

**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 3
October - December**

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Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the borough of Waltham Forest. In delivering these duties, Healthwatch Waltham Forest captures patient experience in numerous ways, including running the Patient Participation Group (PPG) Forum, and engaging with residents online, particularly in resident Facebook groups and through our website (www.healthwatchwalthamforest.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the forms used during our review collections over the phone. Alongside our Patient Experience work reported here, Healthwatch Waltham Forest carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, including Enter & View and research reports please visit our website at <https://www.healthwatchwalthamforest.co.uk/our-work/our-reports-new/>.

On our Feedback Centre, patients are able to relay concerns about their treatment. If they have opted to, we also offer for a member of Healthwatch Waltham Forest staff to call them and discuss the issue in more detail. If they wish to pursue a complaint, we explain the procedure to them and pass them onto our NHS Advocacy Officer.

Due to the COVID-19 pandemic and social distancing measures, nearly all health and social care services restricted their services. This has affected how we collect reviews. We have adapted to new ways of collecting Patient Experience including engaging with health and social care service users through direct contact calling and acquiring reviews left online. The Patient Experience Officer along with a group of Patient Experience Volunteers collected reviews for health and social care services from the following online sources: Google Reviews, NHS Choices, Careopinion, homecare.co.uk, carehome.co.uk, and Yellow Pages. Reviews were also obtained directly from the Healthwatch Waltham Forest website where patients and service users have the ability to share their experience.

During the Quarter 3 (Q3) period between October - December 2020, which this report covers, we collected 759 reviews. Out of our total number of patients' experience feedback received, 520 (68%) were positive with a star rating of 4-5, 51 (7%) were neutral with a star rating of 3 and 188 (25 %) were negative with a star rating of 1-2. These numbers are based on the overall star rating provided by patients, please see page 4 for further details.

The information presented within this report reflects individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Waltham Forest presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

Healthwatch Waltham Forest use a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5)

