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

Trends Analysis Report

Community*Insight*

30 August 2022

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.

Reporting Period: 1 April 2020 - 23 August 2022

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)
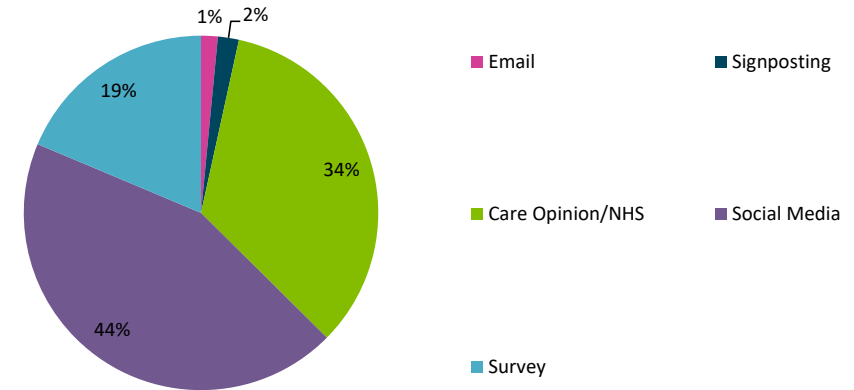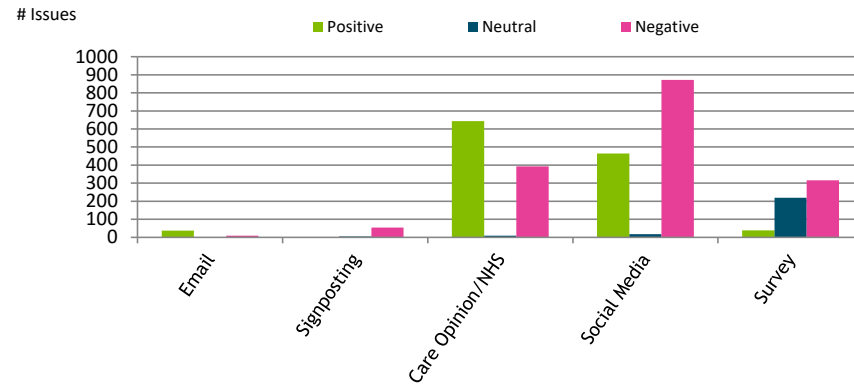
The numbers underpinning the trends.

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: 3220 issues from 770 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sources providing the most comments overall

Pie chart:
- Email: 1%
- Signposting: 2%
- Care Opinion/NHS: 34%
- Social Media: 44%
- Survey: 19%

Legend: ■ Email ■ Signposting ■ Care Opinion/NHS ■ Social Media ■ Survey

1.2 Feedback by Borough

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Pie chart:
- Barking: 9%
- City: 1%
- Hackney: 15%
- Havering: 6%
- Newham: 19%
- Redbridge: 18%
- Tower Hamlets: 16%
- Waltham Forest: 16%

Legend: ■ Barking ■ City ■ Hackney ■ Havering ■ Newham ■ Redbridge ■ Tower Hamlets ■ Waltham Forest
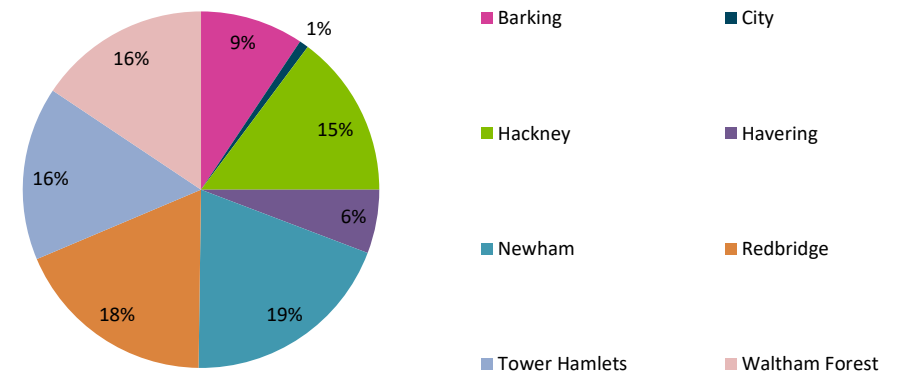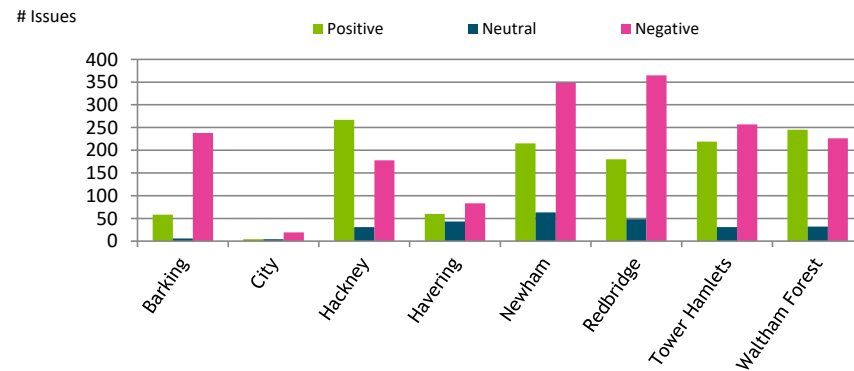
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Bar chart showing service sectors (Community, Hospital, Other Service, Primary Care) with # Issues on the y-axis from 0 to 1400.

Service sectors receiving the most comments overall

Pie chart:
- Community: 3%
- Hospital: 24%
- Other Service: 1%
- Primary Care: 72%

Legend: Community | Hospital | Other Service | Primary Care

2.2 Service Type

Issues

Legend: Positive | Neutral | Negative

Bar chart showing service types (Not known, District Nurse/Health Visitor, A&E, Hospital (Unknown), Paediatrics, Surgical Clinic, Urgent Care Centre, GP) with # Issues on the y-axis from 0 to 1400.

Service type receiving the most comments overall

Pie chart:
- Not known: 1%
- District Nurse/Health Visitor: 1%
- A&E: 16%
- Hospital (Unknown): 1%
- Paediatrics: 5%
- Surgical Clinic: 1%
- Urgent Care Centre: 1%
- GP: 74%

Legend: Not known | District Nurse/Health Visitor | A&E | Hospital (Unknown) | Paediatrics | Surgical Clinic | Urgent Care Centre | GP

4

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories: Asthma, Autism, Children's Health, COVID-19 (General), Digital and Online, Maternity, Mental Health, Respiratory, Vaccination

