Maternity 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 maternity services.

Reporting Period: 1 April 2021 - 31 March 2023

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)
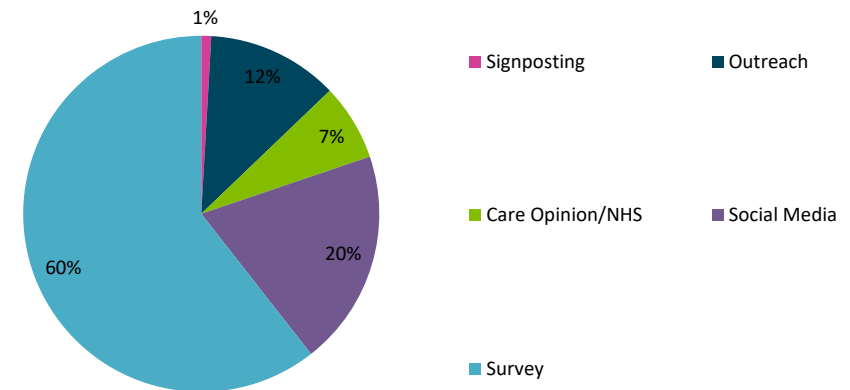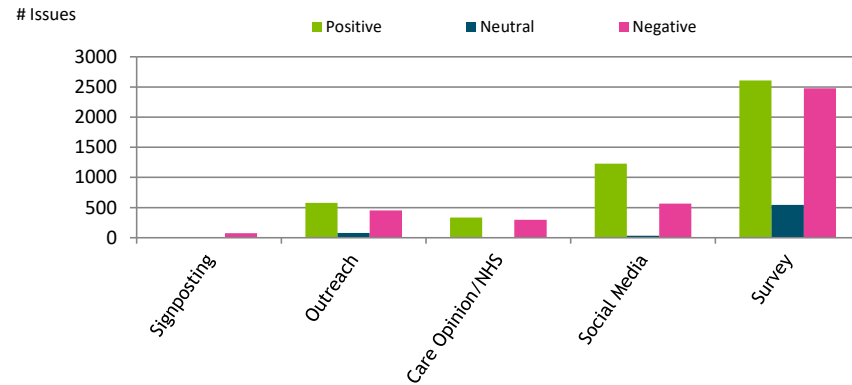
The numbers underpinning the trends.

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.
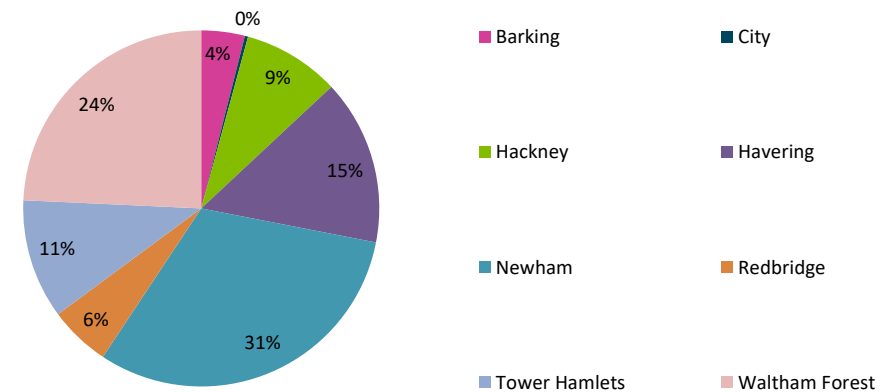
1.1 Source: 9345 issues from 2106 people

Issues

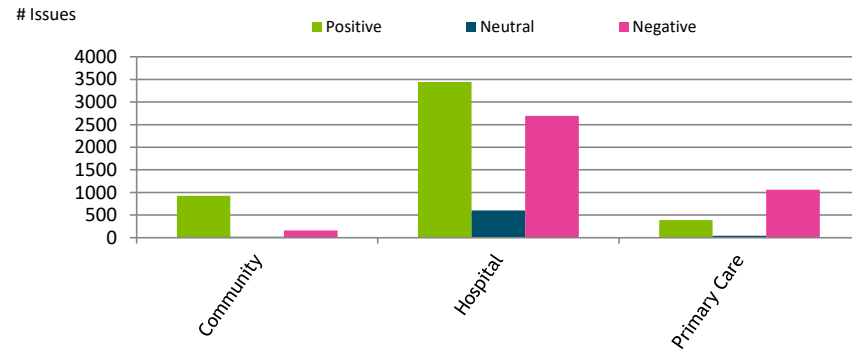*Sources providing the most comments overall*

1.2 Feedback by Borough

Issues
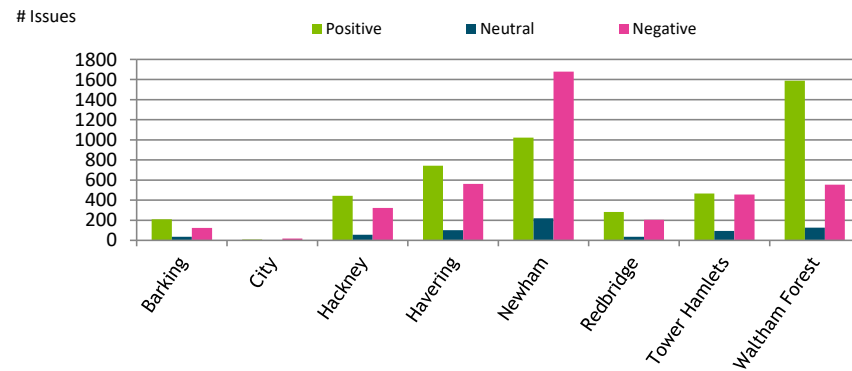
2. Which services are people most commenting on?
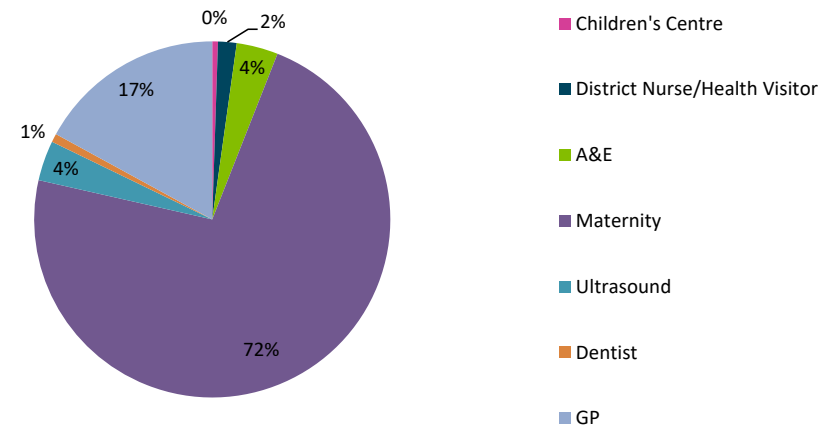
2.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Bar chart showing Community, Hospital, Primary Care on the x-axis with values ranging from 0 to 4000.

Pie chart:
- Community 12%
- Hospital 72%
- Primary Care 16%
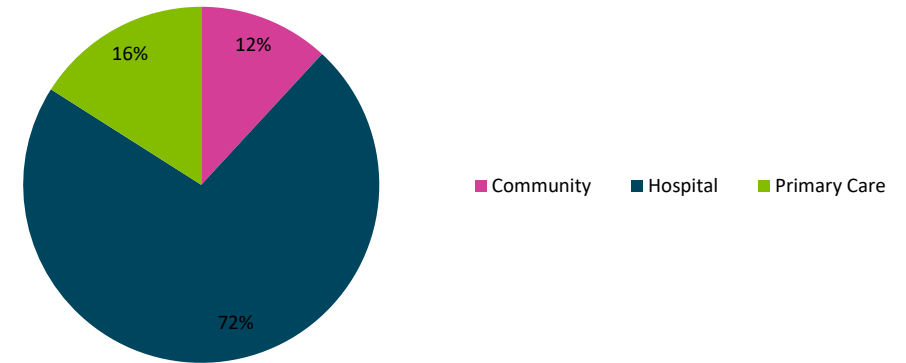
Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart showing Children's Centre, District Nurse/Health Visitor, A&E, Maternity, Ultrasound, Dentist, GP on the x-axis with values ranging from 0 to 3500.