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

Overall Star Ratings

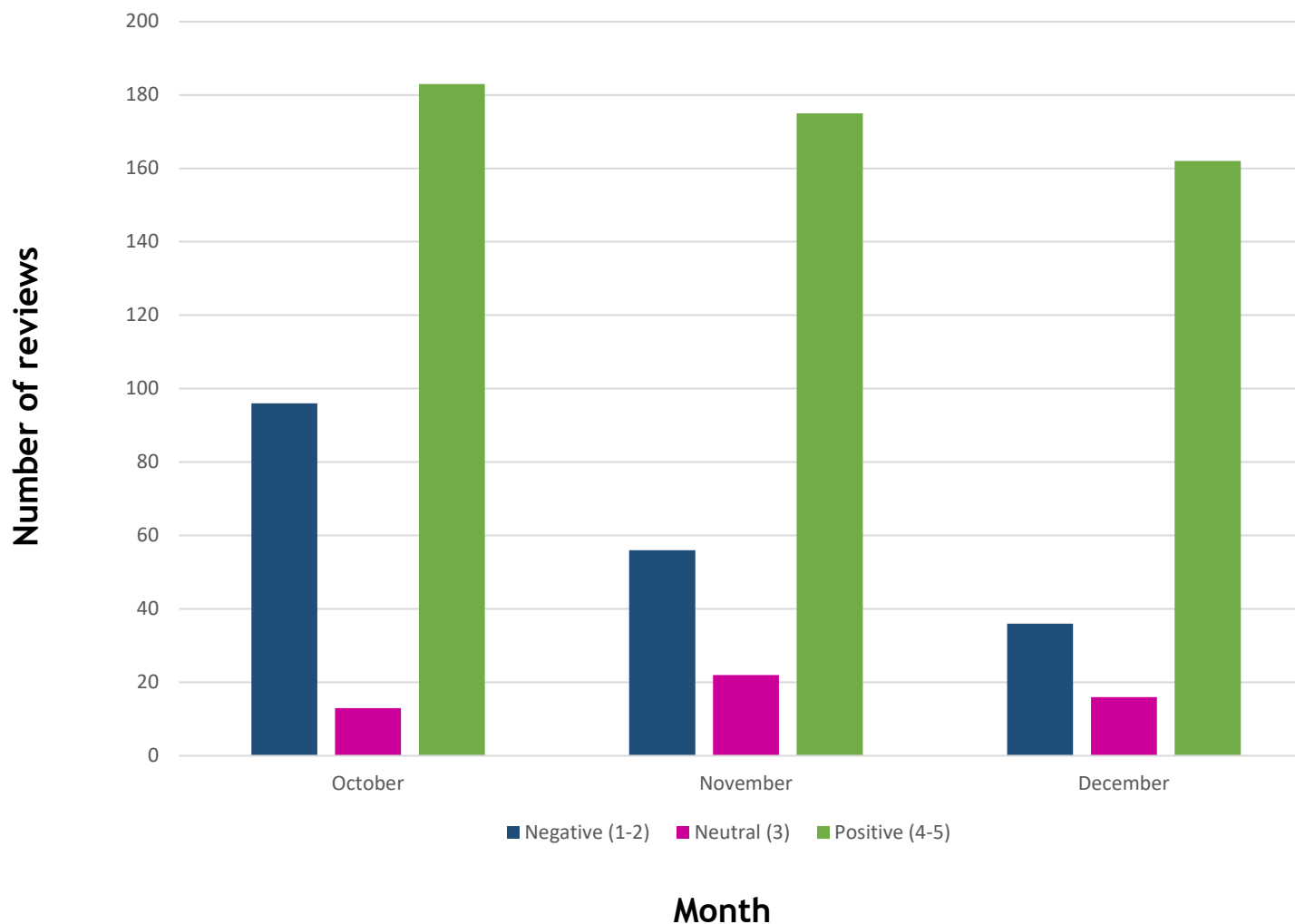
The number of patient reviews received for this quarter was 759. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter as a whole. Please see the appendices for examples of both our physical and online questionnaires.

Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended.

Month	Negative (1 -2 Star Reviews) ★ ★ ☆ ☆ ☆	Neutral (3 Star Reviews) ★ ★ ★ ☆ ☆	Positive (4 - 5 Star Reviews) ★ ★ ★ ★ ★
October	96	13	183
November	56	22	175
December	36	16	162
Total	188	51	520

Overall Star Ratings

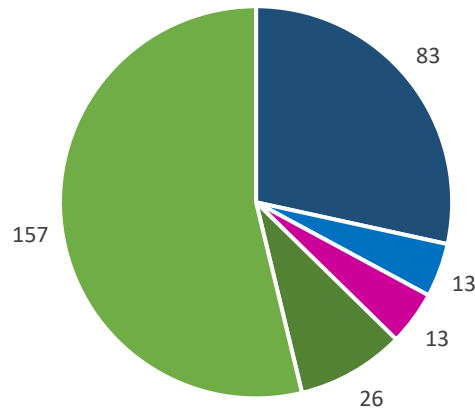
This chart illustrates the number of negative, neutral, and positive reviews based on their overall star rating. The number of reviews, according to their star rating, is measured both per month and for the whole quarter.



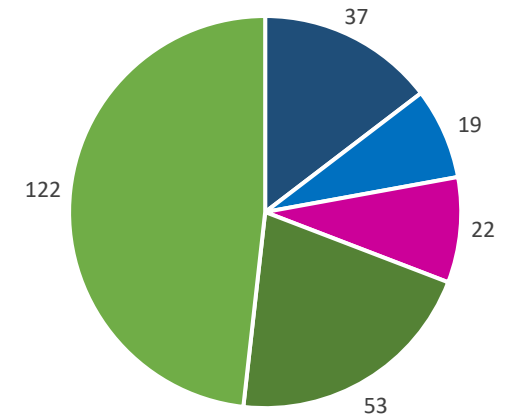
Overall Star Ratings

These pie charts show the distribution of star ratings per month and for the whole quarter (October - December).