Pie chart percentages: 1%, 3%, 1%, 1%, 1%, 2%, 2%, 5%, 84%

Legend:
- Asthma
- Autism
- Children's Health
- COVID-19 (General)
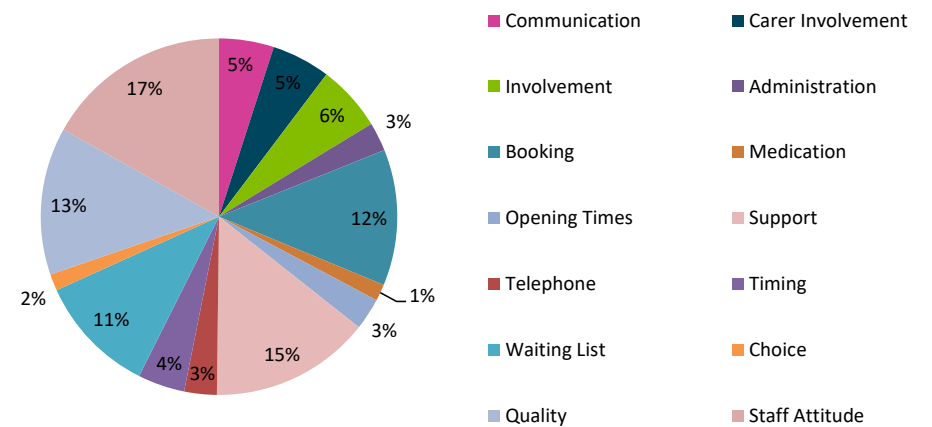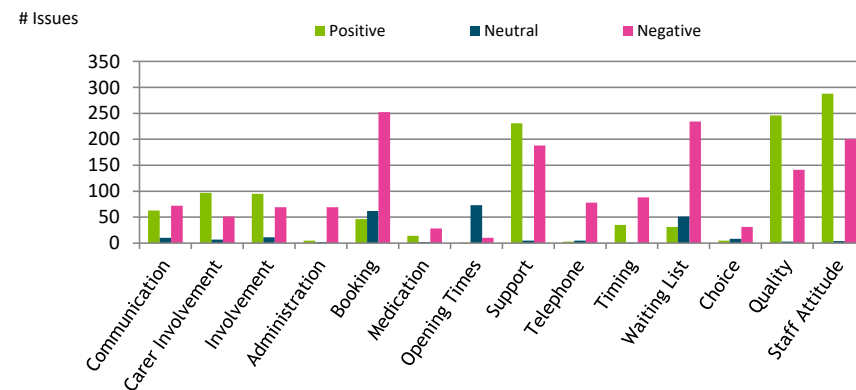- Digital and Online
- Maternity
- Mental Health
- Respiratory
- Vaccination
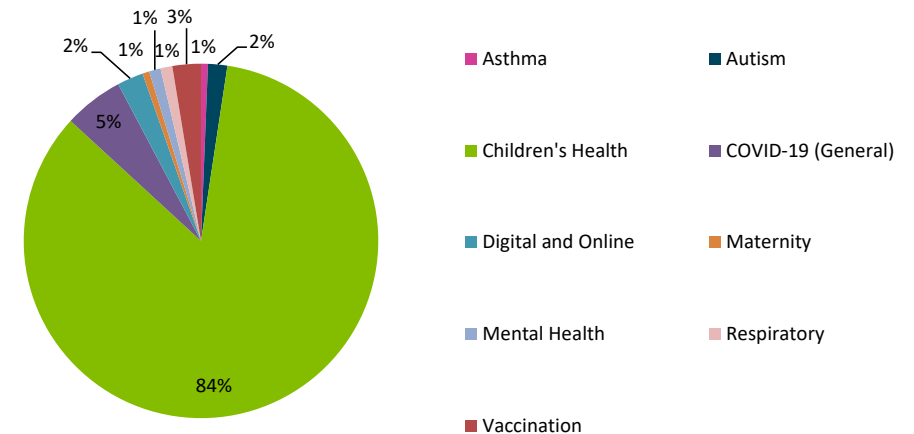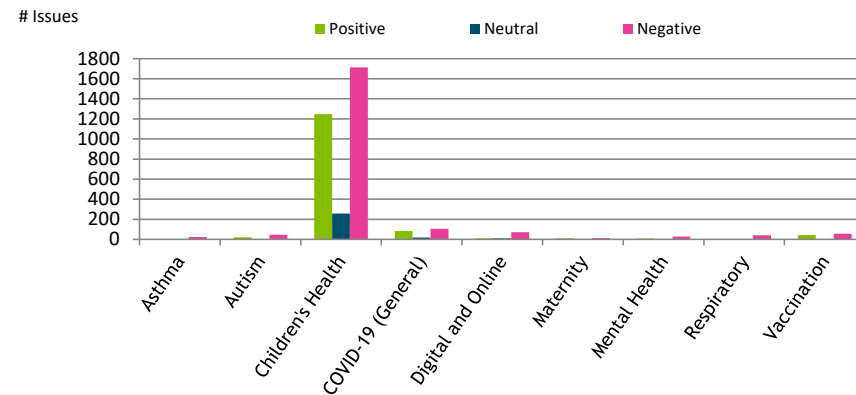
Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 3220 issues from 770 people

Issues

Legend: Positive, Neutral, Negative

Categories: Communication, Carer Involvement, Involvement, Administration, Booking, Medication, Opening Times, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Pie chart percentages: 5%, 5%, 6%, 3%, 12%, 1%, 3%, 15%, 3%, 4%, 11%, 2%, 13%, 17%

Legend:
- Communication
- Carer Involvement
- Involvement
- Administration
- Booking
- Medication
- Opening Times
- Support
- Telephone
- Timing
- Waiting List
- Choice
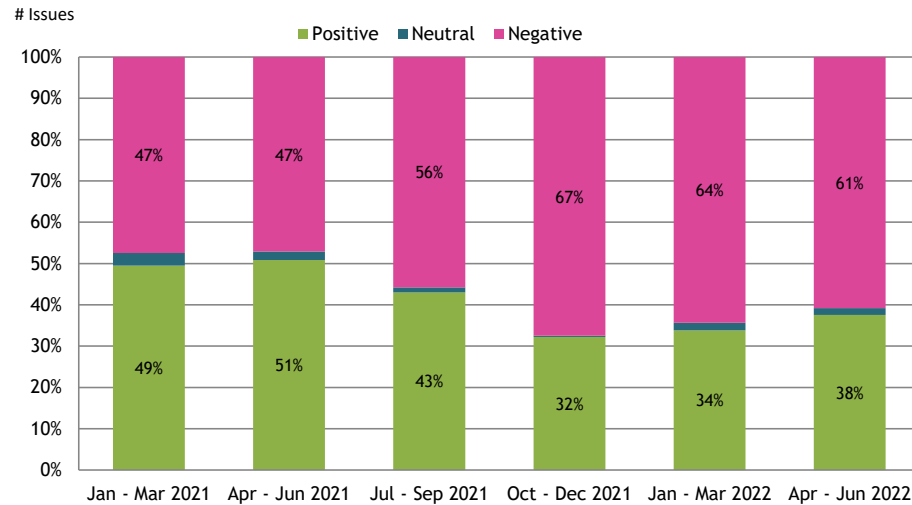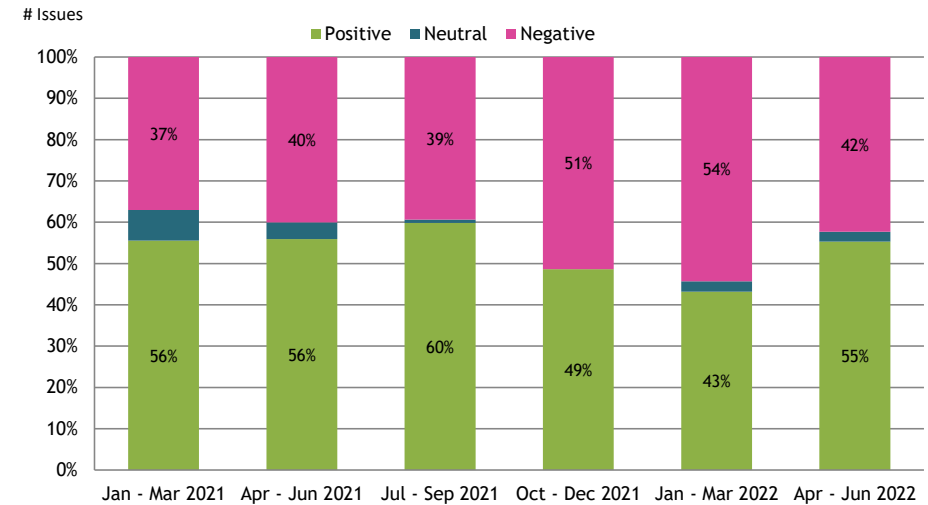- Quality
- Staff Attitude

