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.

Qualitative Feedback, 1 April 2023 - 31 March 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)
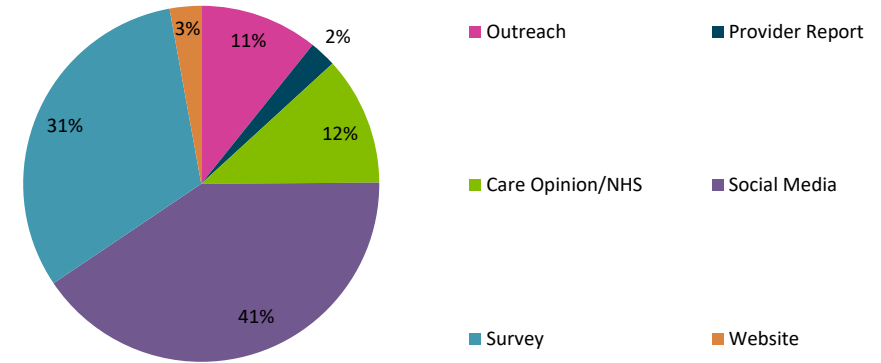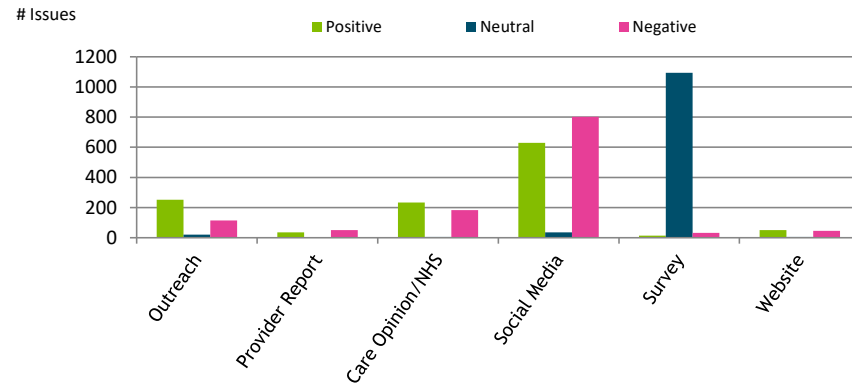
The numbers underpinning the trends.

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.

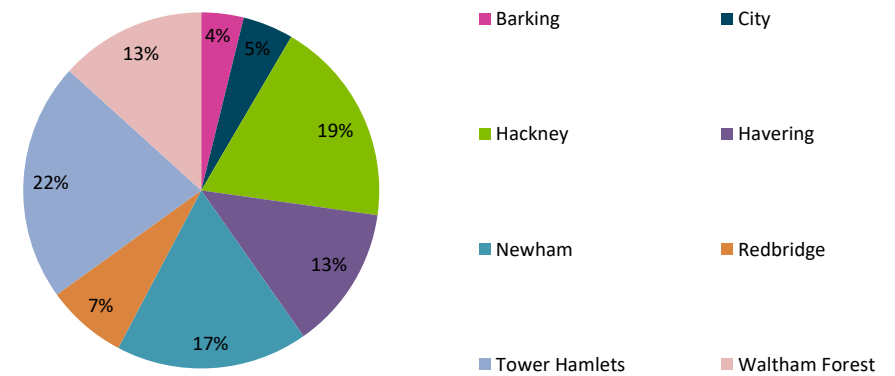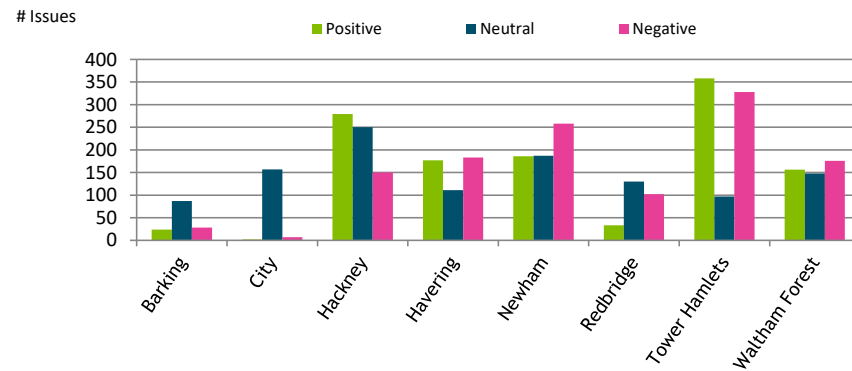# 1. Data Source: Where did we collect the feedback?

1.1 Source: 3613 issues from 867 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Outreach, Provider Report, Care Opinion/NHS, Social Media, Survey, Website

Pie chart:
- Outreach: 11%
- Provider Report: 2%
- Care Opinion/NHS: 12%
- Social Media: 41%
- Survey: 31%
- Website: 3%

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: 5%
- Hackney: 19%
- Havering: 13%
- Newham: 17%
- Redbridge: 7%
- Tower Hamlets: 22%
- Waltham Forest: 13%

2. Which services are people most commenting on?

2.1 Service Sector
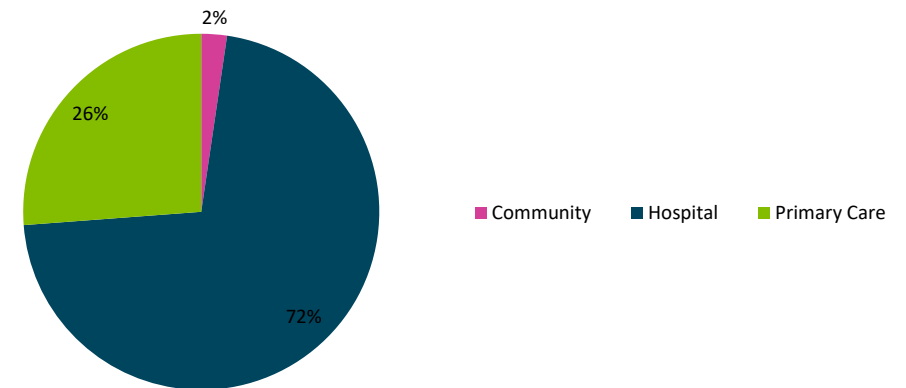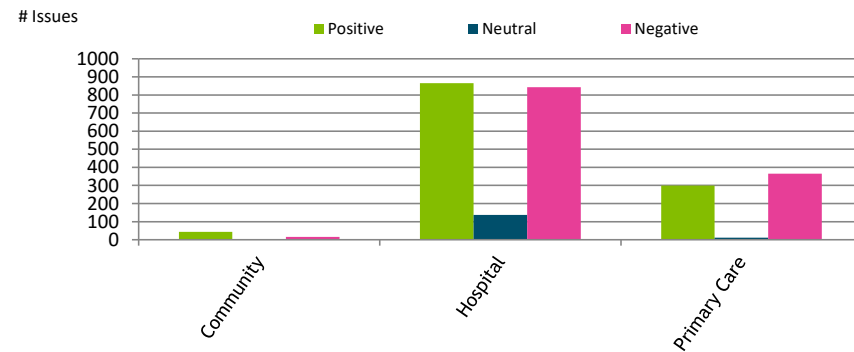
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Community, Hospital, Primary Care

Service sectors receiving the most comments overall

Pie chart: Community 2%, Hospital 72%, Primary Care 26%

Legend: Community, Hospital, Primary Care

2.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Not known, District Nurse, A&E, Maternity, Dentist, GP

Service type receiving the most comments overall

Pie chart: Not known 30%, District Nurse 2%, A&E 1%, Maternity 47%, Dentist 2%, GP 18%