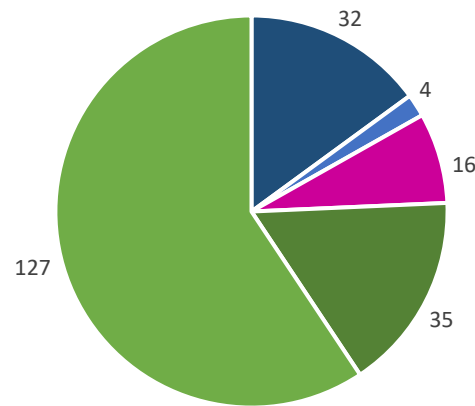
In each month the 5 star rating received the highest proportion of reviews.



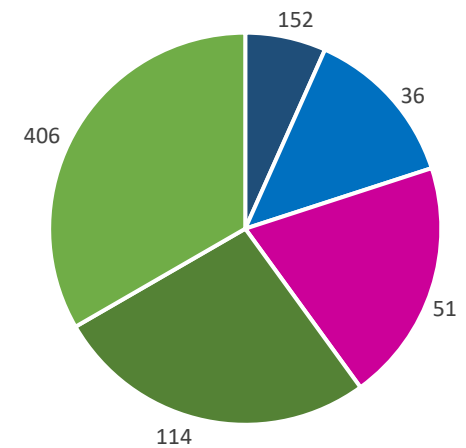
October



November



December



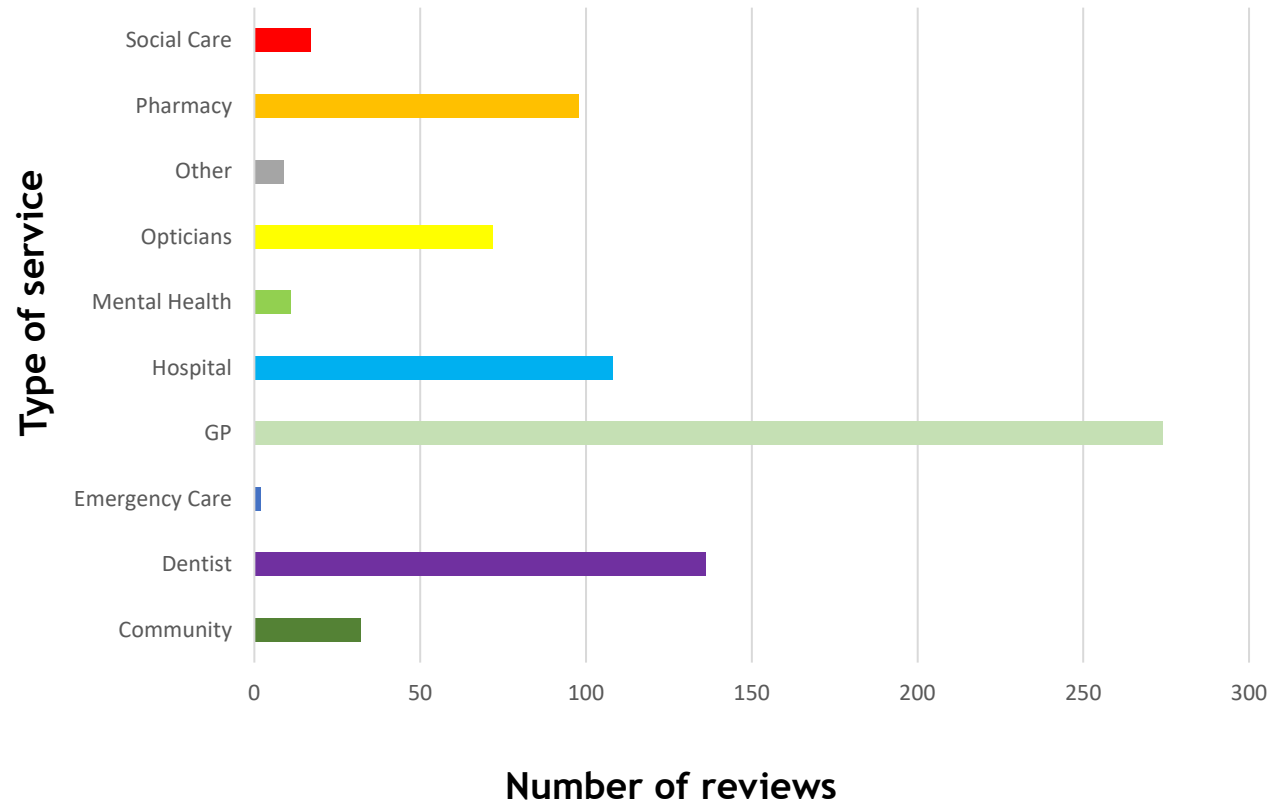