Issues receiving the most comments overall

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

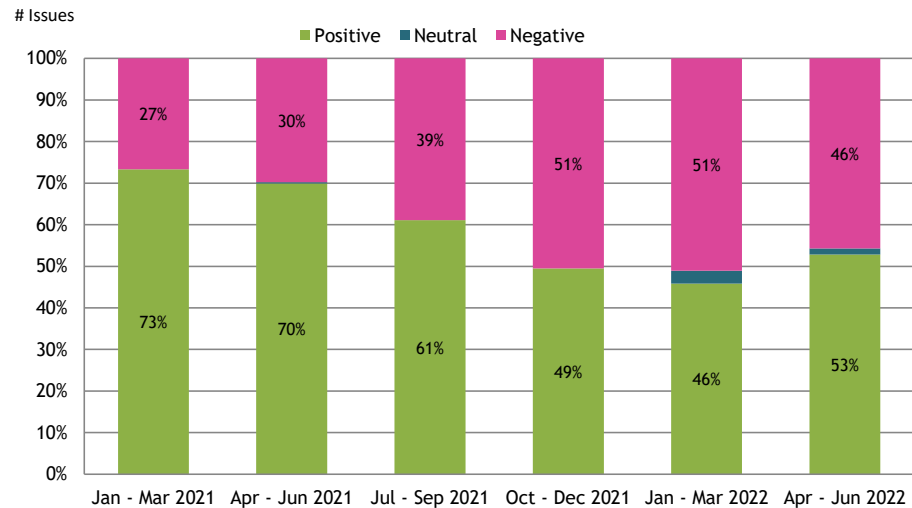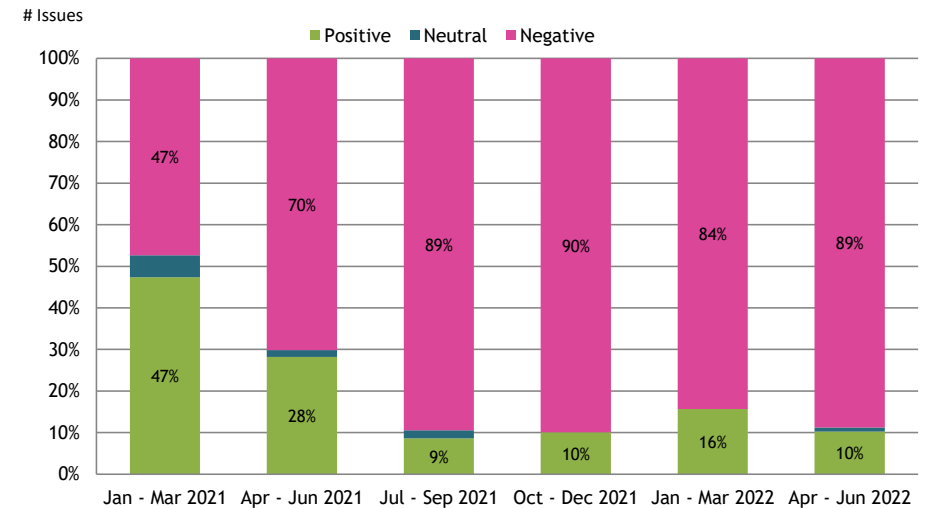## 4.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan - Mar 2021	49%	47%
Apr - Jun 2021	51%	47%
Jul - Sep 2021	43%	56%
Oct - Dec 2021	32%	67%
Jan - Mar 2022	34%	64%
Apr - Jun 2022	38%	61%

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

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan - Mar 2021	56%	37%
Apr - Jun 2021	56%	40%
Jul - Sep 2021	60%	39%
Oct - Dec 2021	49%	51%
Jan - Mar 2022	43%	54%
Apr - Jun 2022	55%	42%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan - Mar 2021	73%	27%
Apr - Jun 2021	70%	30%
Jul - Sep 2021	61%	39%
Oct - Dec 2021	49%	51%
Jan - Mar 2022	46%	51%
Apr - Jun 2022	53%	46%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan - Mar 2021	47%	47%
Apr - Jun 2021	28%	70%
Jul - Sep 2021	9%	89%
Oct - Dec 2021	10%	90%
Jan - Mar 2022	16%	84%
Apr - Jun 2022	10%	89%

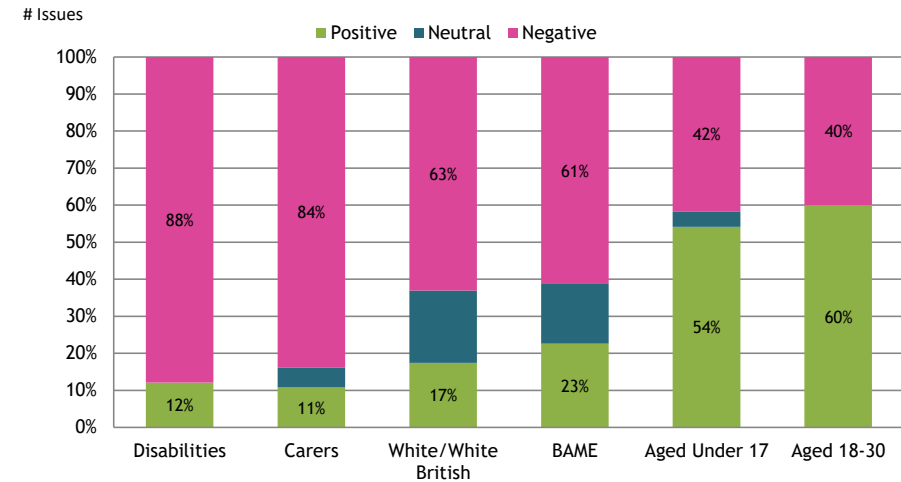# 5. By Borough: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	19%	79%
City	15%	70%
Hackney	56%	37%
Havering	32%	45%
Newham	34%	56%
Redbridge	30%	62%
Tower Hamlets	43%	51%
Waltham Forest	49%	45%

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

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	32%	67%
City	17%	83%
Hackney	64%	32%
Havering	60%	26%
Newham	46%	50%
Redbridge	50%	49%
Tower Hamlets	54%	40%
Waltham Forest	68%	30%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	46%	54%
City	67%	33%
Hackney	74%	25%
Havering	57%	37%
Newham	52%	46%
Redbridge	50%	50%
Tower Hamlets	65%	35%
Waltham Forest	71%	29%

5.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	3%	94%
City	9%	73%
Hackney	26%	60%
Havering	6%	64%
Newham	16%	66%
Redbridge	4%	81%
Tower Hamlets	15%	77%
Waltham Forest	21%	72%

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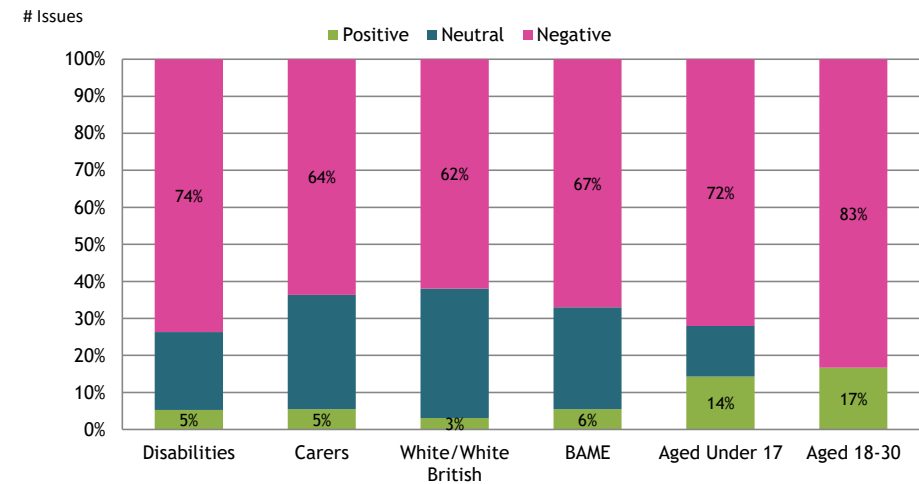
6.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	8%	75%
Carers	8%	66%
White/White British	8%	56%
BAME	9%	57%
Aged Under 17	39%	52%
Aged 18-30	35%	65%