Pie chart:
- Children's Centre 0%
- District Nurse/Health Visitor 2%
- A&E 4%
- Maternity 72%
- Ultrasound 4%
- Dentist 1%
- GP 17%
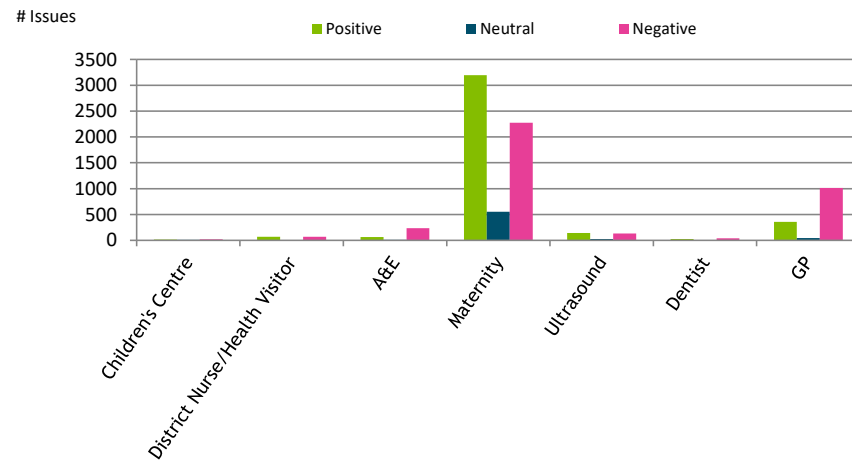
Service type receiving the most comments overall
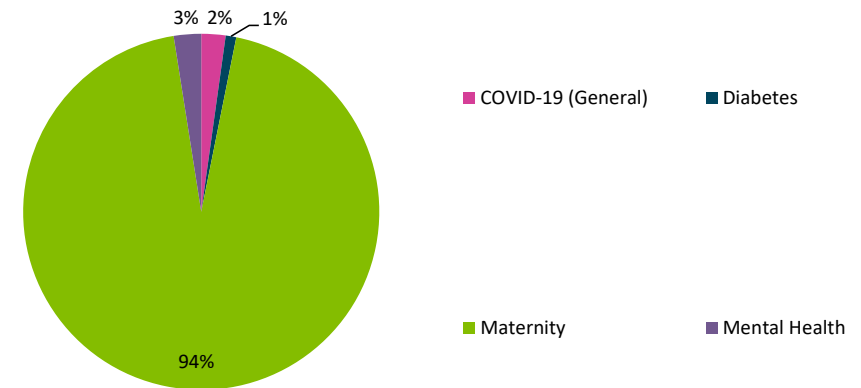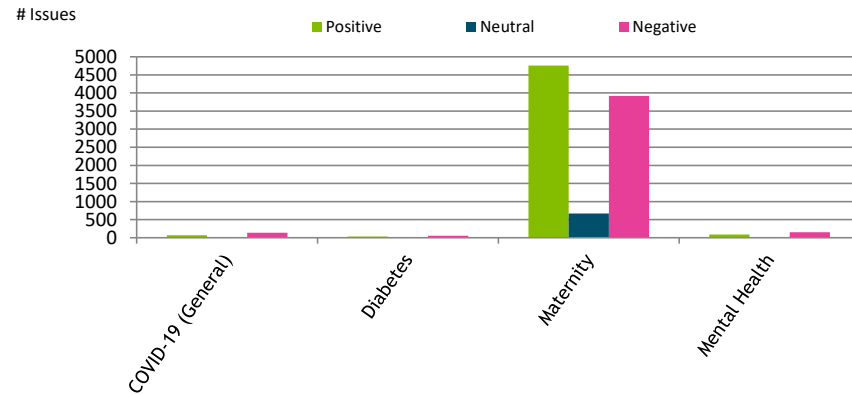
3. Which service aspects are people most commenting on?

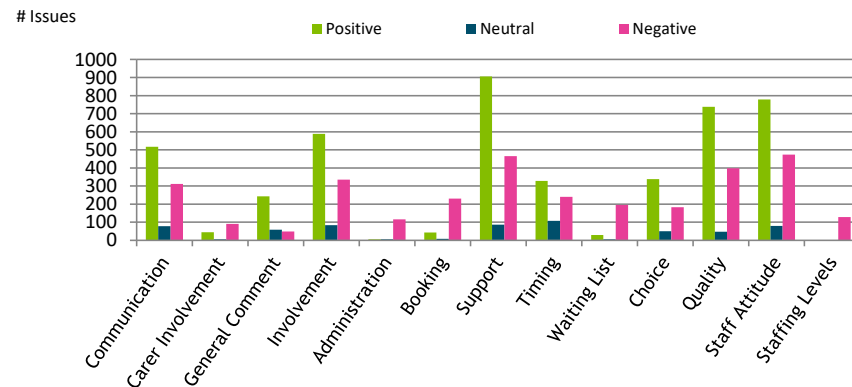### 3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories: COVID-19 (General), Diabetes, Maternity, Mental Health

Medical conditions/topics receiving the most comments overall

Pie chart:
- COVID-19 (General)
- Diabetes
- Maternity — 94%
- Mental Health
- 3%, 2%, 1%

3.2 Top Trends: 9345 issues from 2106 people

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart:
- Communication — 11%
- Carer Involvement — 2%
- General Comment — 4%
- Involvement — 12%
- Administration — 1%
- Booking — 3%
- Support — 17%
- Timing — 8%
- Waiting List — 3%
- Choice — 7%
- Quality — 14%
- Staff Attitude — 16%
- Staffing Levels — 2%
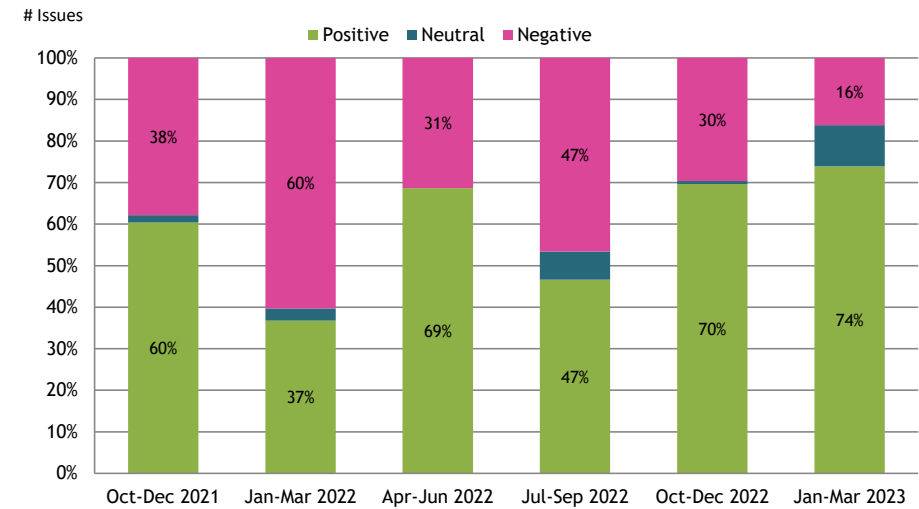
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

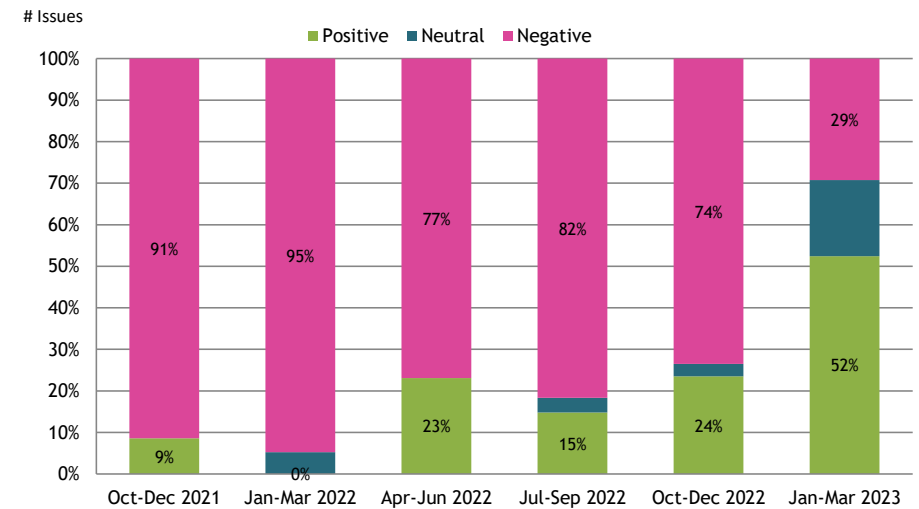Legend: Positive | Neutral | Negative

Period	Positive	Negative
Oct-Dec 2021	51%	47%
Jan-Mar 2022	29%	69%
Apr-Jun 2022	59%	41%
Jul-Sep 2022	43%	50%
Oct-Dec 2022	63%	35%
Jan-Mar 2023	65%	24%

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

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Oct-Dec 2021	60%	38%
Jan-Mar 2022	37%	60%
Apr-Jun 2022	69%	31%
Jul-Sep 2022	47%	47%
Oct-Dec 2022	70%	30%
Jan-Mar 2023	74%	16%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Oct-Dec 2021	63%	33%
Jan-Mar 2022	39%	61%
Apr-Jun 2022	71%	29%
Jul-Sep 2022	58%	36%
Oct-Dec 2022	74%	24%
Jan-Mar 2023	68%	25%

