	3
	Travel/Parking	<i>Ability to travel or park.</i>	1	3	6
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	21	20
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	37	16
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	268	25	194
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	35	6
	Staff Training	<i>Training of staff.</i>	1	57	23
	Staffing Levels	<i>General availability of staff.</i>	0	76	20
	Total:			1123	1146
Total Issues:			3569		

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.