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

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	12%	88%
Carers	11%	84%
White/White British	17%	63%
BAME	23%	61%
Aged Under 17	54%	42%
Aged 18-30	60%	40%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	22%	78%
Carers	30%	60%
White/White British	53%	47%
BAME	31%	69%
Aged Under 17	62%	37%
Aged 18-30	50%	50%

6.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	5%	74%
Carers	5%	64%
White/White British	3%	62%
BAME	6%	67%
Aged Under 17	14%	72%
Aged 18-30	17%	83%

7. Trends by Borough: Barking

7.1 Service Sector

Issues

Legend: Positive · Neutral · Negative

Categories: Community Service, Hospital Service, Primary Care Service

Y-axis: 0, 50, 100, 150, 200, 250
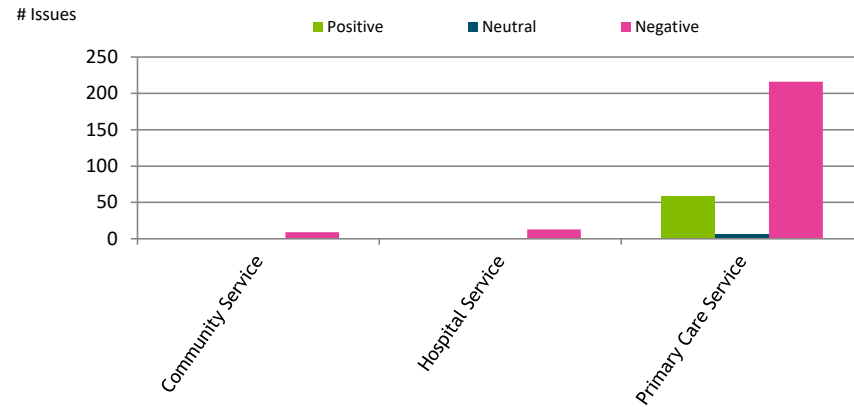
Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: Positive · Neutral · Negative

Categories: Occupational Therapy, Mental Health, Ophthalmology, GP

Y-axis: 0, 50, 100, 150, 200, 250
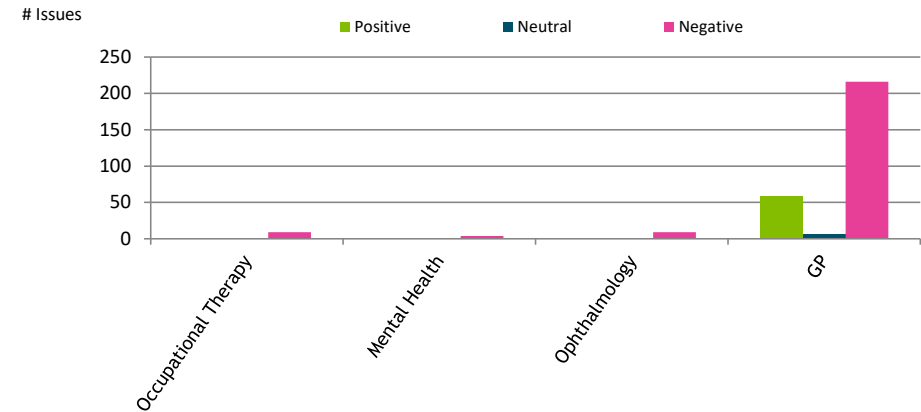
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: Positive · Neutral · Negative

Categories: Asthma, Autism, Cancer, Children's Health, COVID-19 (General), Digital and Online, Eye Health, Respiratory, Speech, Vaccination

Y-axis: 0, 50, 100, 150, 200, 250
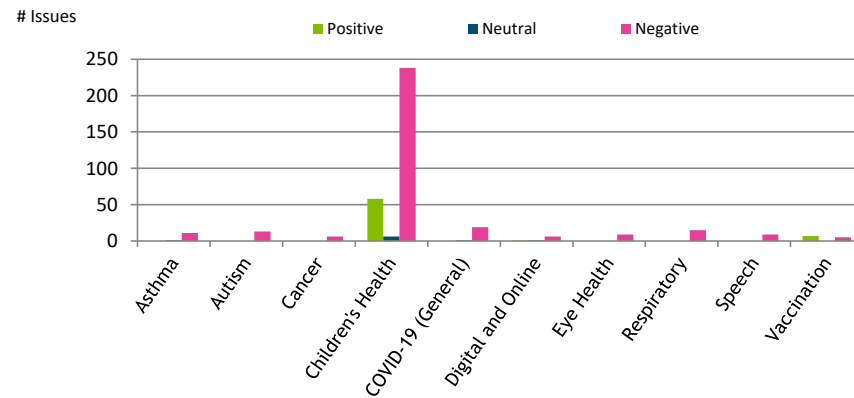
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 302 issues from 72 people

Issues

Legend: Positive · Neutral · Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Y-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50

Issues receiving the most comments overall

7.5 Service Sector

Issues

Service sectors receiving the most comments overall

7.6 Service Type
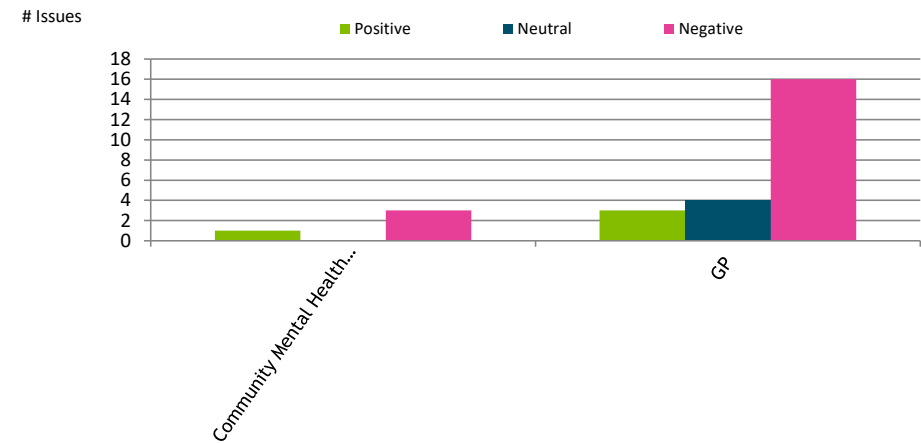
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
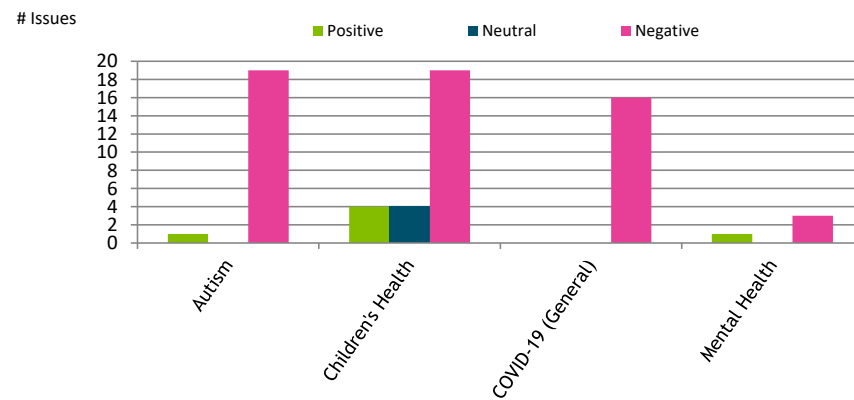
Issues