Legend: Not known, District Nurse, A&E, Maternity, Dentist, GP
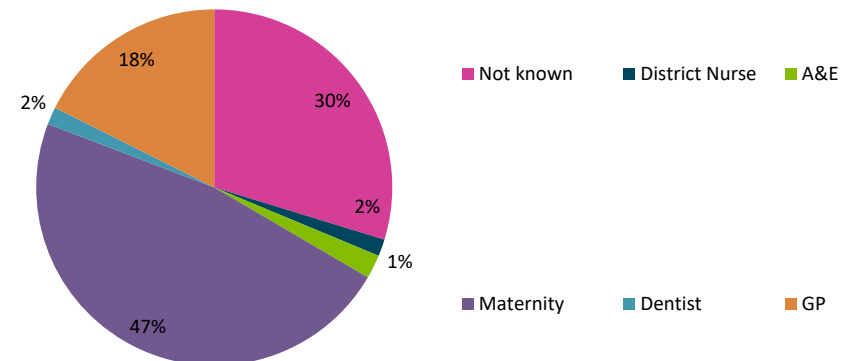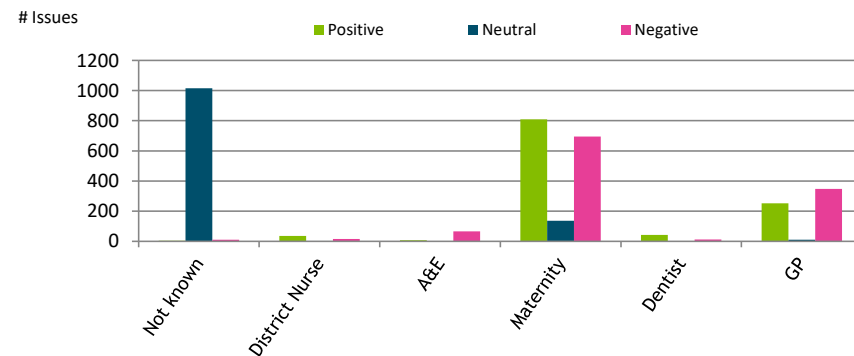
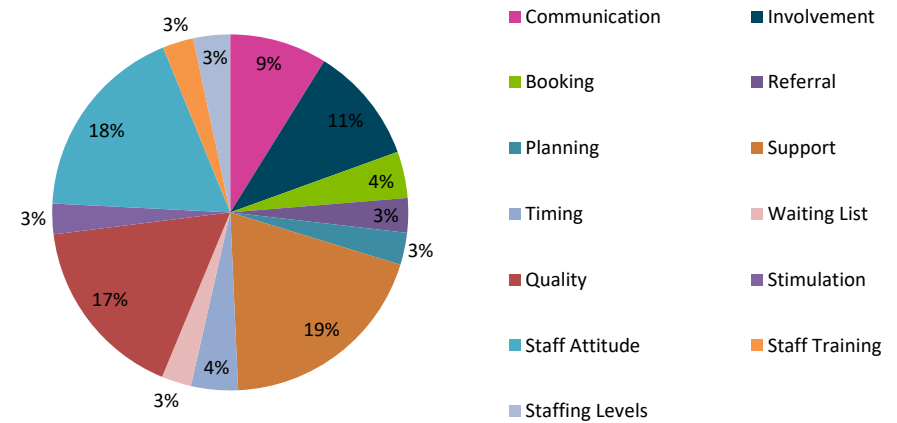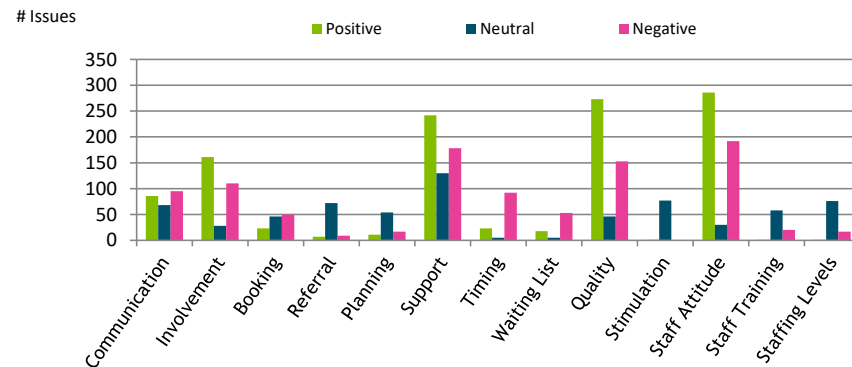# 3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics
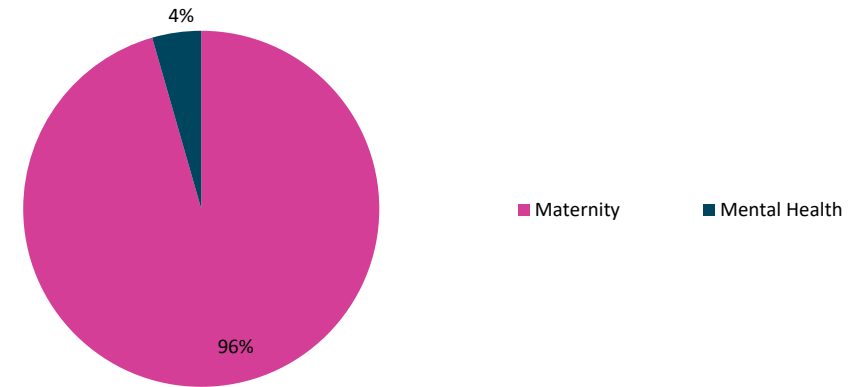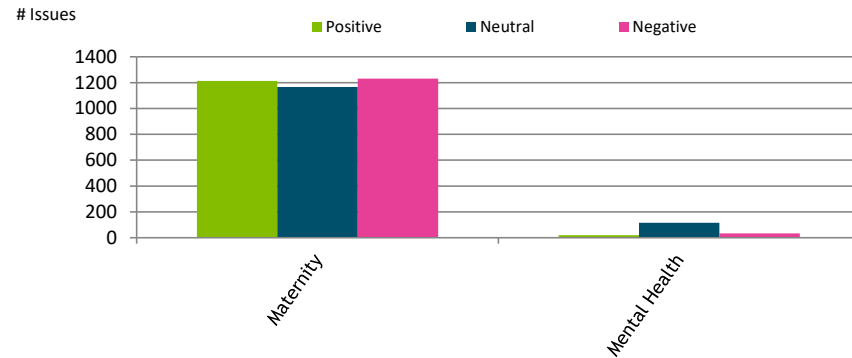
Issues

Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 3613 issues from 867 people
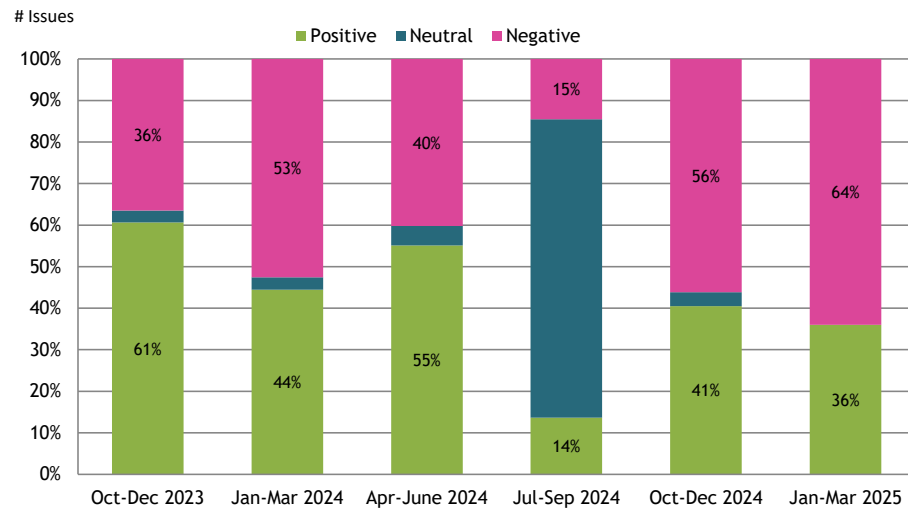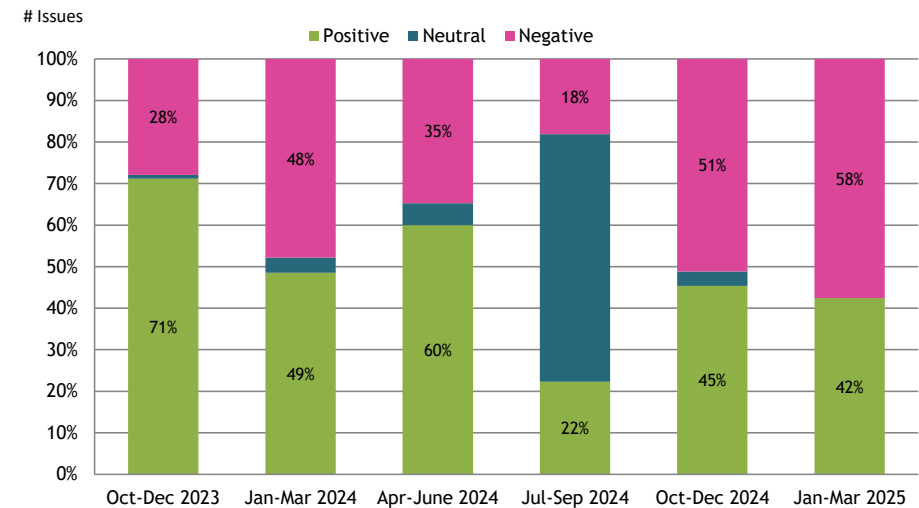
Issues