October - December

Total Reviews per Service Category

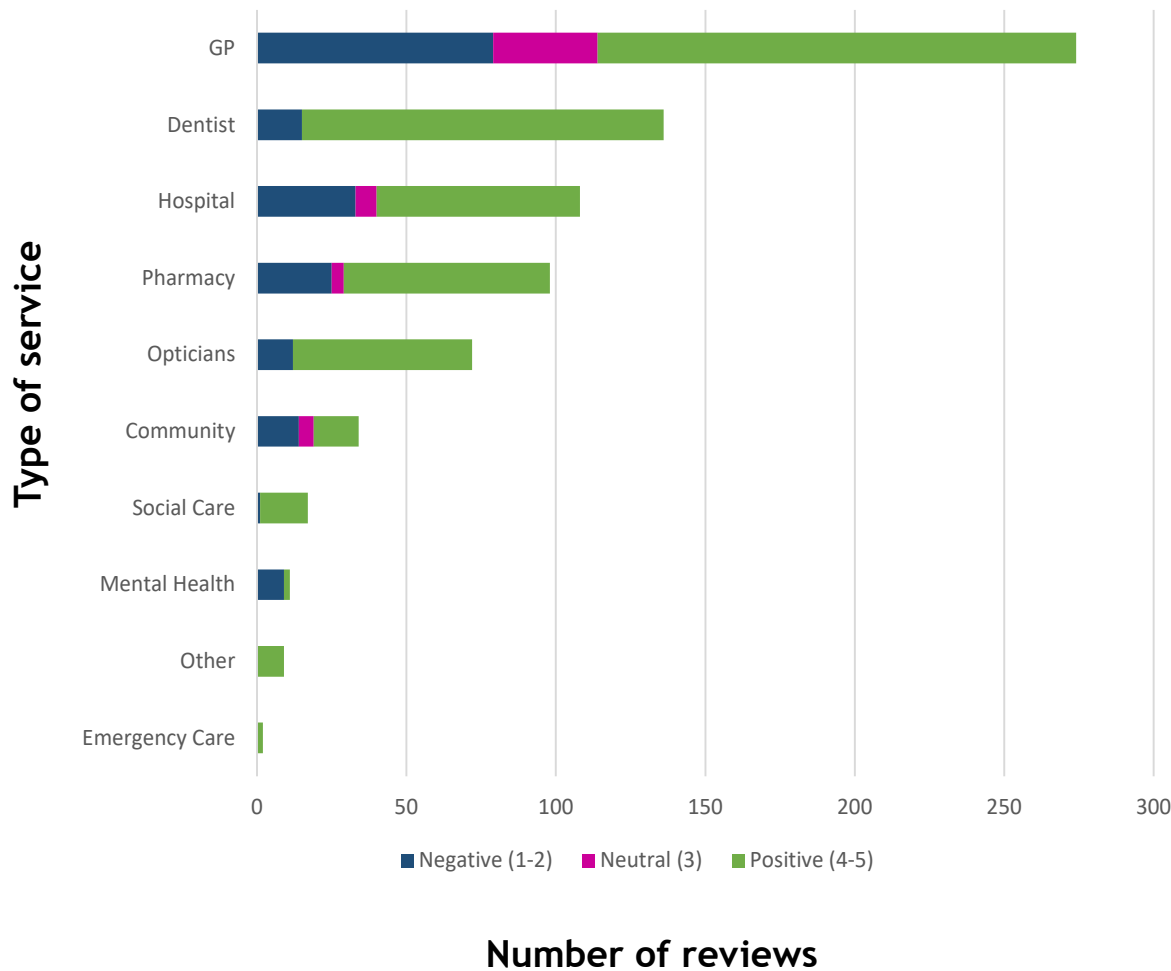
This chart depicts the number of reviews recorded per service. For this quarter, 759 patient reviews were acquired for ten different service-types.