4.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

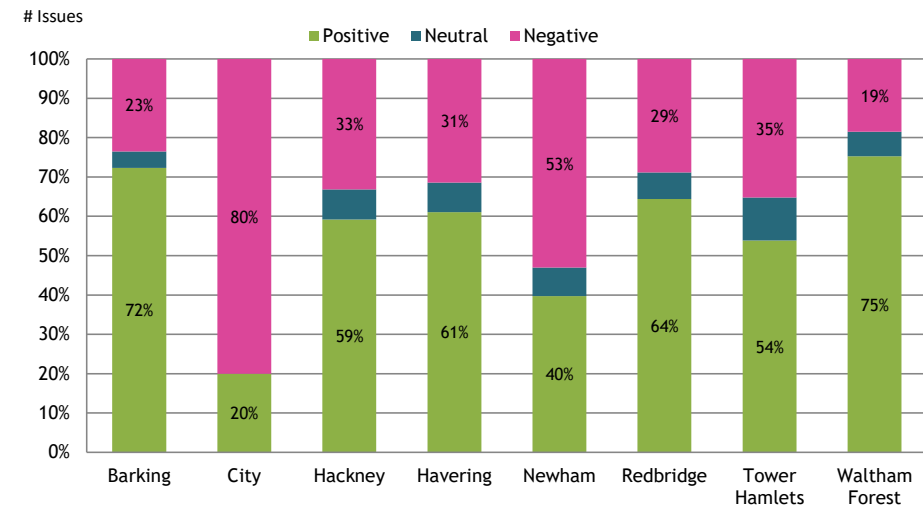| Period	Positive	Negative
Oct-Dec 2021	9%	91%
Jan-Mar 2022	0%	95%
Apr-Jun 2022	23%	77%
Jul-Sep 2022	15%	82%
Oct-Dec 2022	24%	74%
Jan-Mar 2023	52%	29%

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

5.1 How do people feel about services overall?
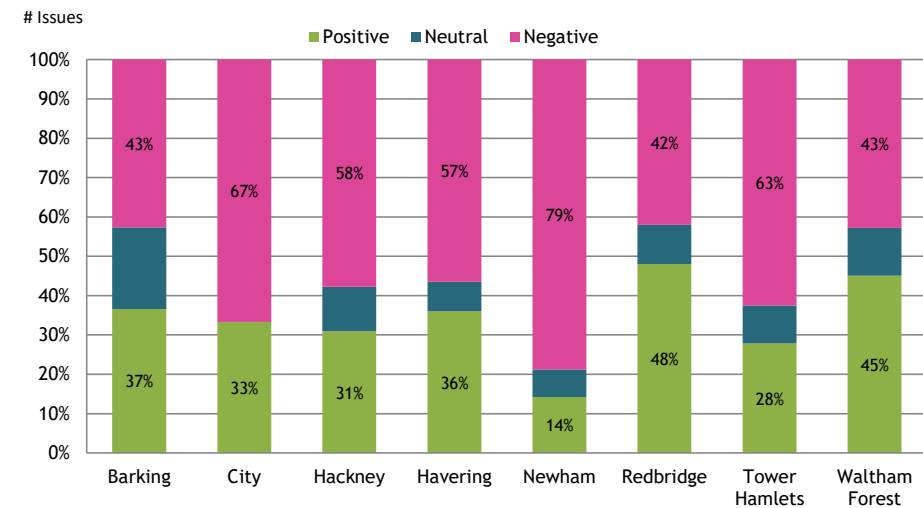
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	57%	33%
City	30%	67%
Hackney	54%	39%
Havering	53%	40%
Newham	35%	58%
Redbridge	54%	39%
Tower Hamlets	46%	45%
Waltham Forest	70%	24%

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	72%	23%
City	20%	80%
Hackney	59%	33%
Havering	61%	31%
Newham	40%	53%
Redbridge	64%	29%
Tower Hamlets	54%	35%
Waltham Forest	75%	19%

5.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	40%	40%
City	33%	67%
Hackney	69%	26%
Havering	62%	32%
Newham	42%	51%
Redbridge	47%	51%
Tower Hamlets	57%	37%
Waltham Forest	83%	15%

5.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	37%	43%
City	33%	67%
Hackney	31%	58%
Havering	36%	57%
Newham	14%	79%
Redbridge	48%	42%
Tower Hamlets	28%	63%
Waltham Forest	45%	43%

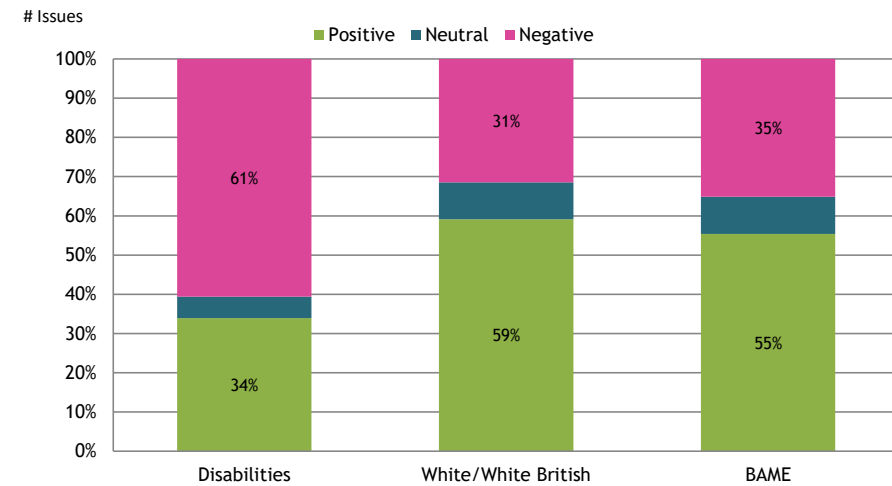## 6. Equalities: On the whole, how do people feel about Health and Care services?

6.1 How do people feel about services overall?
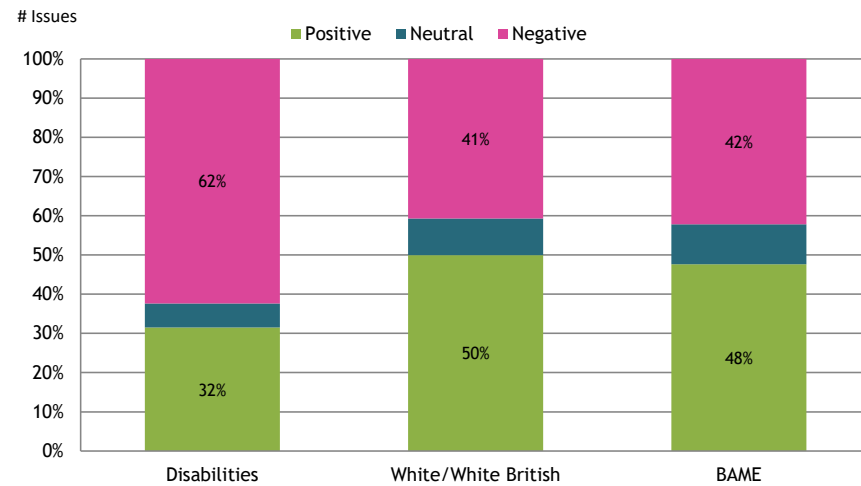
Issues

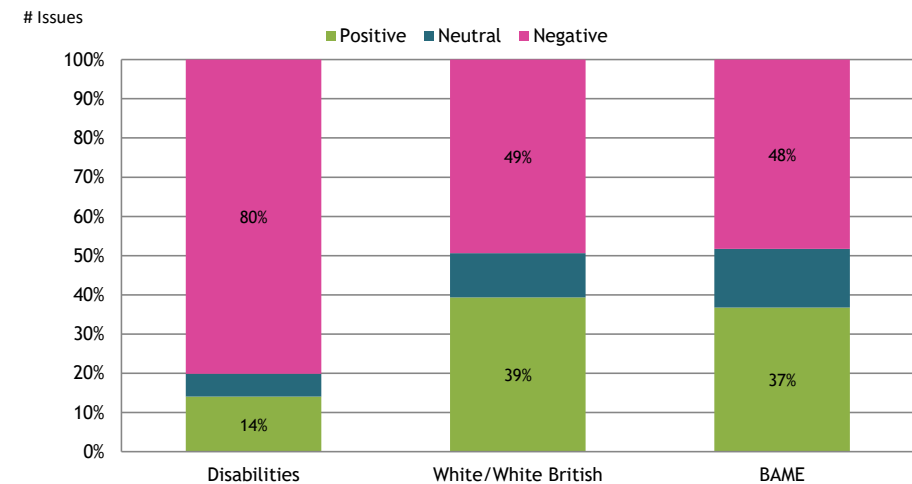Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	32%	62%
White/White British	50%	41%
BAME	48%	42%

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

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	34%	61%
White/White British	59%	31%
BAME	55%	35%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	40%	55%
White/White British	53%	39%
BAME	50%	41%