Issues receiving the most comments overall

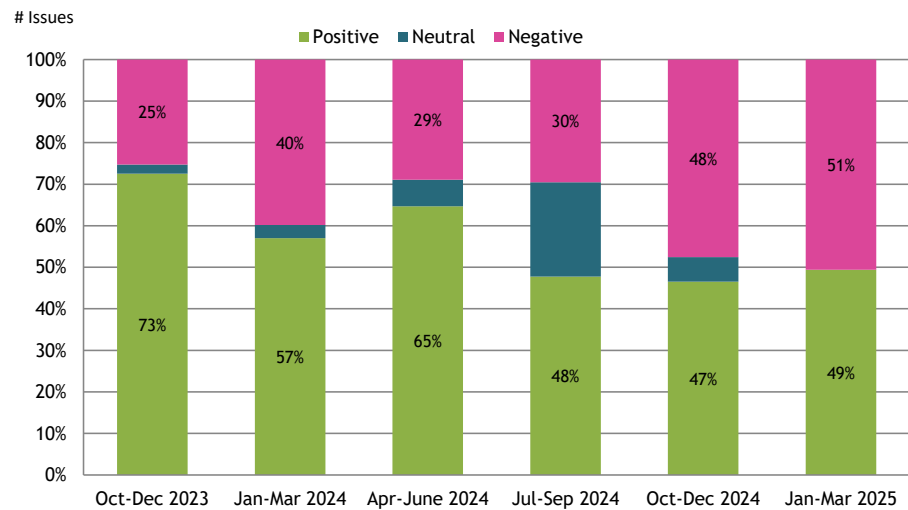## 4. Timeline: On the whole, how do people feel about Health and Care services?
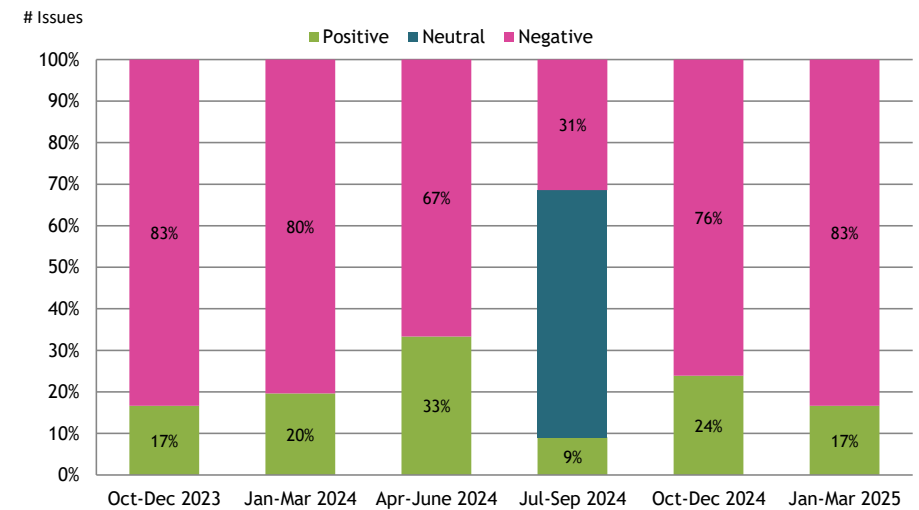
4.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Oct-Dec 2023	61%	36%
Jan-Mar 2024	44%	53%
Apr-June 2024	55%	40%
Jul-Sep 2024	14%	15%
Oct-Dec 2024	41%	56%
Jan-Mar 2025	36%	64%

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

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Oct-Dec 2023	71%	28%
Jan-Mar 2024	49%	48%
Apr-June 2024	60%	35%
Jul-Sep 2024	22%	18%
Oct-Dec 2024	45%	51%
Jan-Mar 2025	42%	58%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Oct-Dec 2023	73%	25%
Jan-Mar 2024	57%	40%
Apr-June 2024	65%	29%
Jul-Sep 2024	48%	30%
Oct-Dec 2024	47%	48%
Jan-Mar 2025	49%	51%

4.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

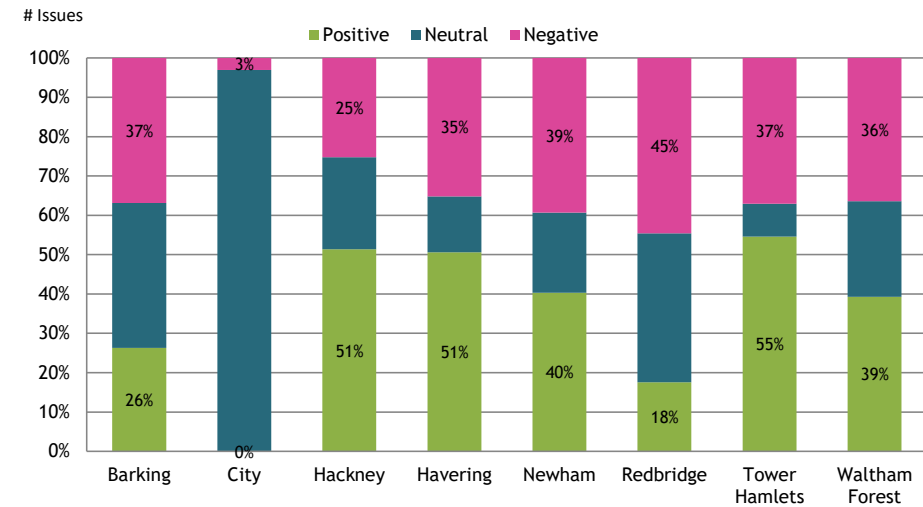| Period	Positive	Negative
Oct-Dec 2023	17%	83%
Jan-Mar 2024	20%	80%
Apr-June 2024	33%	67%
Jul-Sep 2024	9%	31%
Oct-Dec 2024	24%	76%
Jan-Mar 2025	17%	83%

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

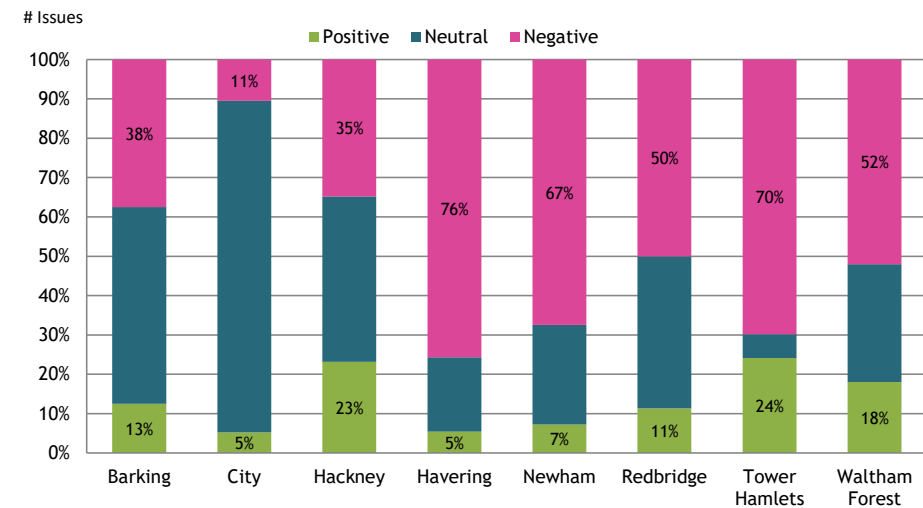Legend: ■ Positive ■ Neutral ■ Negative

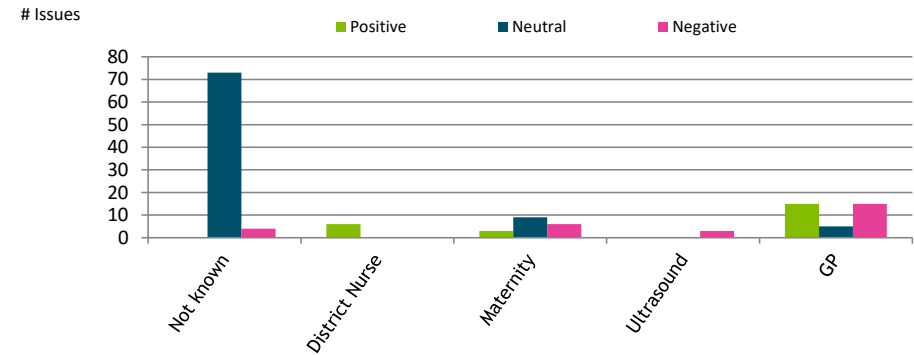| Borough	Positive	Neutral	Negative
Barking	17%		20%
City	1%		4%
Hackney	41%		22%
Havering	38%		39%
Newham	29%		41%
Redbridge	12%		38%
Tower Hamlets	46%		42%
Waltham Forest	33%		37%