The service-type with the highest number of reviews recorded is GP services (274). This is followed by Dental services (136), Hospital (108), Pharmacies (98), and Opticians (72).

The service-types with the lowest numbers of reviews recorded is Emergency Care (2). This is followed by Other(9),Mental Health (11), Social Care (17) and Community (32).



Distribution of Positive, Neutral & Negative per service category



This chart illustrates the proportion of negative, neutral, and positive reviews within each of the ten service-type categories previously discussed. Reviews are categorised according to their star ratings.

GP services received the most reviews this quarter (274). Of these 31% (85) were negative, 14% (38) were neutral, and 55% (151) were positive.

Dental services received the second highest number of reviews this quarter (136). Of these 10% (13) were negative, 10% (13) were neutral, and 80% (110) was positive.

Hospitals received the third highest number of reviews this quarter (108). Of these 31% (34) were negative, 15% (16) were neutral, and 54% (58) were positive.

Pharmacies received the fourth highest number of reviews this quarter (98). Of these 20% (20) were negative, 14% (15) were neutral, and 66% (65) were positive.

Opticians received the fifth highest number of reviews this quarter (72). Of these 10% (7) were negative, 7% (5) were neutral, and 83% (60) were positive.

Community received 32 reviews, Mental Health received 11 reviews, Social Care and Other received a total of 26 reviews and Emergency Care received 2 reviews. Community received 38% positive and 47% negative. Mental Health received 73% negative and 18% positive. Social Care received 65% positive and 12% negative. Other received 100% positive. Emergency Care received 50% positive and 50% neutral.

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a large number of reviews. In Q3 these areas are GPs, Dentists, Hospital (Whipps Cross), Opticians, and Pharmacies. After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" (see the appendices for examples of our physical and online questionnaires).

Each review is uploaded to our Online Feedback Centre where up to five themes and subthemes are applied (see Appendix I pages 35 - 36 for a full list).

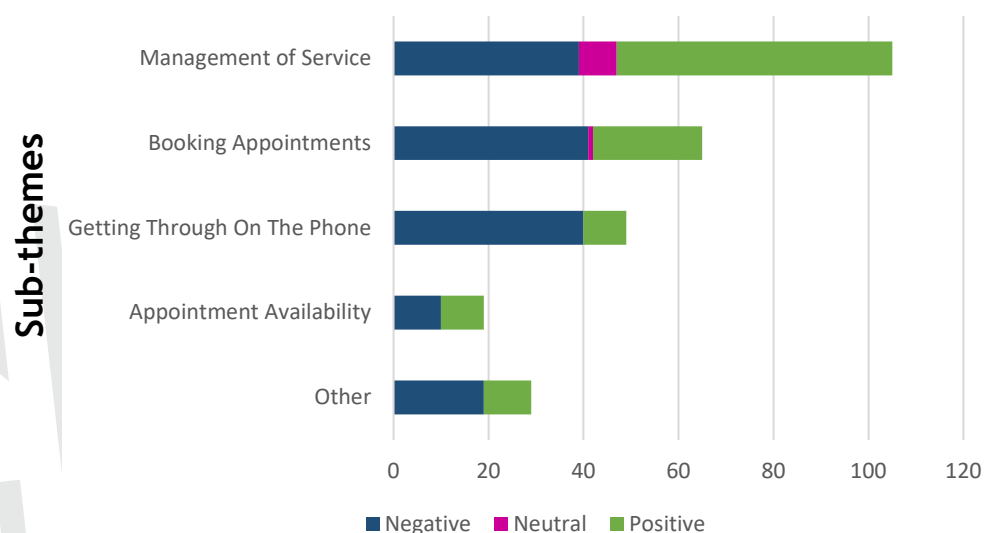
For this reason, the total numbers of theme-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs to the star rating patients provide.