6.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	14%	80%
White/White British	39%	49%
BAME	37%	48%
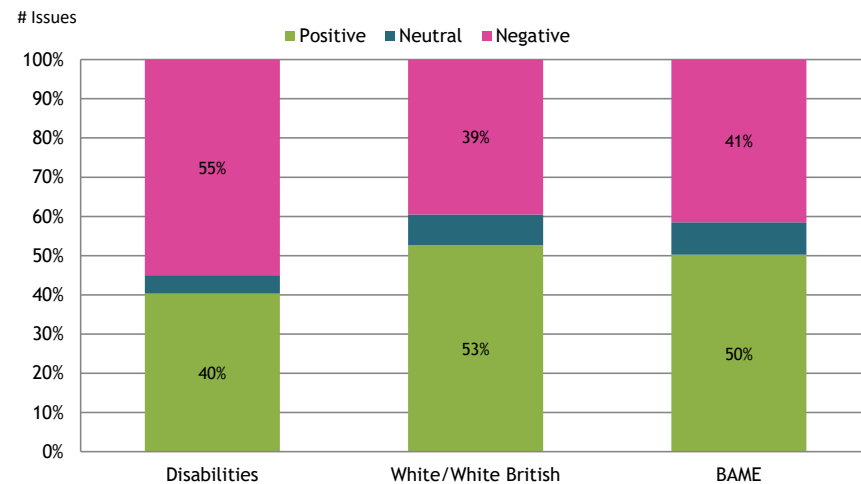
7. Trends by Borough: Barking

7.1 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Community Service, Hospital Service, Primary Care Service
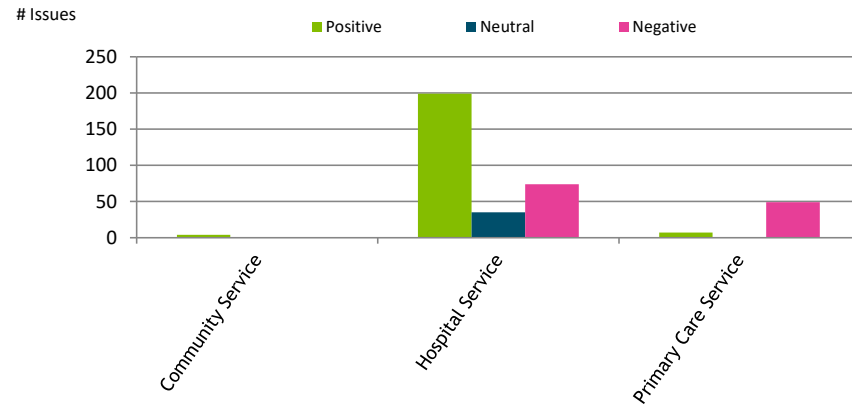
Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: District Nurse/Health Visitor, A&E, Maternity, Ultrasound, GP
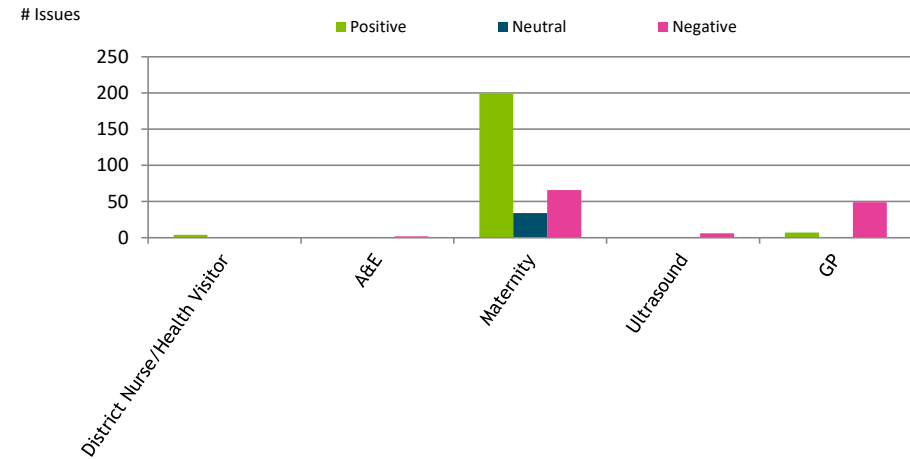
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: COVID-19 (General), Maternity, Mental Health
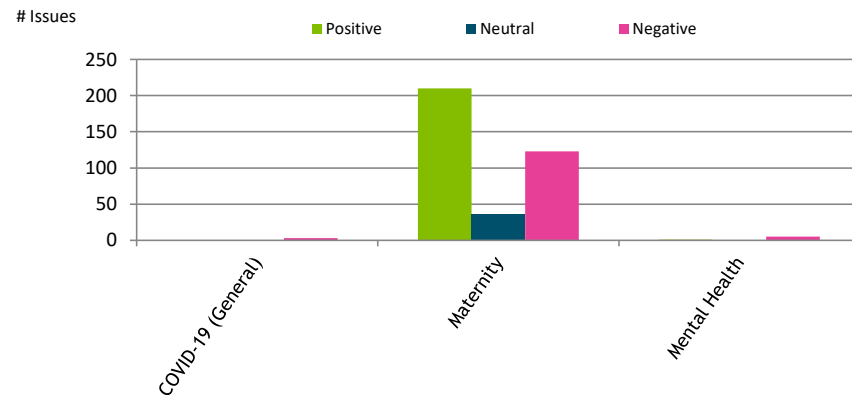
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 369 issues from 82 people
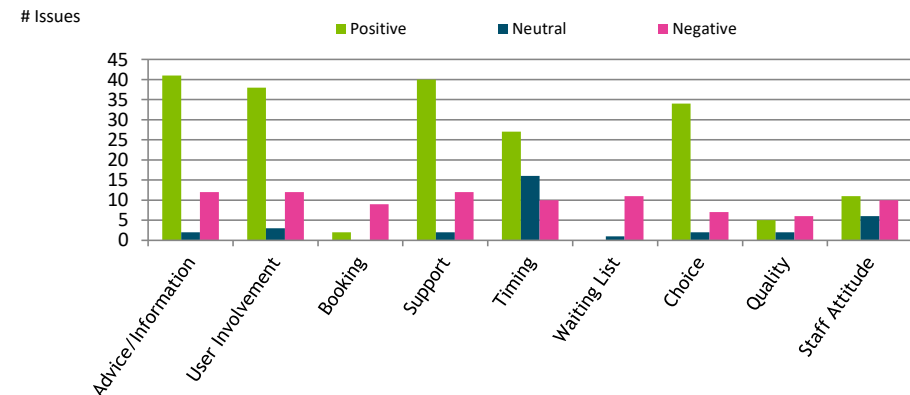
Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

Issues receiving the most comments overall

9

7.5 Service Sector

Issues
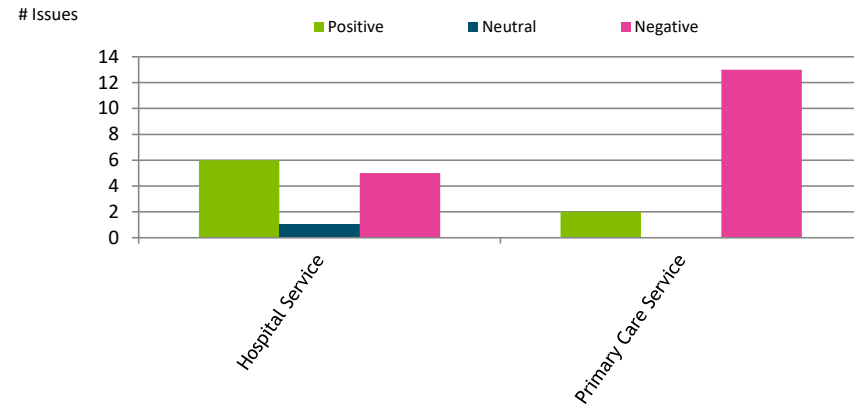
Service sectors receiving the most comments overall

7.6 Service Type
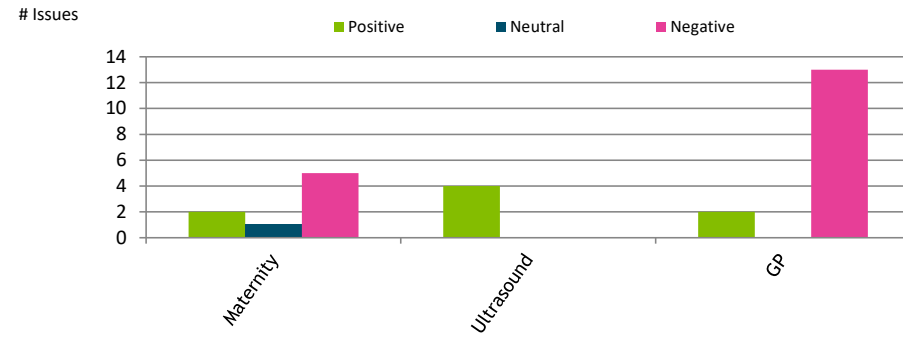
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
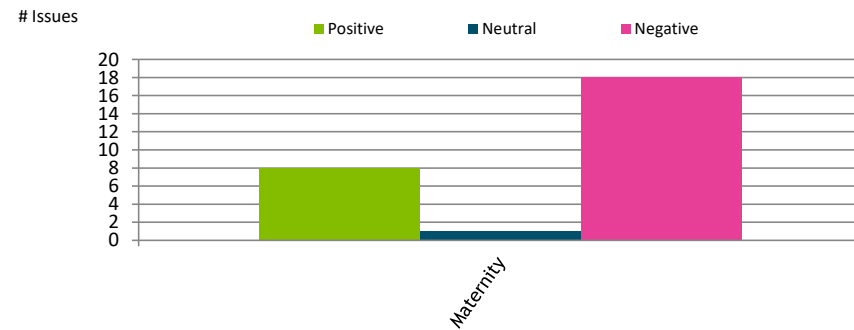
Issues