Medical conditions/topics receiving the most comments overall

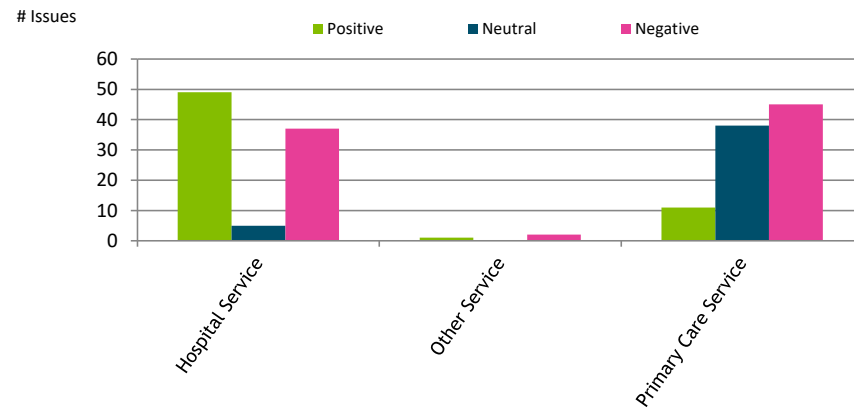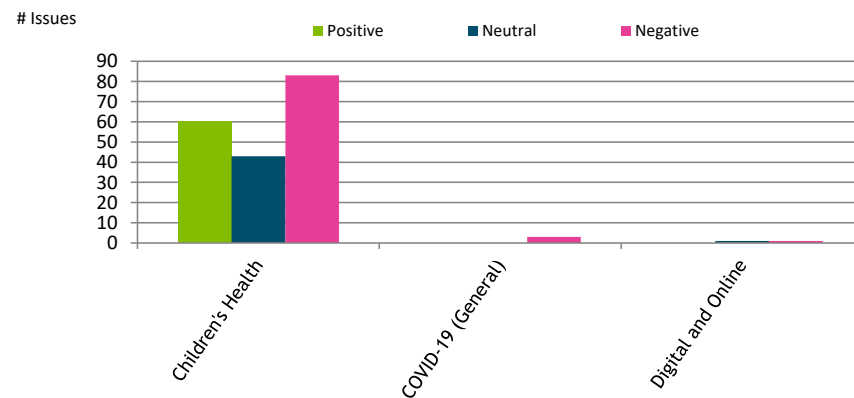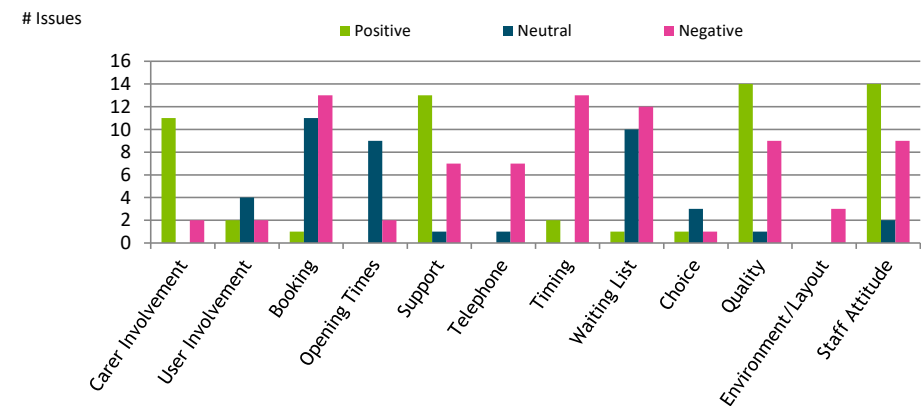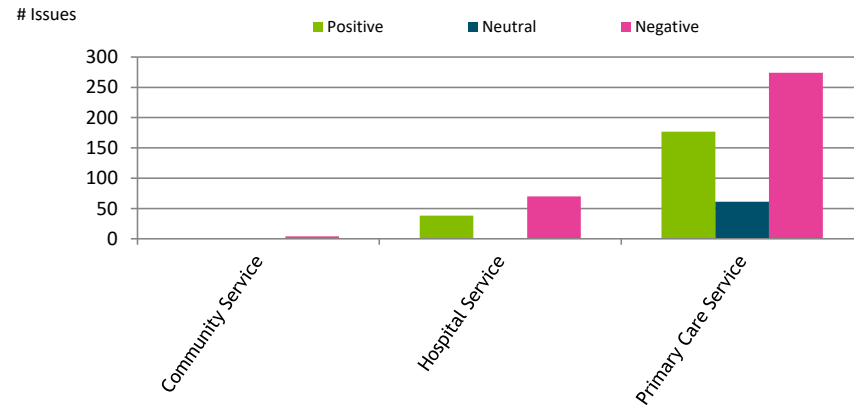### 7.8 Top Trends: 27 issues from 6 people