The top theme for Waltham Forest GPs this quarter was *Administration*. This theme was applied a total of 267 times to the patient reviews, of which 109 (41%) were positive, 16 (6%) were neutral, and 142 (53%) were negative.

As shown in the figure below, the *Administration* theme is further divided into five sub-themes; *Management of Service*, *Booking Appointments*, *Getting Through On The Phone*, *Appointment Availability* and *Other*. *Other* combines the following sub-themes, which each had a count of eighteen or less; *Admission Procedure*, *General and Medical Records*.

Of these sub-themes, *Management of Service* was applied 105 times with 58 (55%) being positive, and 39 (37%) being negative. *Booking Appointments* was applied 65 times with 23 (35%) being positive, and 41 (63%) being negative. *Getting Through On The Telephone* was applied 49 times with 9 (18%) being positive, and 40 (82%) being negative. *Appointment Availability* was applied 19 times, with 9 (47%) being positive, and 10 (53%) being negative. Lastly, *Others* was applied 29 times, with 56% being positive and 22% being negative.

Top sub-themes for Administration



Number of reviews

Positive reviews

“ I did not have any problems getting an appointment so i was very pleased.”

GP Surgery

“ The doctors are good and attentive. They said they would ring me today at a certain time and they did.”

GP Surgery

Negative reviews

“ I experienced a long waiting time and getting an appointment could have been easier.”

GP Surgery

“ Very difficult to get through on the phone had to wait a long time.”