Medical conditions/topics receiving the most comments overall

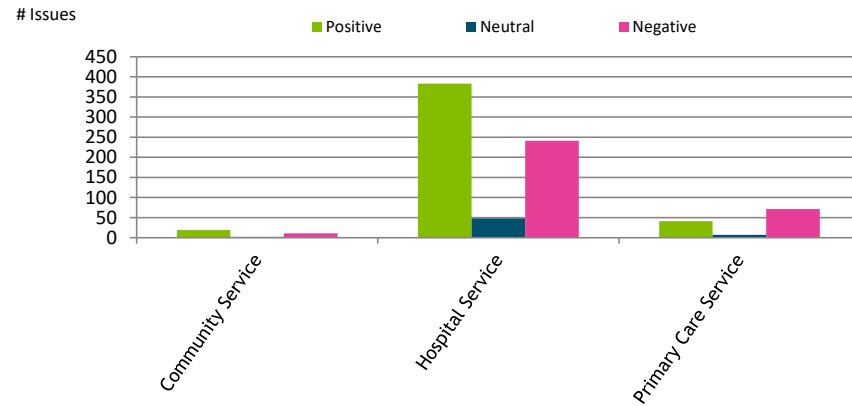### 7.8 Top Trends: 27 issues from 9 people
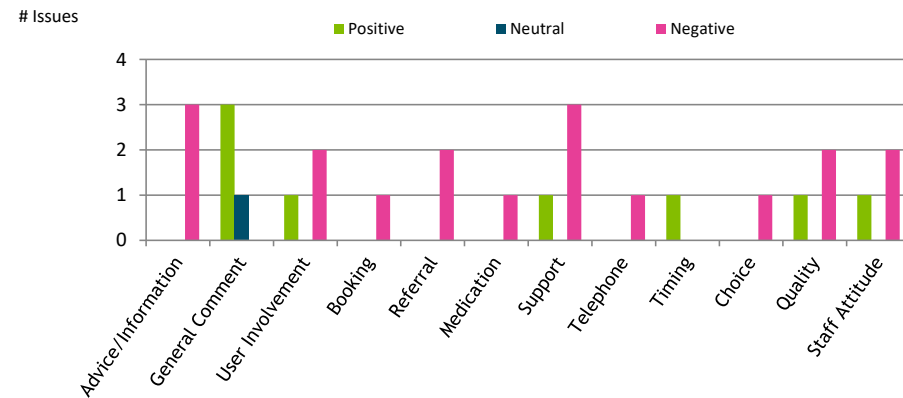
Issues
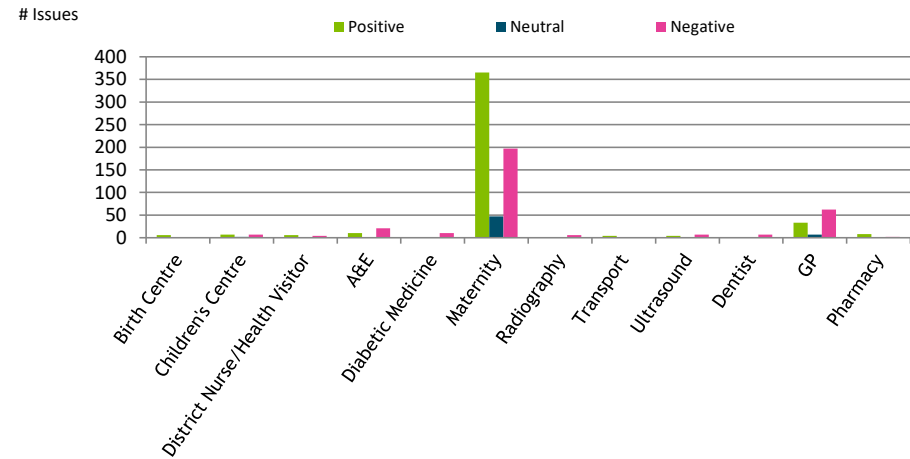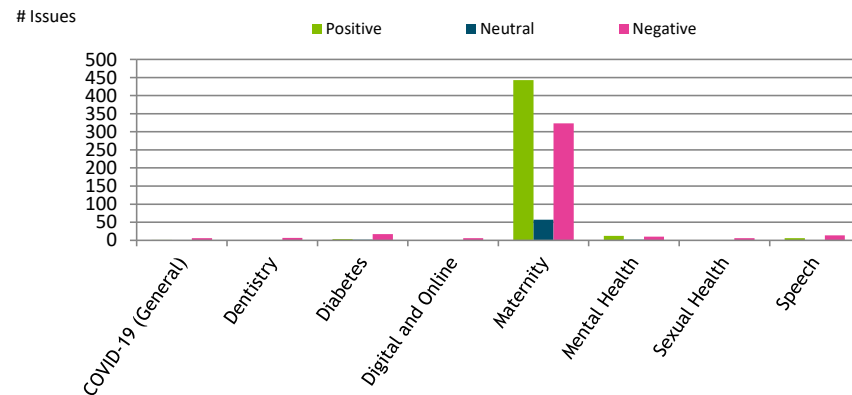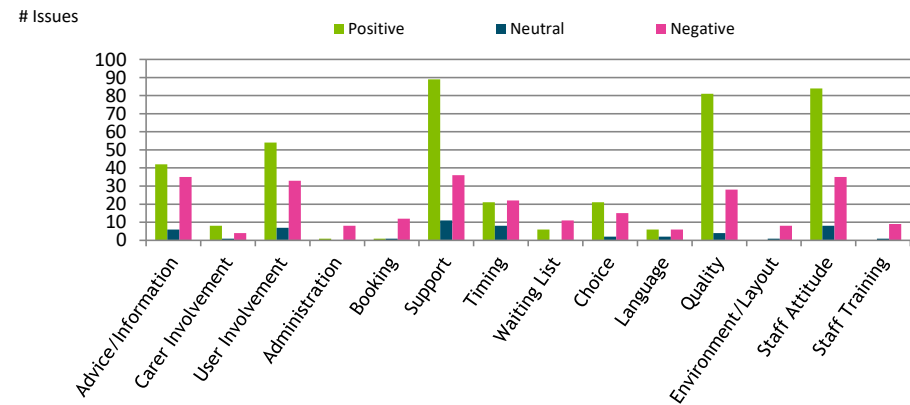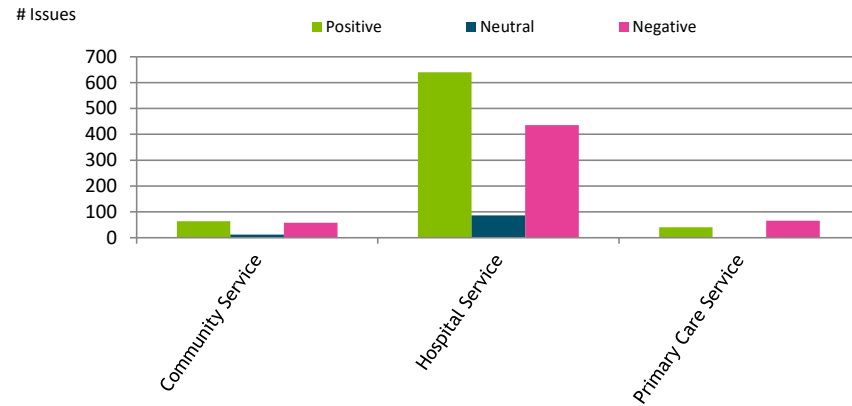