Issues

Issues receiving the most comments overall

7.9 Service Sector
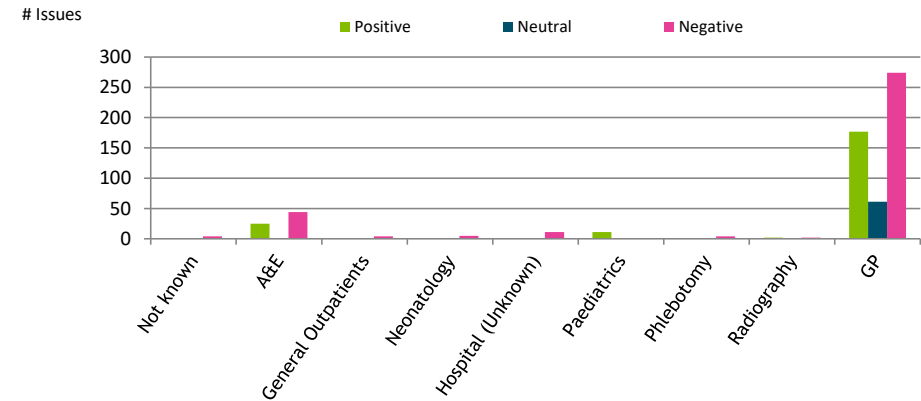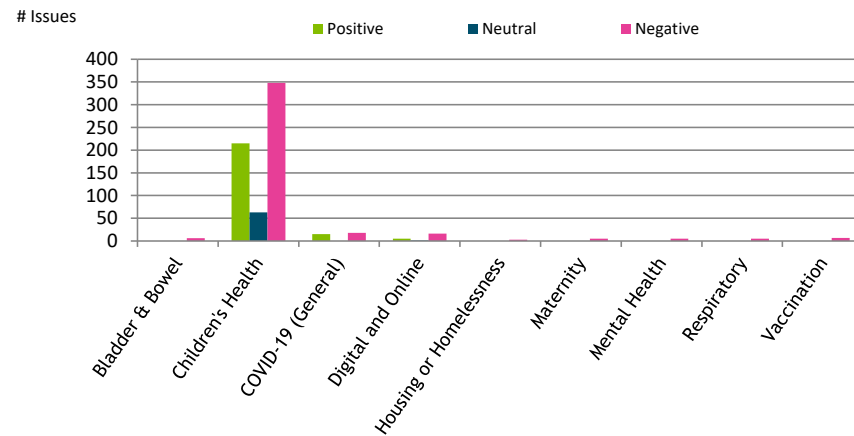
Issues

Service sectors receiving the most comments overall

7.10 Service Type
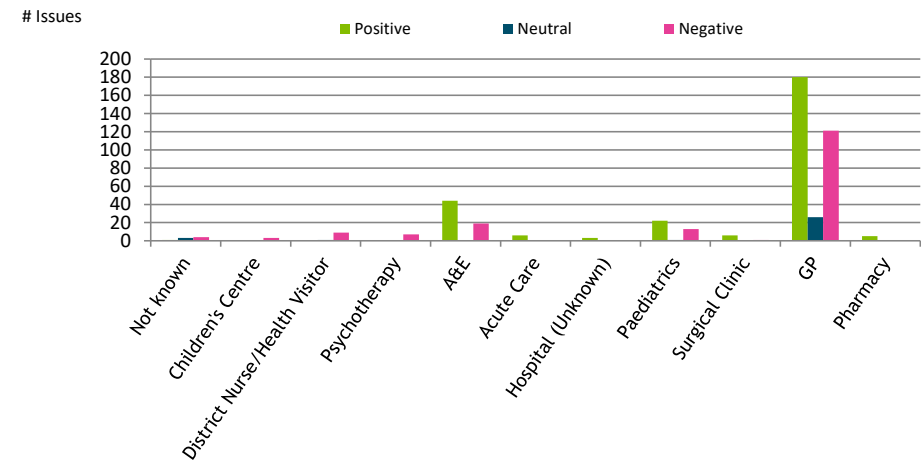
Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics
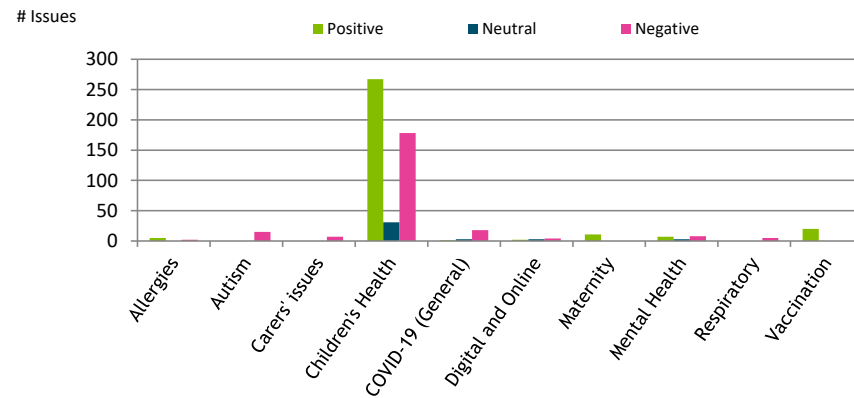
Issues

Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 476 issues from 97 people

Issues

Issues receiving the most comments overall

11

7.13 Service Sector

Issues

Service sectors receiving the most comments overall

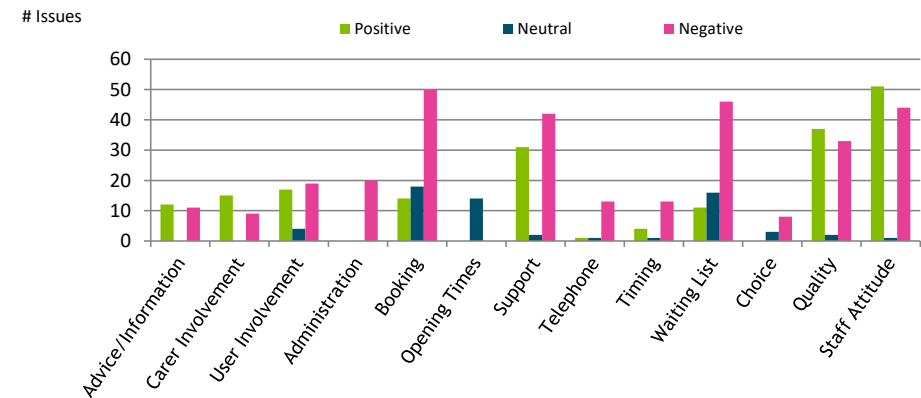## 7.14 Service Type
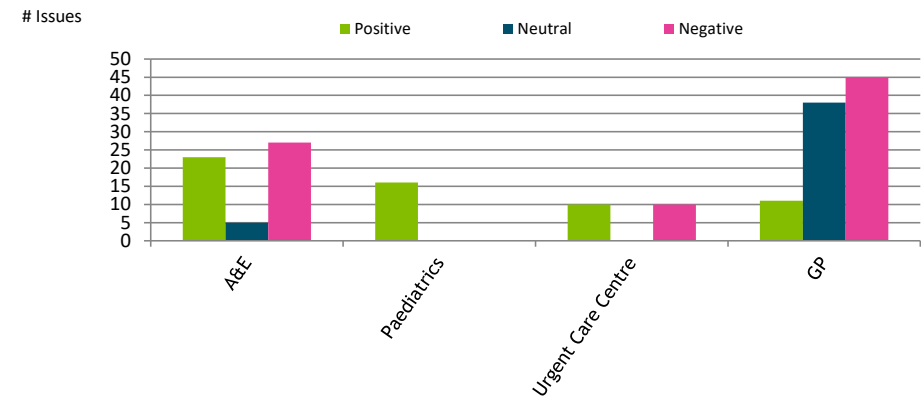
Issues

Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
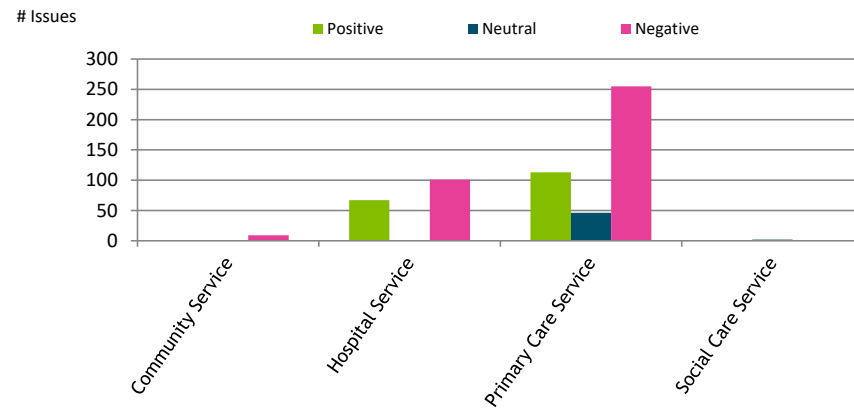
7.16 Top Trends: 186 issues from 59 people

Issues

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: 626 issues from 154 people