GP Surgery

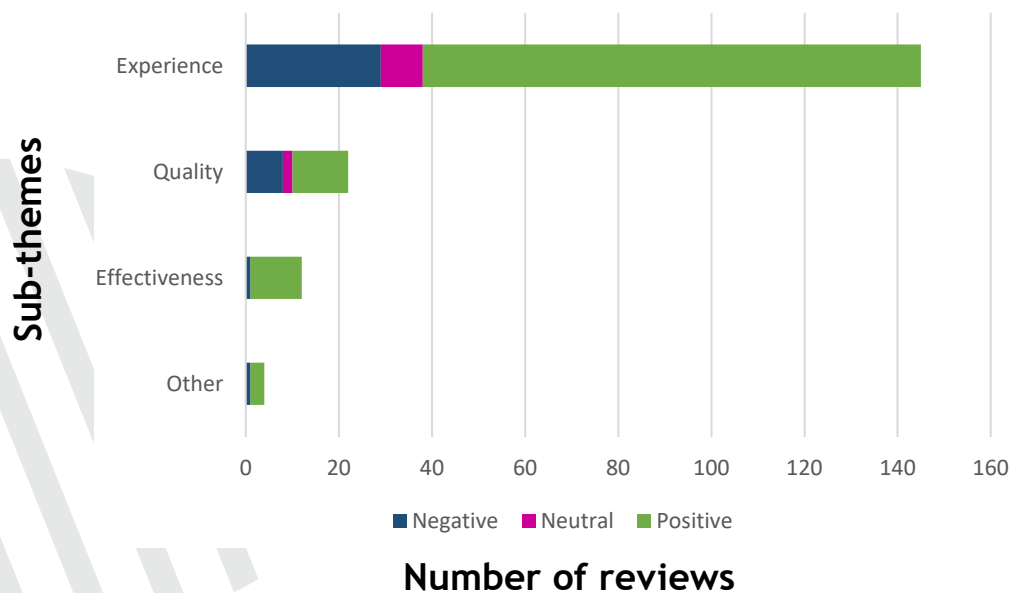
GP Themes and Sub-Themes

The second most applied theme for Waltham Forest GPs this quarter, is *Treatment & Care*. This theme was applied a total of 185 times to the patient reviews, of which 136 (72%) were positive, 10 (6%) were neutral, and 39 (21%) were negative. This shows that the majority of patients were satisfied with the treatment they received from the receptionists and doctors at their GPs.

As shown in the figure below, the *Treatment & Care* theme is further divided into two sub-themes; *Experience, Quality, Effectiveness & Other*. *Others* combines the following sub-themes, which each had a count of 5 or less: *Treatment Explanation & Safety of Care/Treatment*.

Of these sub-themes, *Experience* was applied 147 times with 107 (73%) being positive, 9 (6%) being neutral, and 29 (20%) being negative. *Quality* was applied 22 times with 12 (55%) being positive, 2 (9%) being neutral, and 8 (36%) being negative. *Effectiveness* was applied 12 times with 11 (92%) being positive and 1 (8%) being negative. *Other* was applied 4 times with 3 (67%) being positive, and 1 (33%) being negative.

Top sub-themes for Treatment & Care



Positive reviews

“ I feel they went above and beyond in order to sort out my situation, excellent service.”
GP surgery

“ I am very grateful for all the help they have given me.”
GP surgery

Negative reviews

“ I really don't like this service and I try to avoid going there. I also think the staff are rude.”
GP Surgery

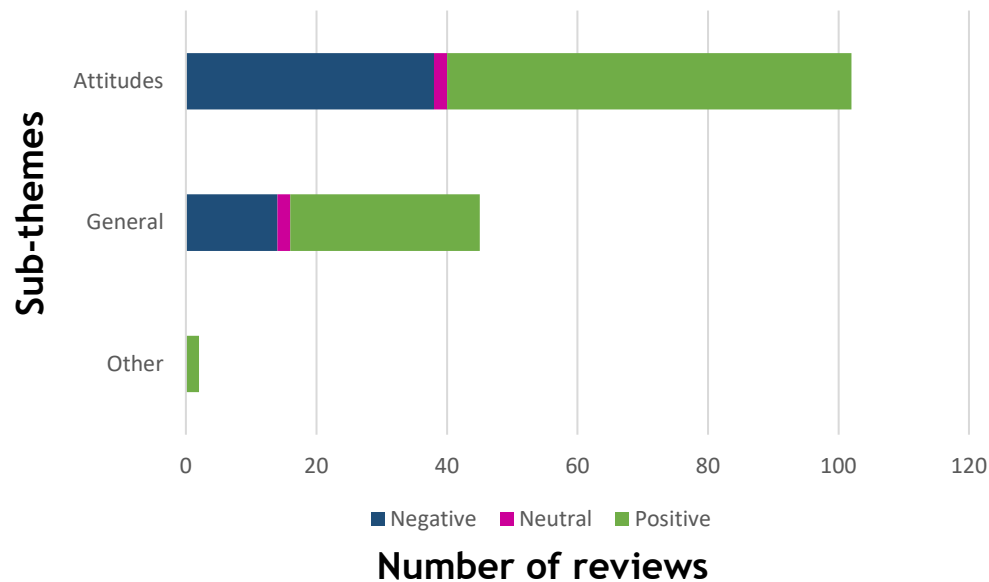
GP Themes and Sub-Themes

The third most applied theme for Waltham Forest GPs this quarter is *Staff*. This theme was applied a total of 150 times to the patient reviews, of which 94 (63%) were positive, 4 (3%) were neutral, and 52 (35%) were negative. This shows that the majority of patients were satisfied with the service provided by staff at their GPs.

