

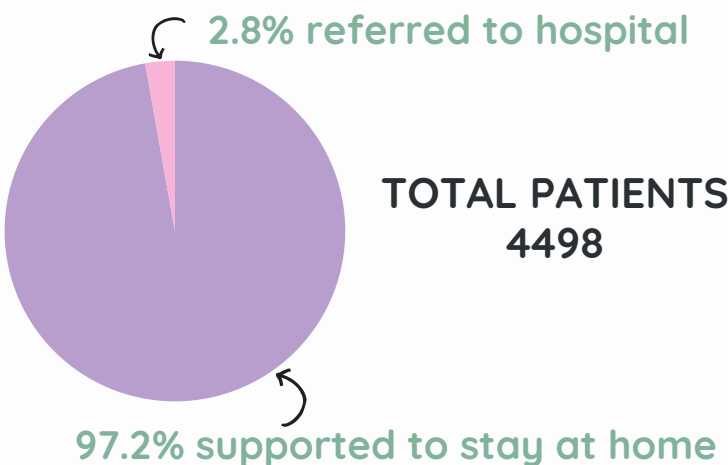
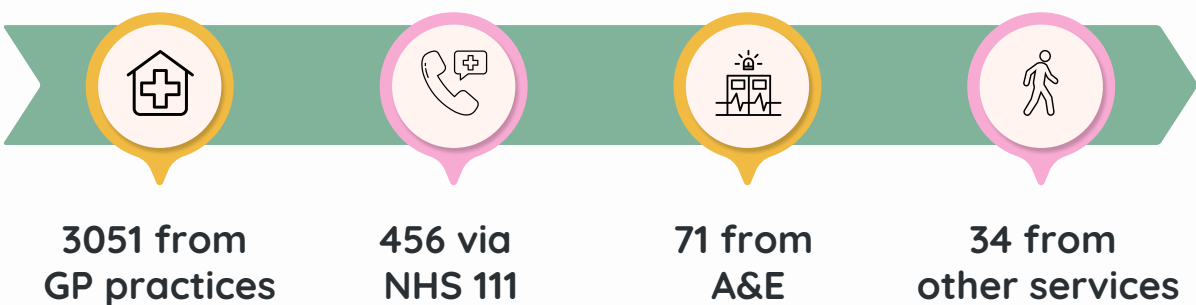
# Children's Observation Hub Summary

**BETWEEN JULY 2024 - MARCH 2025**

4,498 children were supported by the Hub during this period.



## CHILDREN REFERRED TO THE HUB



## HELPING FAMILIES GET THE RIGHT SUPPORT

Over **33,755** day passes were issued to families providing reassurance and direct access to advice.

Only 2.62% of these resulted in a visit to the Hub - helping reduce unnecessary demand.

## IMPACT DURING WINTER PRESSURES

42.1% of all Hub visits happened between October and December 2024, when the Hub played a key role in easing winter demand on emergency and urgent care services.



**72%** of parents said they would have attended A&E or another urgent care centre if the hub had not been available.

"The hub is a fantastic resource to alleviate pressure on the NHS - without this we would have been sat hours waiting for the same outcome. Due to the severity of the symptoms the fact they have the ability to monitor saturation levels with the right equipment for babies is a huge positive."

"The ease of getting an appointment, the services offered. It's more than a gp service it's like a mini hospital, a middle ground for when gps aren't available but for when your child doesn't need a hospital but does need to be seen. The fact you have a phone number to get through to the team for hours after the appointment is also fantastic and so much reassurance. I can't praise the service and the concept of the service highly enough."

"We were seen quickly and every person we saw/spoke to was professional and kind and took our concerns seriously."

"Incredibly happy with the care we received from the Childrens Observation Hub, from the first point of contact that I spoke to when first calling, to the nurse that talked me through my child's issue, all the way to speaking to the GP that called back and spoke to me about his new prescribed medication. Everything was sorted quickly and I felt listened to as a concerned parent."

"The GP was extremely helpful and reassuring. He efficiently checked over my son and acted promptly when an ambulance needed to be called."