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Neutral	Negative
Barking	26%		37%
City	0%		3%
Hackney	51%		25%
Havering	51%		35%
Newham	40%		39%
Redbridge	18%		45%
Tower Hamlets	55%		37%
Waltham Forest	39%		36%

5.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Neutral	Negative
Barking	43%		33%
City	25%		50%
Hackney	73%		18%
Havering	54%		39%
Newham	49%		41%
Redbridge	28%		66%
Tower Hamlets	65%		31%
Waltham Forest	48%		42%

5.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Neutral	Negative
Barking	13%		38%
City	5%		11%
Hackney	23%		35%
Havering	5%		76%
Newham	7%		67%
Redbridge	11%		50%
Tower Hamlets	24%		70%
Waltham Forest	18%		52%

6.1 How do people feel about services overall?

Issues

Positive | Neutral | Negative

	Disabilities	Carers	White/White British	BAME
Negative	6%	88%	3%	20%
Positive	5%	13%	5%	29%

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: Not known, District Nurse, Maternity, Ultrasound, GP

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories: Children's Health, Housing or Homelessness, Maternity, Mental Health, Stomach Related
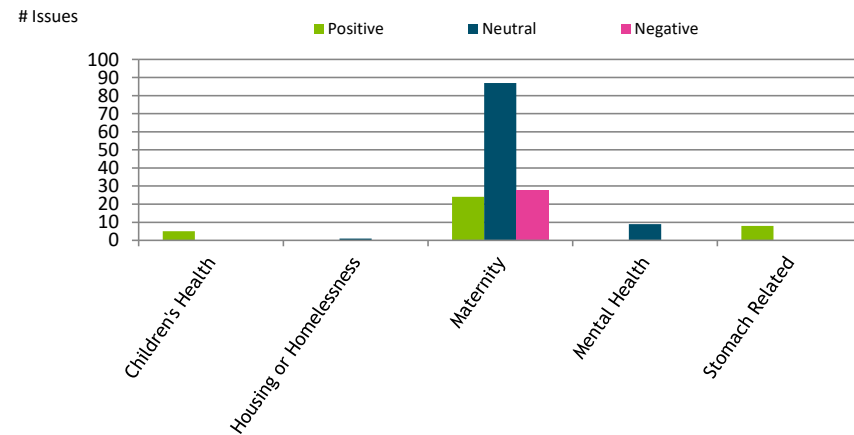
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 139 issues from 38 people
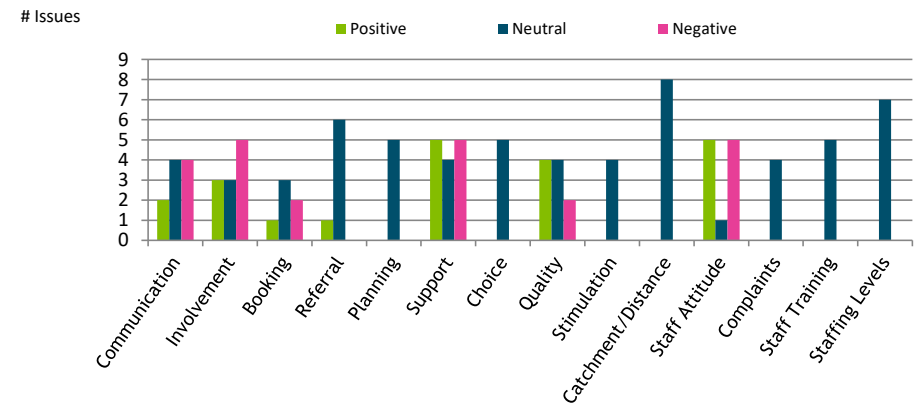
Issues

Legend: Positive, Neutral, Negative

Categories: Communication, Involvement, Booking, Referral, Planning, Support, Choice, Quality, Stimulation, Catchment/Distance, Staff Attitude, Complaints, Staff Training, Staffing Levels

Issues receiving the most comments overall

7.5 Service Sector

Issues
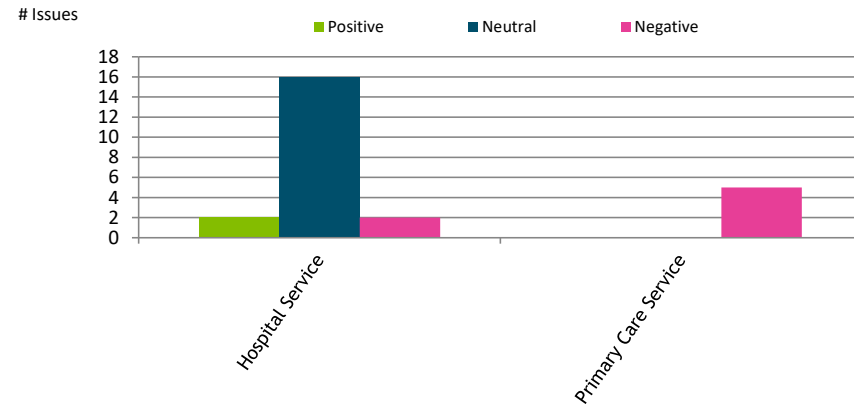
Service sectors receiving the most comments overall

7.6 Service Type
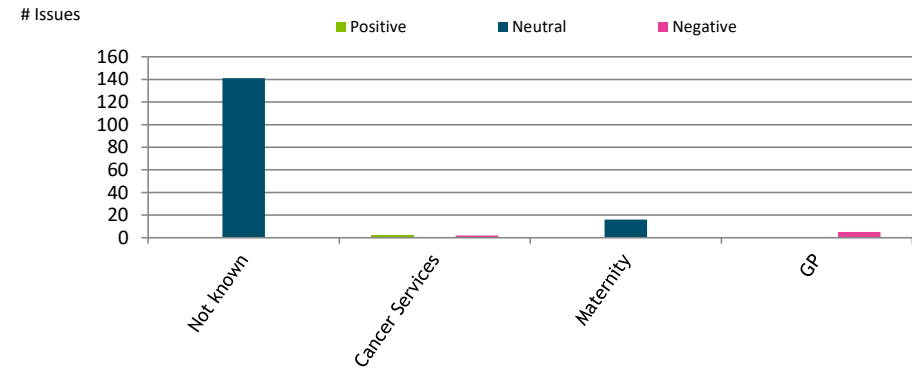
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
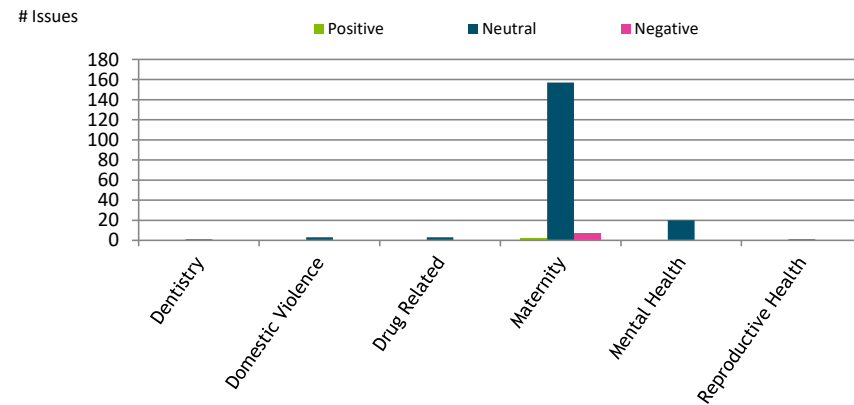
Issues