Issues receiving the most comments overall
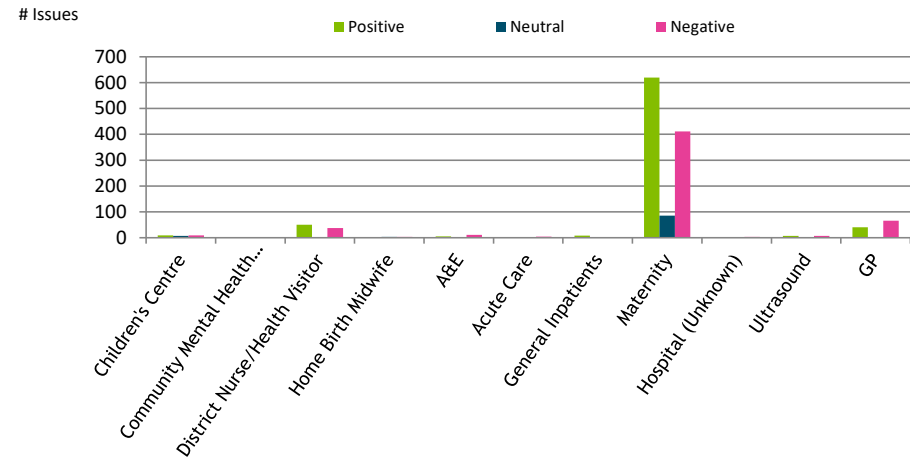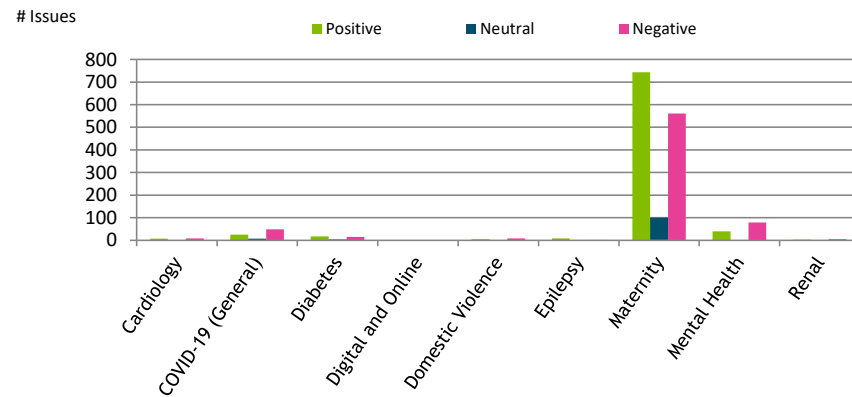
7.9 Service Sector

Issues

Service sectors receiving the most comments overall
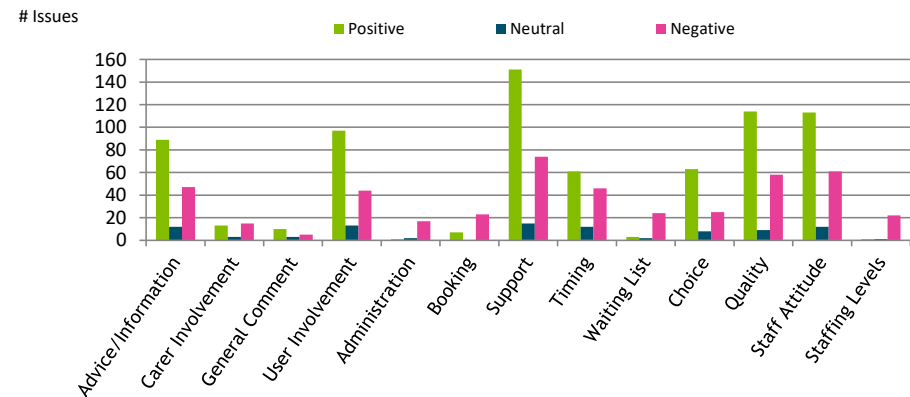
7.10 Service Type

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: 823 issues from 129 people

Issues

Issues receiving the most comments overall

7.13 Service Sector

Issues

Legend: Positive, Neutral, Negative

Service sectors receiving the most comments overall

7.14 Service Type

Issues

Legend: Positive, Neutral, Negative

Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 1404 issues from 236 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall
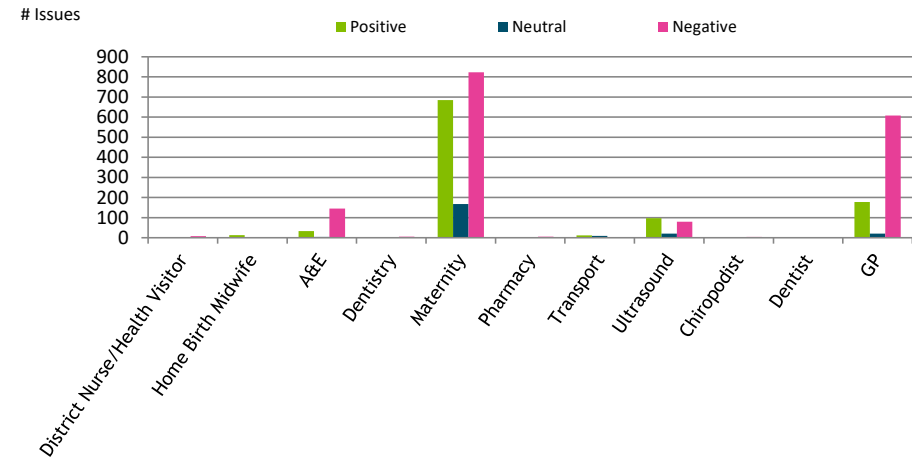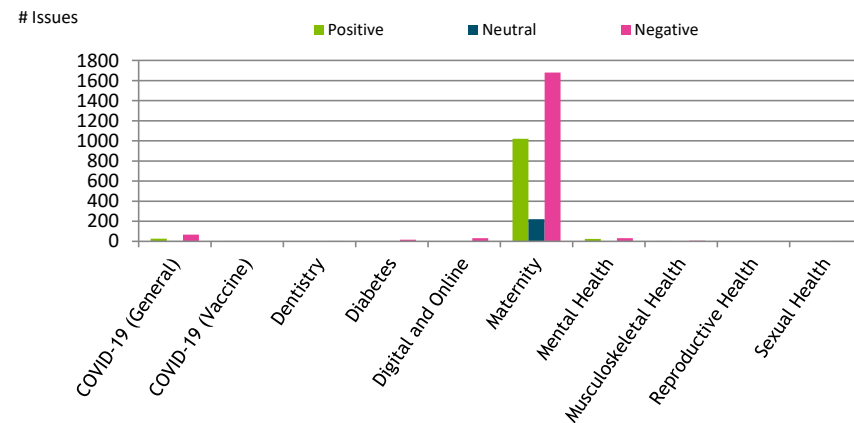
7.17 Service Sector

Issues
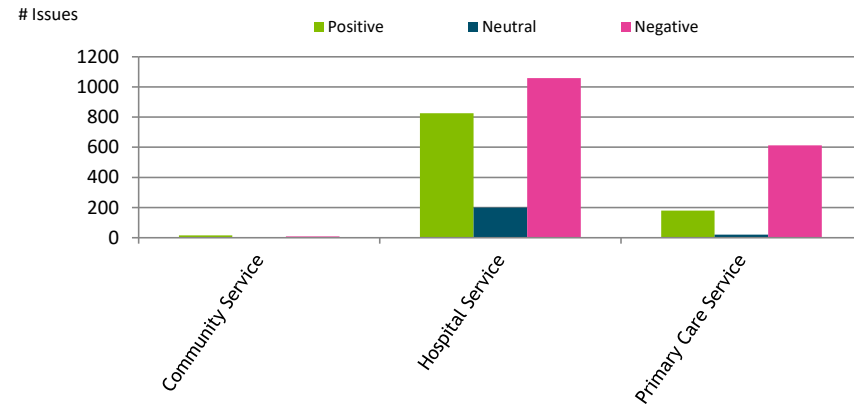
Service sectors receiving the most comments overall
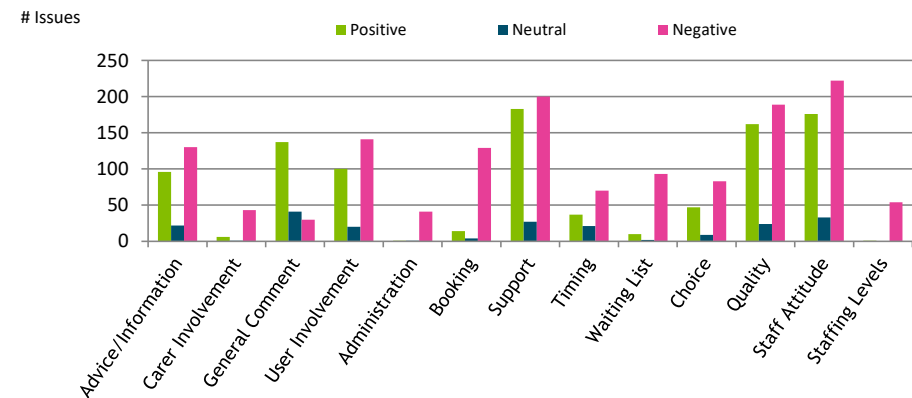
7.18 Service Type