Issues

Issues receiving the most comments overall
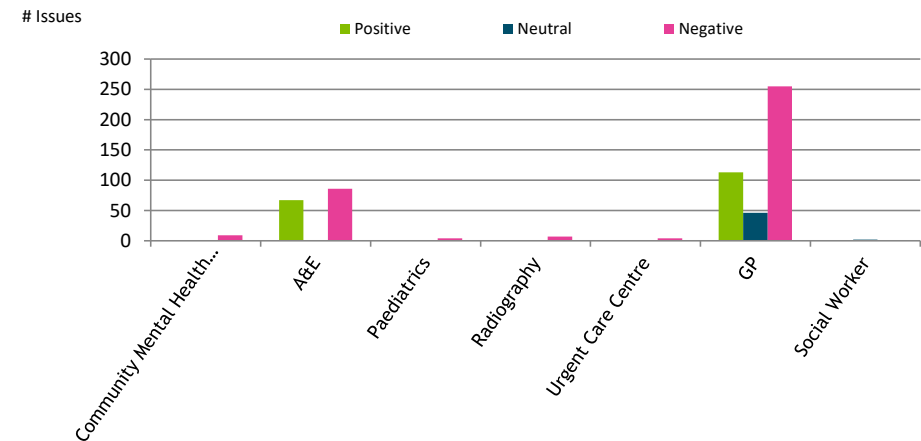
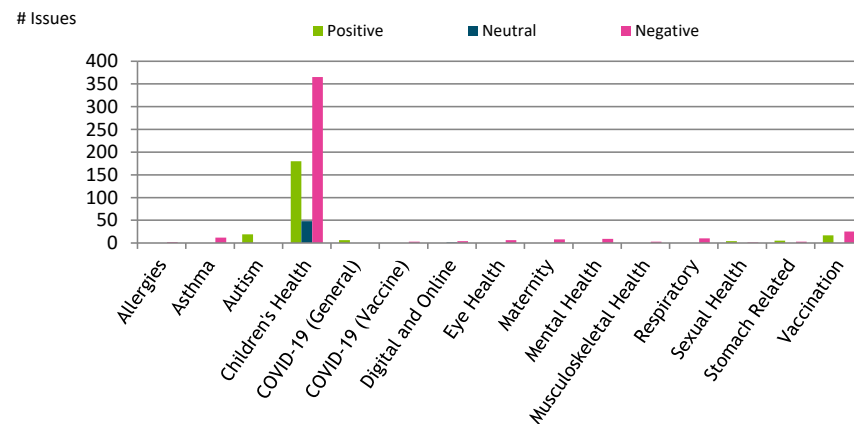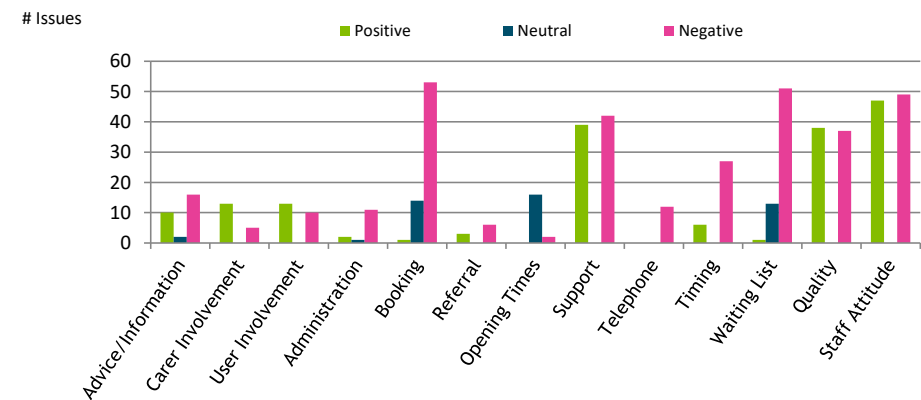# 7. Trends by Borough: Redbridge

7.21 Service Sector

Issues

Legend: Positive, Neutral, Negative

Service sectors receiving the most comments overall

7.22 Service Type

Issues

Legend: Positive, Neutral, Negative

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 593 issues from 152 people

Issues

Legend: Positive, Neutral, Negative

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

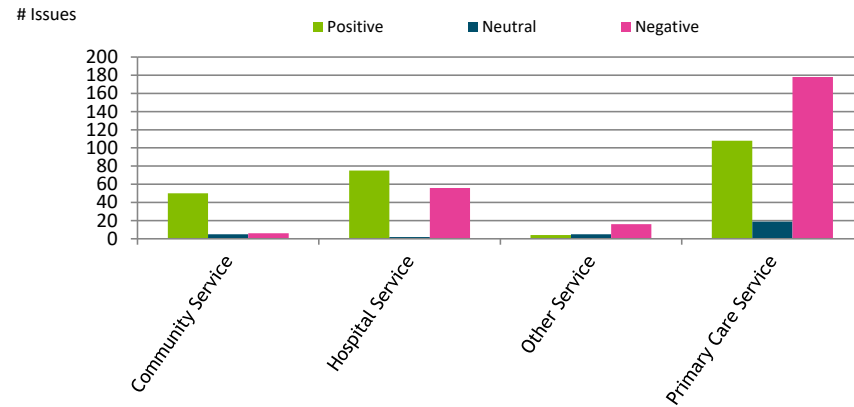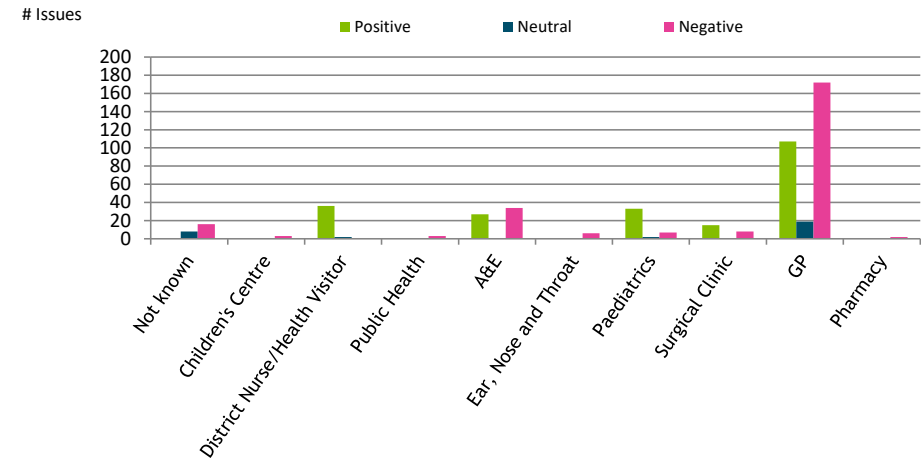### 7.28 Top Trends: 507 issues from 122 people

Issues

Issues receiving the most comments overall

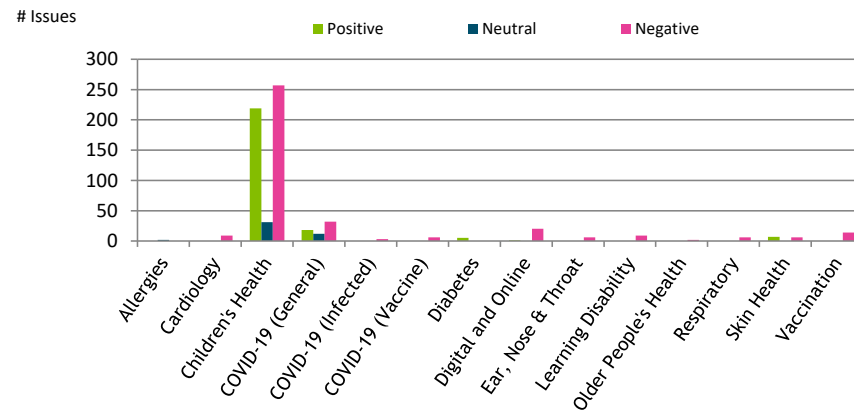## 7.29 Service Sector

Issues

Service sectors receiving the most comments overall
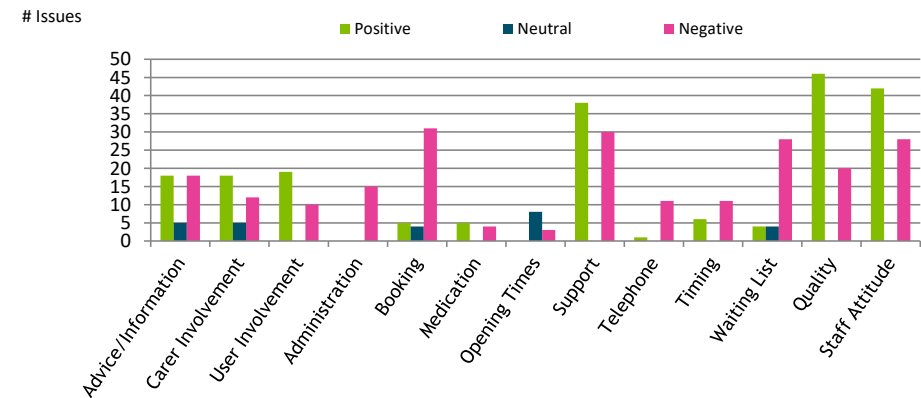
7.30 Service Type

Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

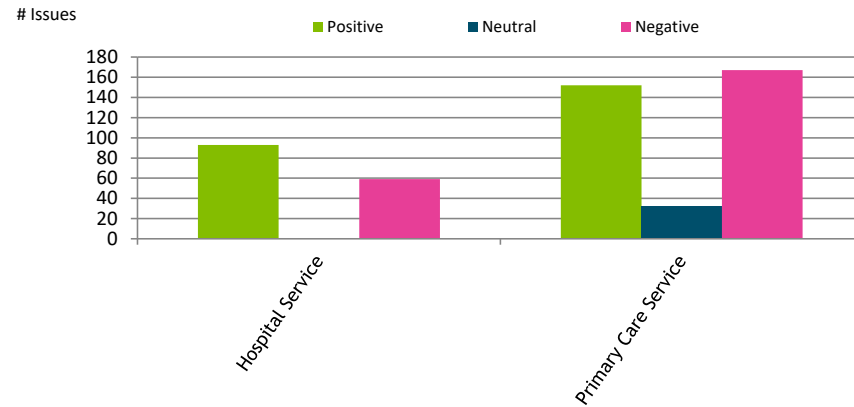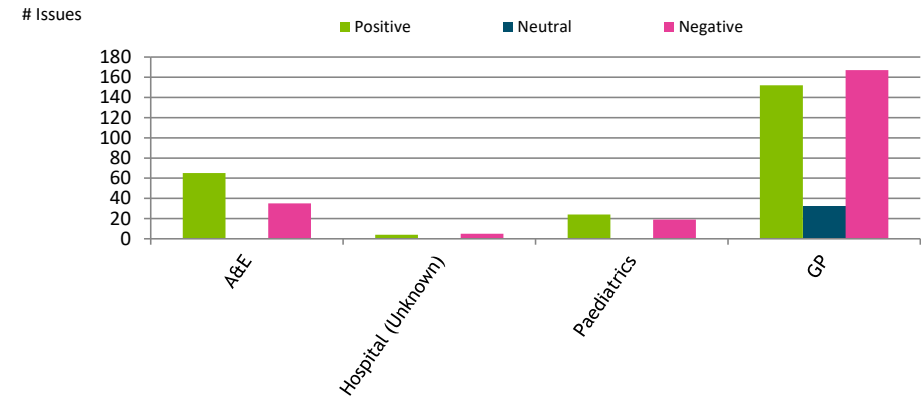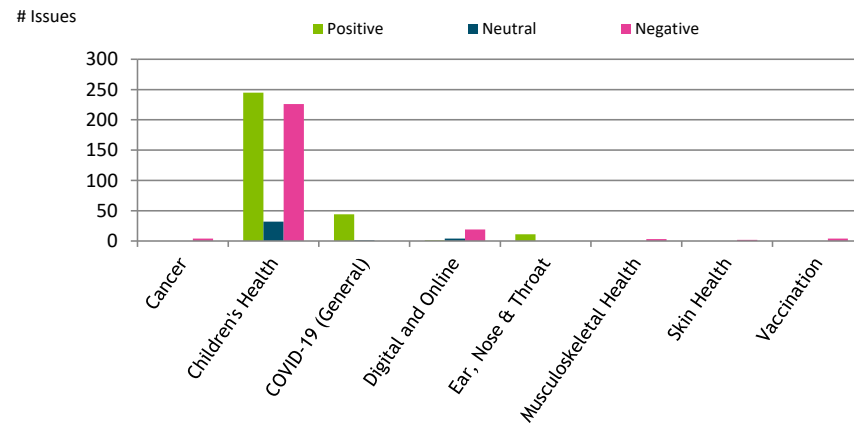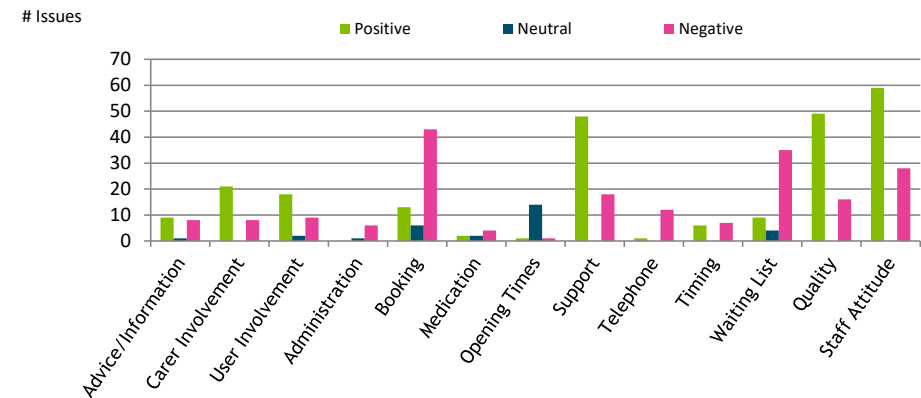## 7.32 Top Trends: 503 issues from 108 people

Issues

Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	63	10	72	145
	Carer Involvement	*Involvement or influence of carers and family members.*	97	7	51	155
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	9	3	9	21
	User Involvement	*Involvement or influence of the service user.*	95	11	69	175
Systems	Administration	*Administrative processes and delivery.*	5	2	69	76
	Admission	*Physical admission to a hospital ward, or other service.*	3	1	2	6
	Booking	*Ability to book, reschedule or cancel appointments.*	46	62	252	360
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	17	17
	Data Protection	*General data protection (including GDPR).*	0	0	2	2
	Referral	*Referral to a service.*	8	1	18	27
	Medical Records	*Management of medical records.*	1	1	3	5
	Medication	*Prescription and management of medicines.*	14	2	28	44
	Opening Times	*Opening times of a service.*	1	73	10	84
	Planning	*Leadership and general organisation.*	11	1	17	29
	Registration	*Ability to register for a service.*	1	2	20	23
	Support	*Levels of support provided.*	231	5	188	424
	Telephone	*Ability to contact a service by telephone.*	3	5	78	86
	Timing	*Physical timing (ie; length of wait at appointments).*	35	1	88	124
	Waiting List	*Length of wait while on a list.*	31	51	234	316
Values	Choice	*General choice.*	5	8	31	44
	Cost	*General cost.*	0	0	2	2
	Language	*Language, including terminology.*	0	1	5	6
	Nutrition	*Provision of sustanance.*	2	0	4	6
	Privacy	*Privacy, personal space and property.*	1	0	3	4
	Quality	*General quality of a service, or staff.*	246	3	141	390
	Sensory	*Deaf/blind or other sensory issues.*	1	0	4	5
	Stimulation	*General stimulation, including access to activities.*	18	0	2	20

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).*	0	4	6	10
	Environment/Layout	*Physical environment of a service.*	15	0	24	39
	Equipment	*General equipment issues.*	4	0	7	11
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	8	0	4	12
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	6	9
	Mobility	*Physical mobility to, from and within services.*	0	0	3	3
	Travel/Parking	*Ability to travel or park.*	0	0	2	2
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	17	17
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	5	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	288	4	200	492
	Complaints	*Ability to log and resolve a complaint.*	2	0	11	13
	Staff Training	*Training of staff.*	0	0	5	5
	Staffing Levels	*General availability of staff.*	1	0	5	6
	Total:		**1248**	**258**	**1714**	**3220**

Community*Insight* CRM