Medical conditions/topics receiving the most comments overall
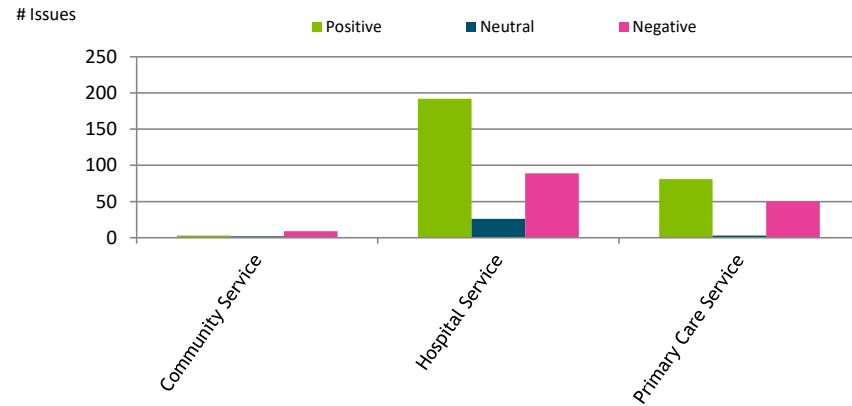
7.8 Top Trends: 166 issues from 46 people
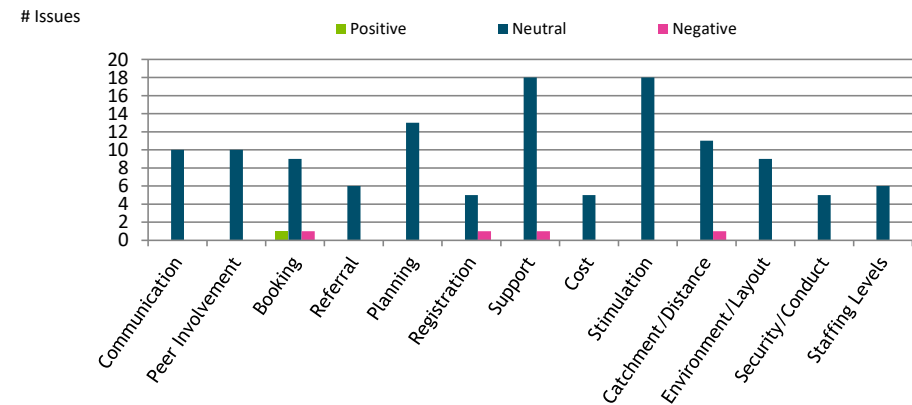
Issues
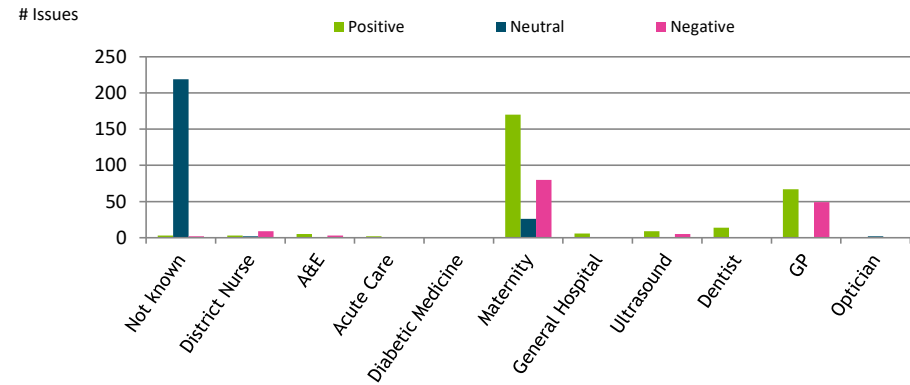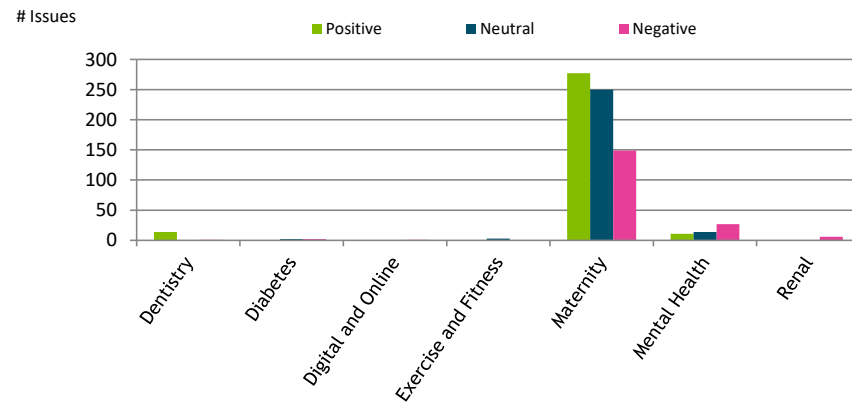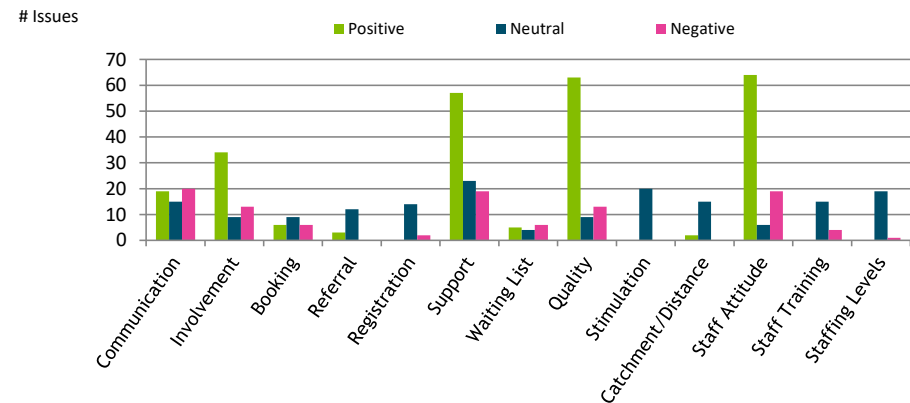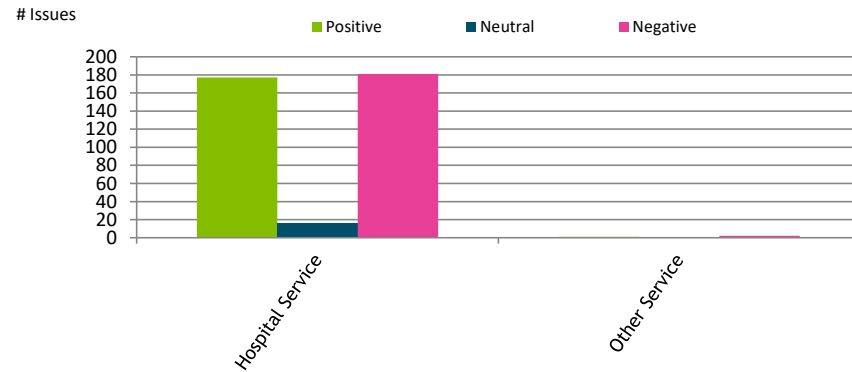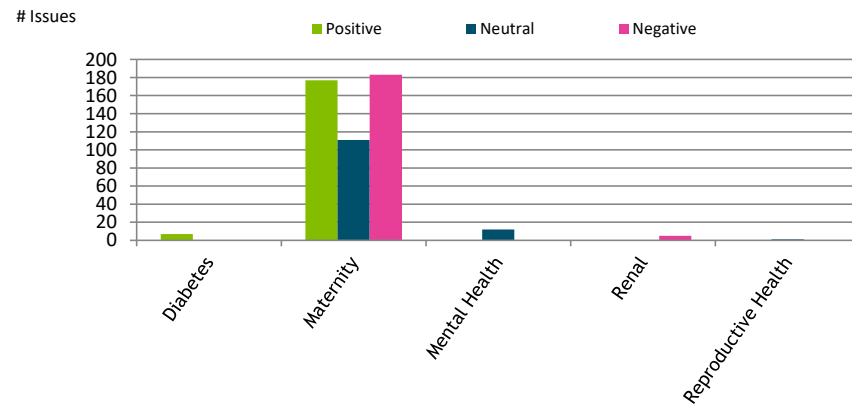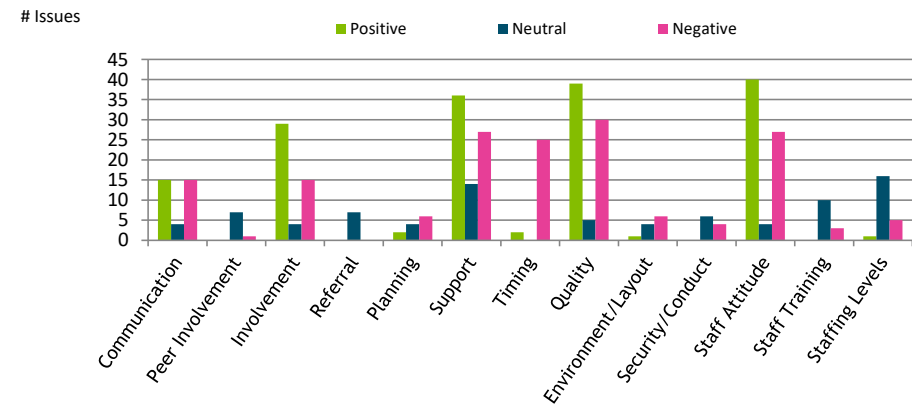