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: 2920 issues from 842 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
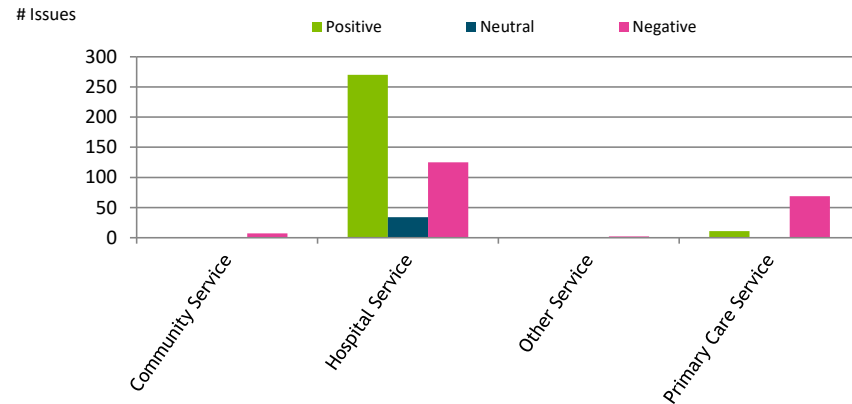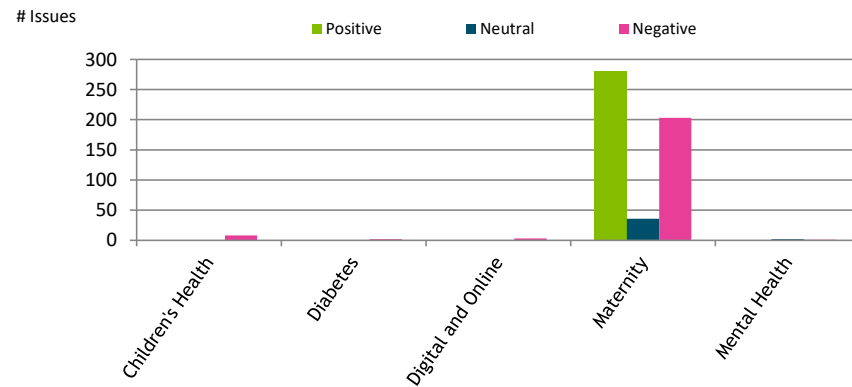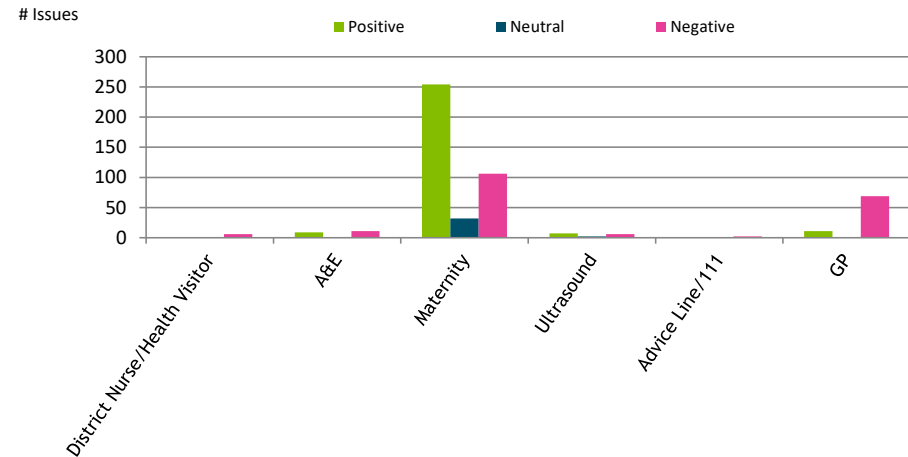
7.24 Top Trends: 520 issues from 94 people
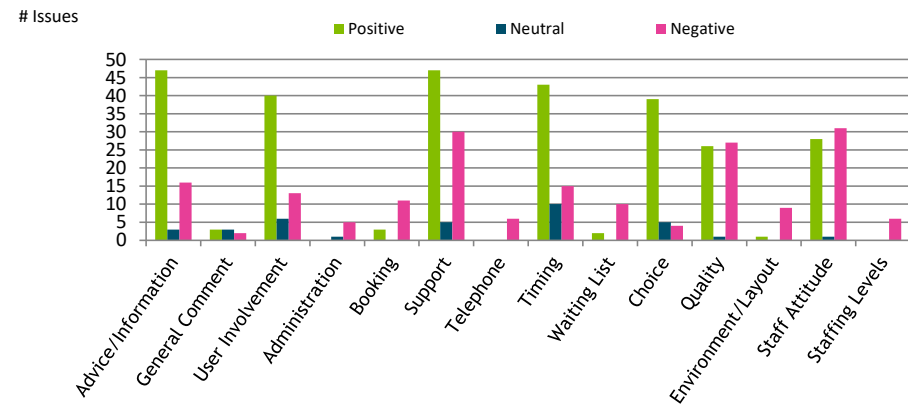
Issues

Issues receiving the most comments overall

7.25 Service Sector

Issues

Legend: Positive (green), Neutral (dark teal), Negative (pink)
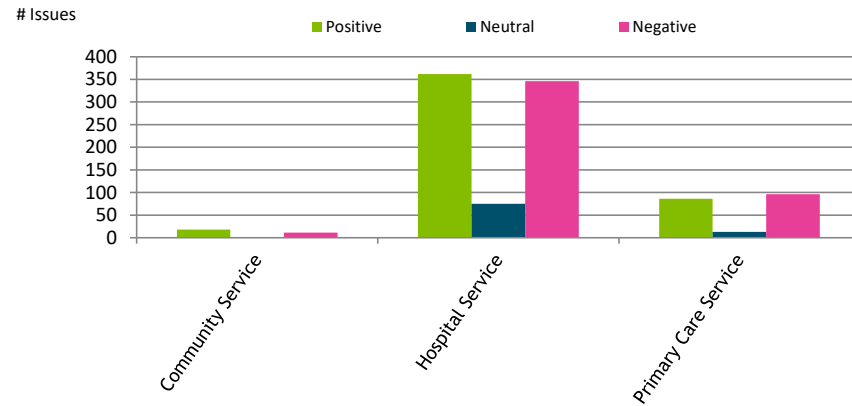
Service sectors receiving the most comments overall

7.26 Service Type

Issues

Legend: Positive, Neutral, Negative
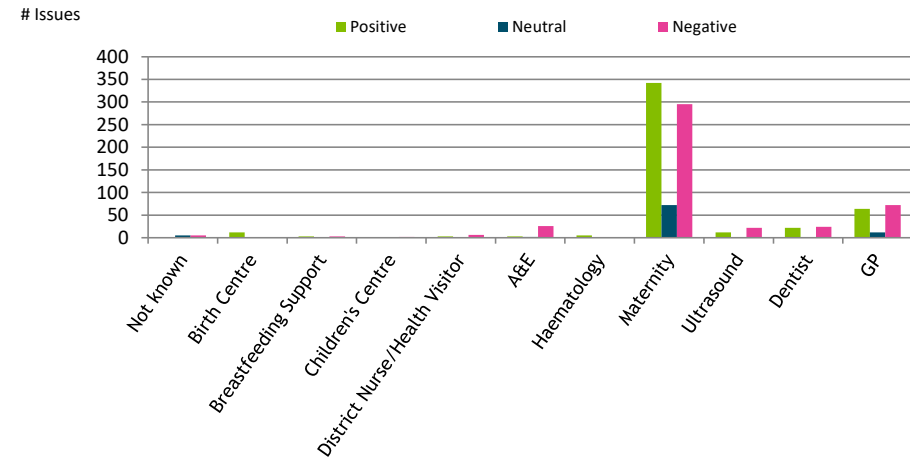
Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative
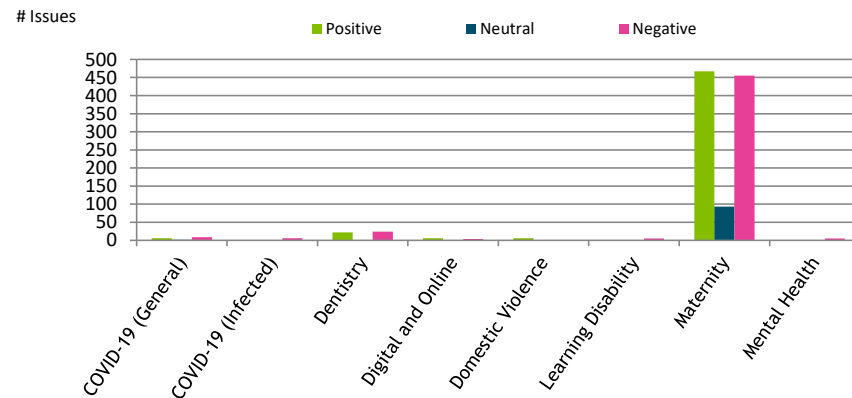
Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 1015 issues from 208 people
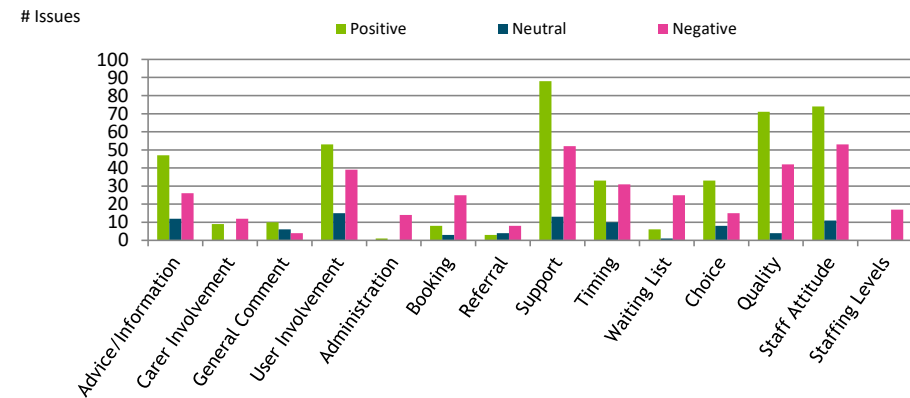
Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