Issues receiving the most comments overall

7.9 Service Sector

Issues

Legend: Positive | Neutral | Negative

Service sectors receiving the most comments overall

7.10 Service Type

Issues

Legend: Positive | Neutral | Negative

Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 679 issues from 144 people

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

7.13 Service Sector

Issues

Service sectors receiving the most comments overall

7.14 Service Type
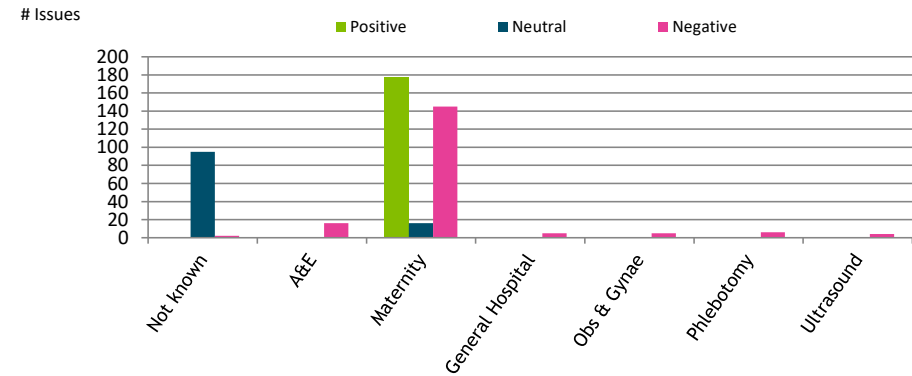
Issues

Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

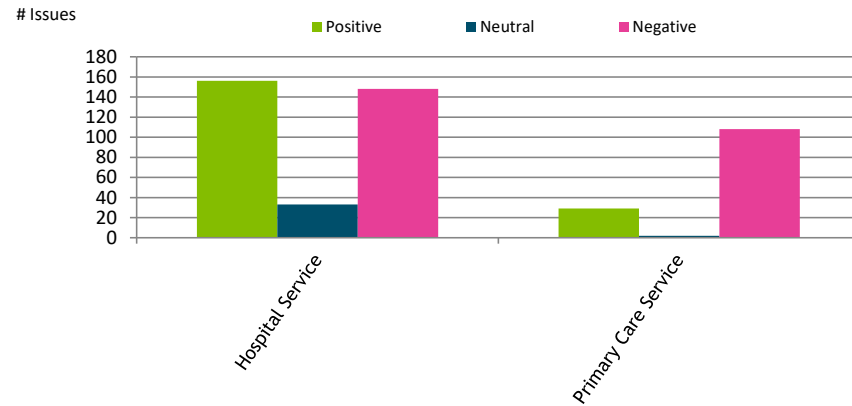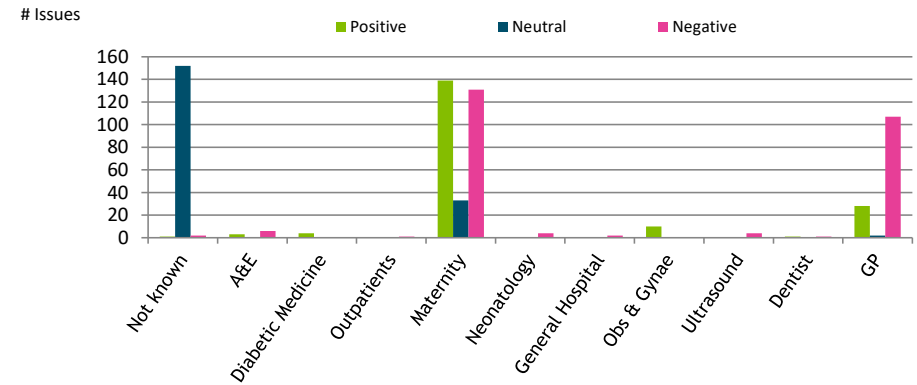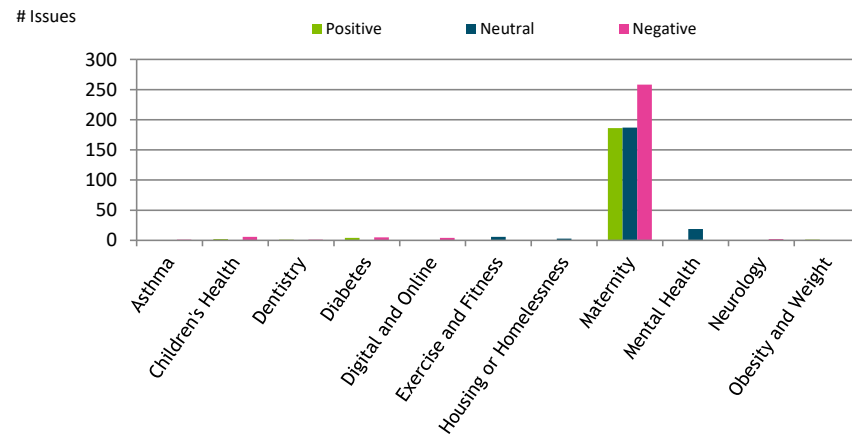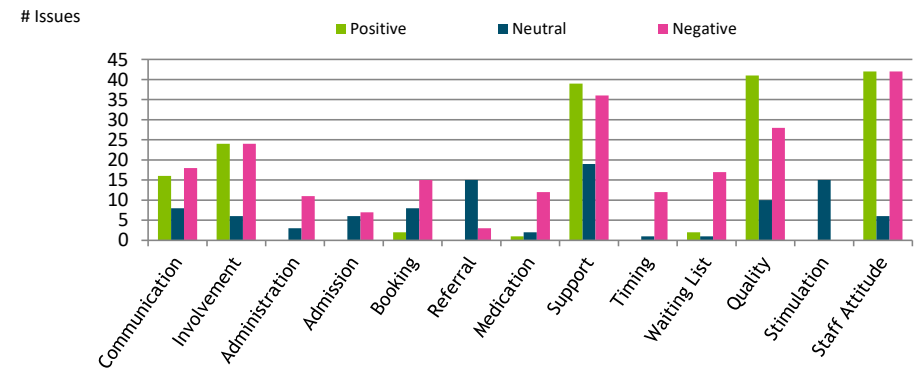## 7.16 Top Trends: 471 issues from 108 people

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
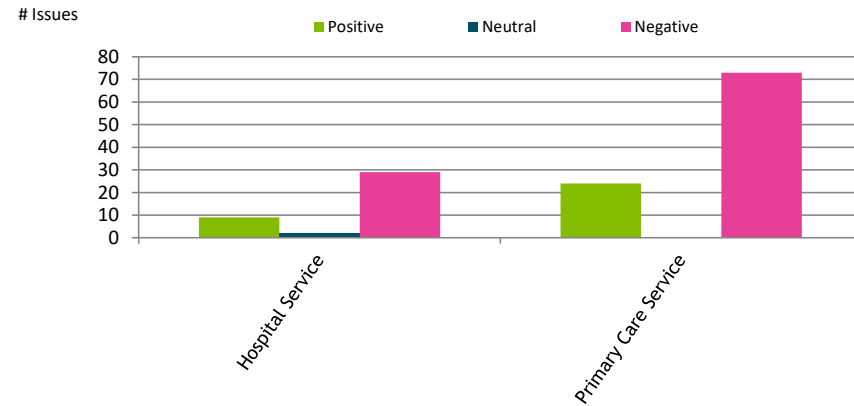
7.20 Top Trends: 631 issues from 160 people

Issues

Issues receiving the most comments overall

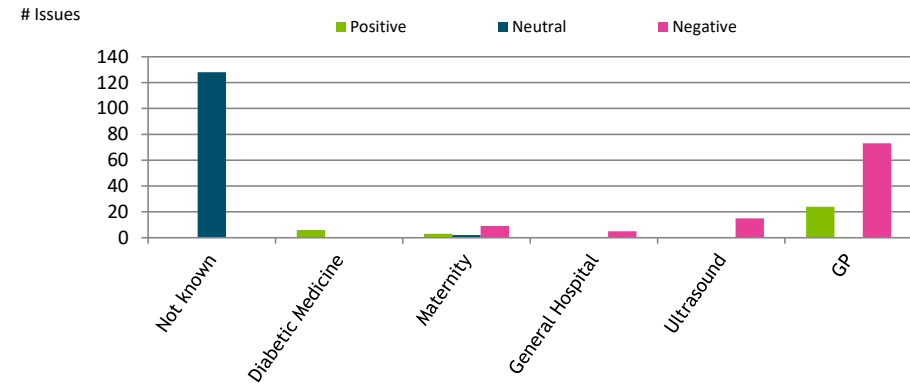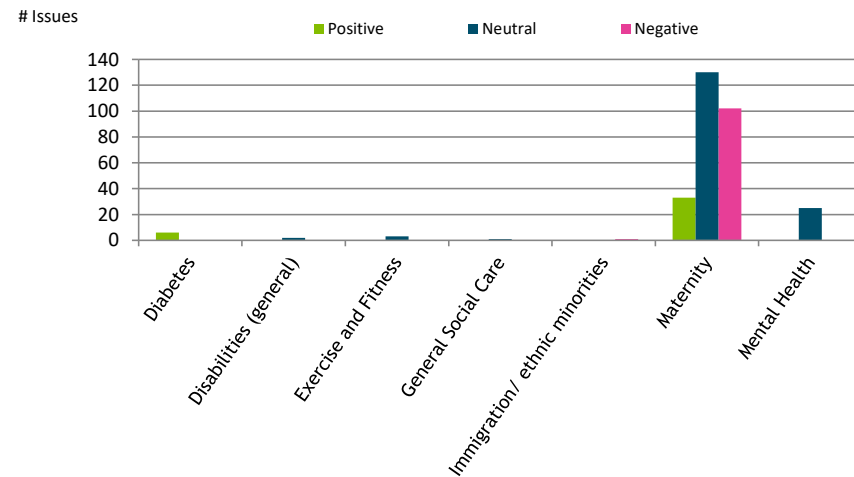## 7.21 Service Sector

Issues

Service sectors receiving the most comments overall
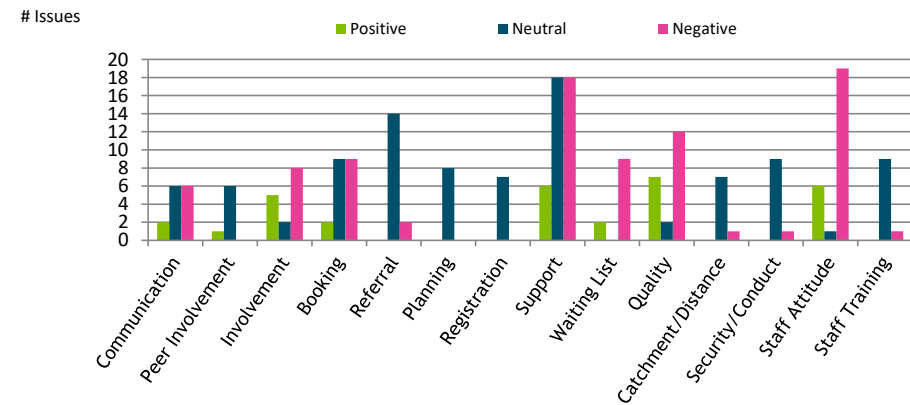
7.22 Service Type

Issues

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

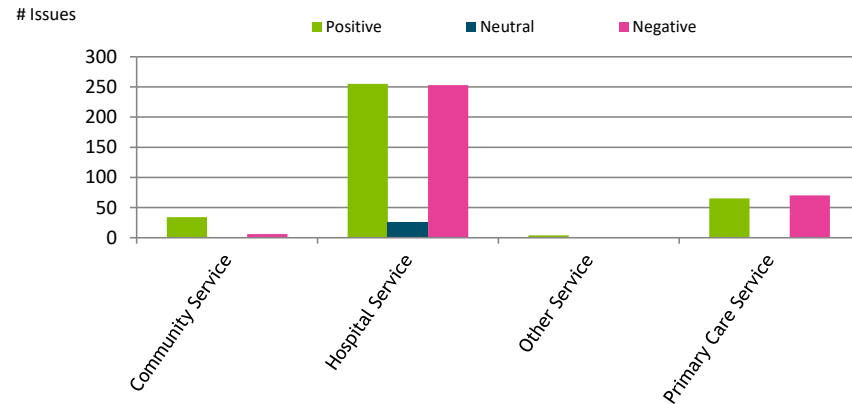## 7.24 Top Trends: 265 issues from 67 people

Issues

Issues receiving the most comments overall

7.25 Service Sector

Issues

Positive ■ Neutral ■ Negative

Service sectors receiving the most comments overall

7.26 Service Type

Issues

Positive ■ Neutral ■ Negative
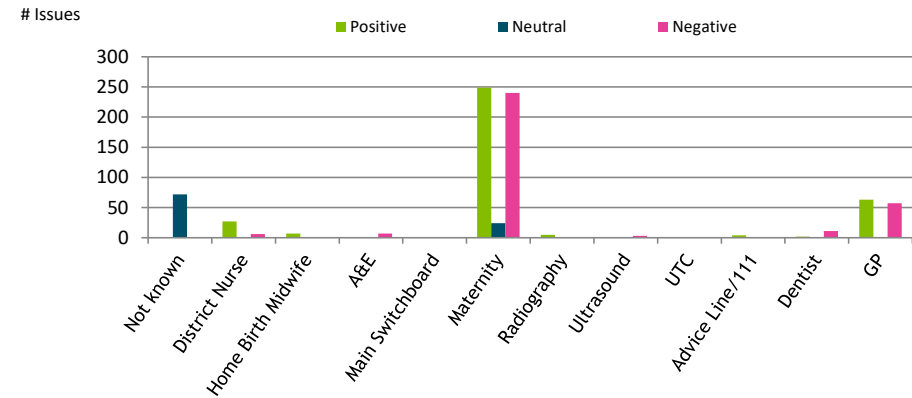
Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Positive ■ Neutral ■ Negative

Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 783 issues from 193 people

Issues

Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

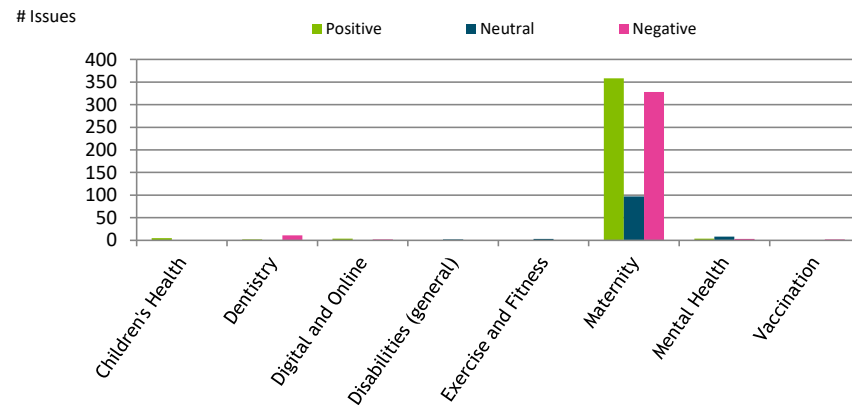**7.29 Service Sector**

Issues

Service sectors receiving the most comments overall
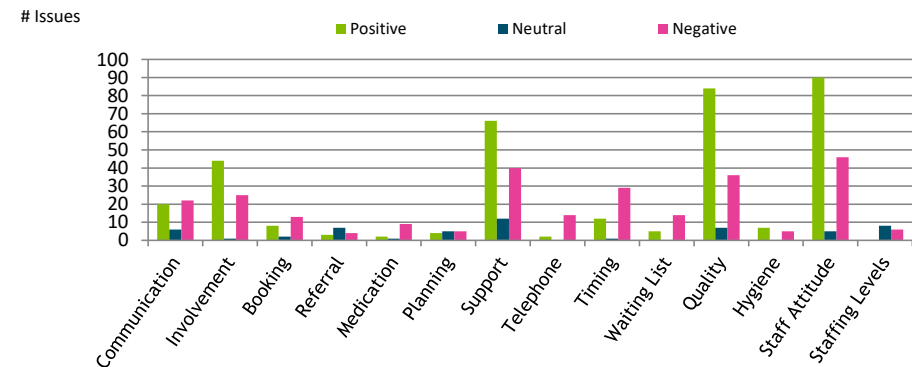
7.30 Service Type