7.29 Service Sector

Issues

Legend: Positive, Neutral, Negative
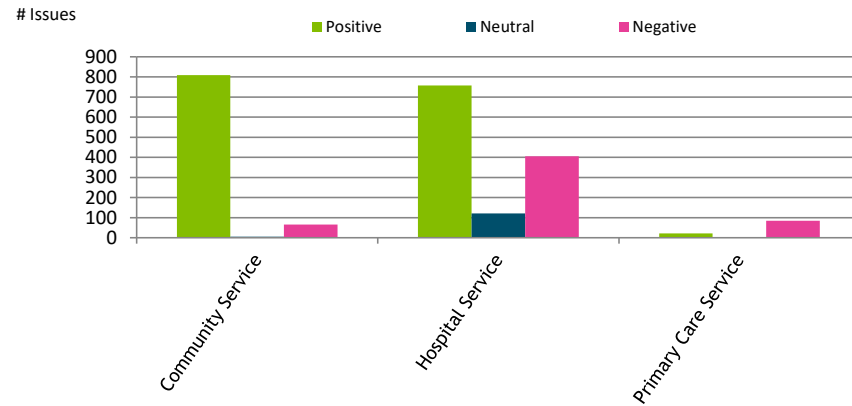
Service sectors receiving the most comments overall

7.30 Service Type

Issues

Legend: Positive, Neutral, Negative
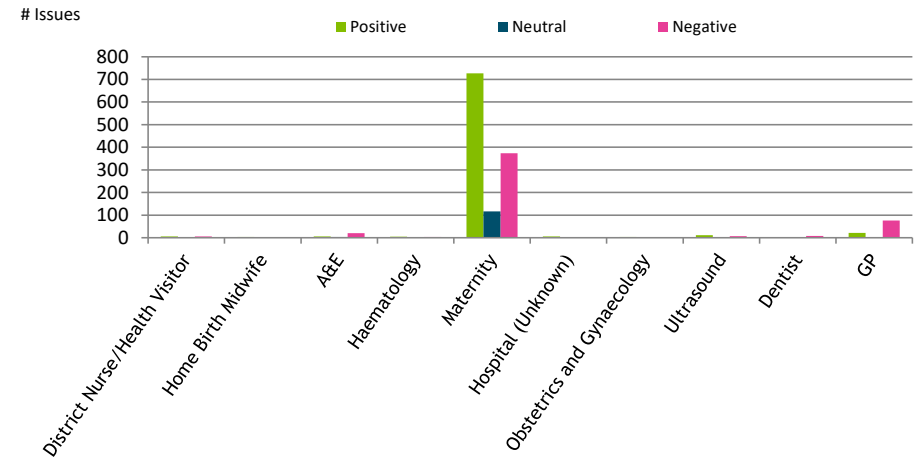
Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative
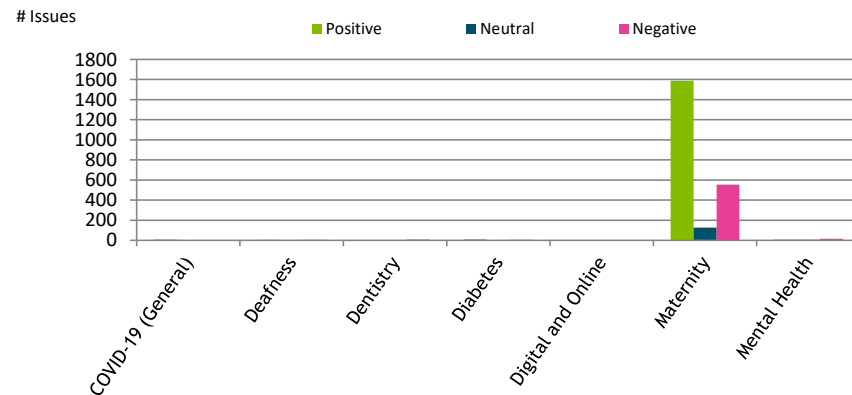
Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 2268 issues from 506 people

Issues

Legend: Positive, Neutral, Negative
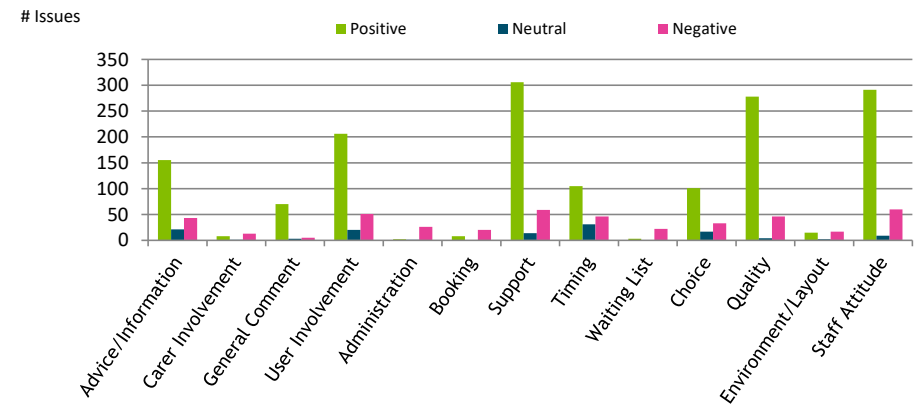
Issues receiving the most comments overall

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.*	517	78	312	907
	Carer Involvement	*Involvement or influence of carers and family members.*	45	6	91	142
	Peer Involvement	*Involvement or Influence of friends.*	2	1	2	5
	General Comment	*A generalised statement (ie; "The doctor was good.")*	243	59	49	351
	User Involvement	*Involvement or influence of the service user.*	589	84	335	1008
Systems	Administration	*Administrative processes and delivery.*	6	5	116	127
	Admission	*Physical admission to a hospital ward, or other service.*	4	2	39	45
	Booking	*Ability to book, reschedule or cancel appointments.*	43	8	230	281
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	11	11
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	22	6	49	77
	Medical Records	*Management of medical records.*	1	0	21	22
	Medication	*Prescription and management of medicines.*	6	2	54	62
	Opening Times	*Opening times of a service.*	5	1	12	18
	Planning	*Leadership and general organisation.*	35	4	49	88
	Registration	*Ability to register for a service.*	2	5	29	36
	Support	*Levels of support provided.*	905	87	466	1458
	Telephone	*Ability to contact a service by telephone.*	5	4	75	84
	Timing	*Physical timing (ie; length of wait at appointments).*	328	108	240	676
	Waiting List	*Length of wait while on a list.*	30	6	196	232
Values	Choice	*General choice.*	338	51	183	572
	Cost	*General cost.*	11	2	22	35
	Language	*Language, including terminology.*	11	5	35	51
	Nutrition	*Provision of sustainance.*	5	1	19	25
	Privacy	*Privacy, personal space and property.*	9	3	27	39
	Quality	*General quality of a service, or staff.*	738	48	398	1184
	Sensory	*Deaf/blind or other sensory issues.*	1	0	0	1
	Stimulation	*General stimulation, including access to activities.*	6	0	6	12

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).*	8	1	26	35
	Environment/Layout	*Physical environment of a service.*	27	5	60	92
	Equipment	*General equipment issues.*	4	1	23	28
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	3	0	10	13
	Hygiene	*Levels of hygiene and general cleanliness.*	20	0	20	40
	Mobility	*Physical mobility to, from and within services.*	0	0	4	4
	Travel/Parking	*Ability to travel or park.*	3	0	10	13
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	18	18
	Security/Conduct	*General security of a service, including conduct of staff.*	4	2	10	16
	Staff Attitude	*Attitude, compassion and empathy of staff.*	778	80	474	1332
	Complaints	*Ability to log and resolve a complaint.*	1	0	9	10
	Staff Training	*Training of staff.*	2	4	55	61
	Staffing Levels	*General availability of staff.*	2	1	128	131
	Total:		**4759**	**670**	**3916**	**9345**