Issues

Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
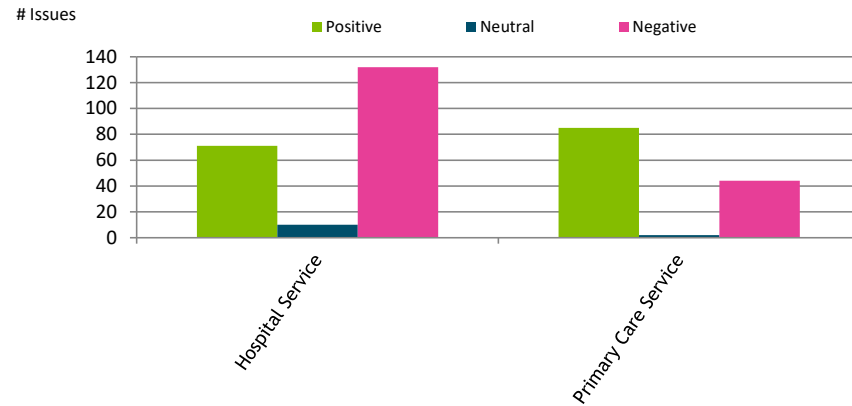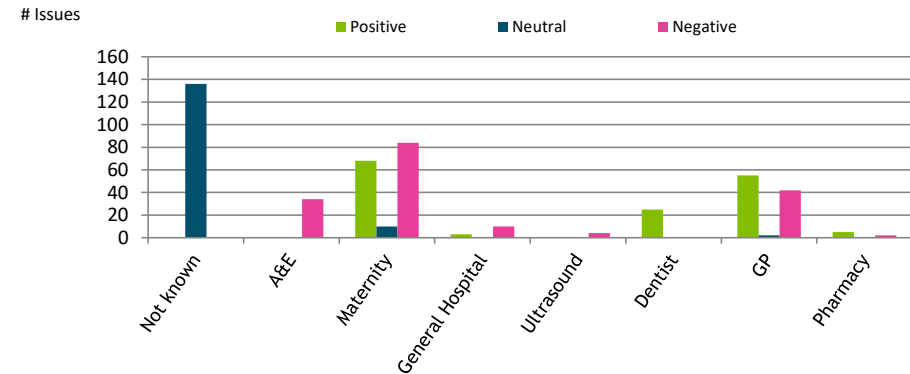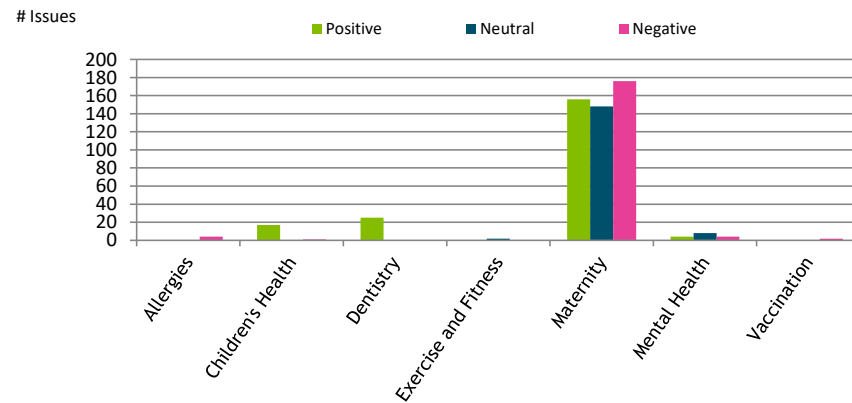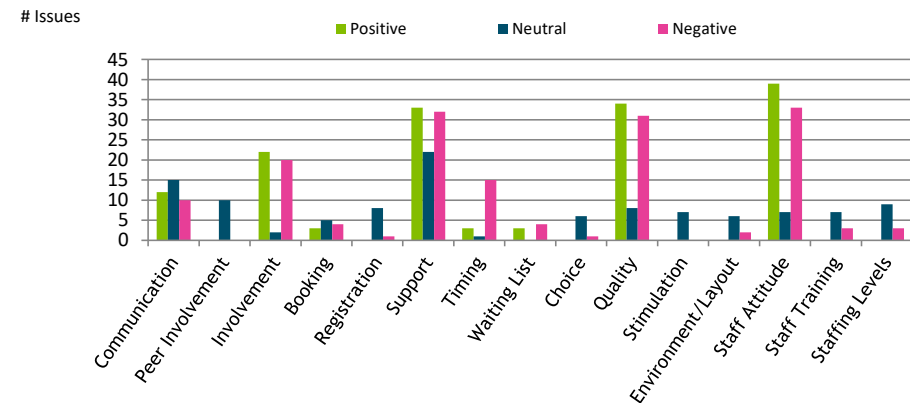
7.32 Top Trends: 480 issues from 111 people

Issues

Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			\#Issues			
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	86	68	95	249
	Carer Involvement	*Involvement or influence of carers and family members.*	8	25	8	41
	Peer Involvement	*Involvement or Influence of friends.*	1	60	1	62
	General Comment	*A generalised statement (ie; "The doctor was good.")*	15	5	11	31
	User Involvement	*Involvement or influence of the service user.*	161	28	110	299
Systems	Administration	*Administrative processes and delivery.*	3	6	36	45
	Admission	*Physical admission to a hospital ward, or other service.*	0	10	22	32
	Booking	*Ability to book, reschedule or cancel appointments.*	23	46	50	119
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	3	3
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	7	72	9	88
	Medical Records	*Management of medical records.*	0	7	2	9
	Medication	*Prescription and management of medicines.*	8	4	34	46
	Opening Times	*Opening times of a service.*	0	10	1	11
	Planning	*Leadership and general organisation.*	11	54	17	82
	Registration	*Ability to register for a service.*	2	48	7	57
	Support	*Levels of support provided.*	242	130	178	550
	Telephone	*Ability to contact a service by telephone.*	3	6	18	27
	Timing	*Physical timing (ie; length of wait at appointments).*	23	5	92	120
	Waiting List	*Length of wait while on a list.*	18	5	53	76
Values	Choice	*General choice.*	7	22	12	41
	Cost	*General cost.*	0	32	5	37
	Language	*Language, including terminology.*	5	19	6	30
	Nutrition	*Provision of sustainance.*	4	15	8	27
	Privacy	*Privacy, personal space and property.*	1	2	5	8
	Quality	*General quality of a service, or staff.*	273	46	153	472
	Sensory	*Deaf/blind or other sensory issues.*	0	3	1	4
	Stimulation	*General stimulation, including access to activities.*	1	77	0	78

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).*	3	58	2	63
	Environment/Layout	*Physical environment of a service.*	8	31	14	53
	Equipment	*General equipment issues.*	1	7	3	11
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	8	1	9
	Hygiene	*Levels of hygiene and general cleanliness.*	9	0	8	17
	Mobility	*Physical mobility to, from and within services.*	0	0	5	5
	Travel/Parking	*Ability to travel or park.*	0	2	5	7
Staff	Omission	*General omission (ie; transport did not arrive).*	0	21	12	33
	Security/Conduct	*General security of a service, including conduct of staff.*	2	37	11	50
	Staff Attitude	*Attitude, compassion and empathy of staff.*	286	30	192	508
	Complaints	*Ability to log and resolve a complaint.*	1	34	5	40
	Staff Training	*Training of staff.*	1	58	20	79
	Staffing Levels	*General availability of staff.*	1	76	17	94
	Total:		**1214**	**1167**	**1232**	**3613**

Community*Insight* CRM