As shown in the figure below, the *Staff* theme is further divided into three sub-themes; *Attitudes, General and Other*. Other combines the following sub-themes, which each had a count of five or less: *District Nurses/Health Visitors*.

Of these sub-themes, *Attitudes* was applied 102 times with 62 (61%) being positive, 2 (2%) being neutral, and 38 (37%) being negative. *General* was applied 45 times with 29 (64%) being positive, 2 (4%) being neutral, and 14 (31%) being negative. *Other* was applied 2 times with 2 (100%) being positive.

Top sub-themes for Staff



Positive reviews

“The doctor was kind and explained things well to me.”
GP surgery

“Quick and polite service.”
GP surgery

Negative reviews

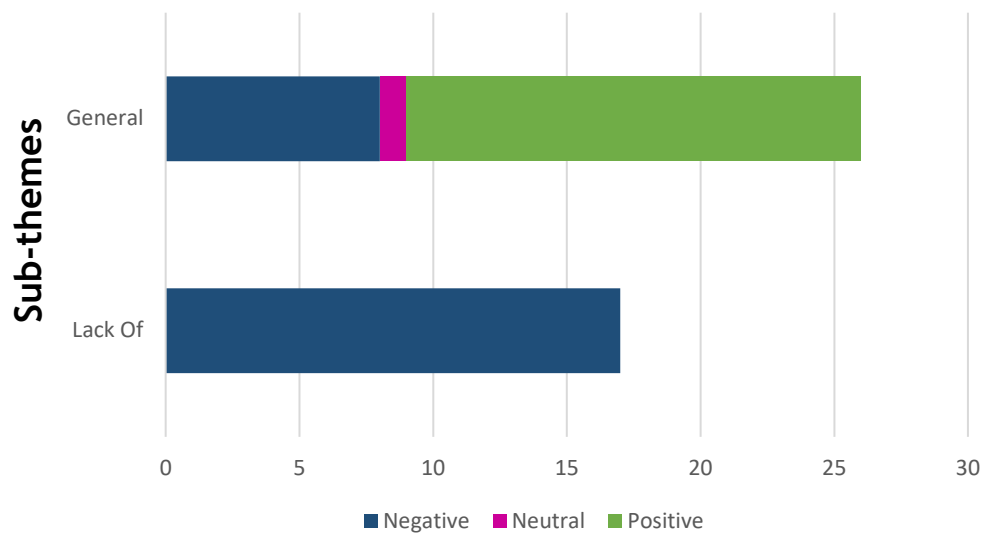
“The receptionist's attitude spoiled my experience”
GP Surgery

“The receptionist treated me like I was some sort of criminal!”
GP Surgery

The fourth most applied theme for Waltham Forest GPs this quarter is *Communication*. This theme was applied a total of 43 times to the patient reviews, of which 17 (40%) were positive, 1 (2%) was neutral, and 25 (58%) were negative. This shows that the majority of patients were found the communication with their GPs was negative.

As shown in the figure below, the *Communication* theme is further divided into two sub-themes; *General* and *Lack Of*. Of these sub-themes, *General* was applied 26 times with 17 (65%) being positive, 1 (4%) being neutral, and 8 (31%) being negative. *Lack Of* was applied 17 times with 17 (100%) being negative.

Top sub-themes for Communication



Number of reviews

Positive reviews

“ I did not have any problems getting an appointment so i was very pleased.”
GP surgery

“ The doctors are good at calling/emailing back and reception staff always dp their est to get you an appointment as soon as possible.”
GP surgery

Negative reviews

“ Absolutely shocking service. Cannot possibly recommend this surgery to anyone.”
GP Surgery

“ The "Medical" staff paid absolutely no regard to my partner's inability to communicate effectively.”
GP Surgery

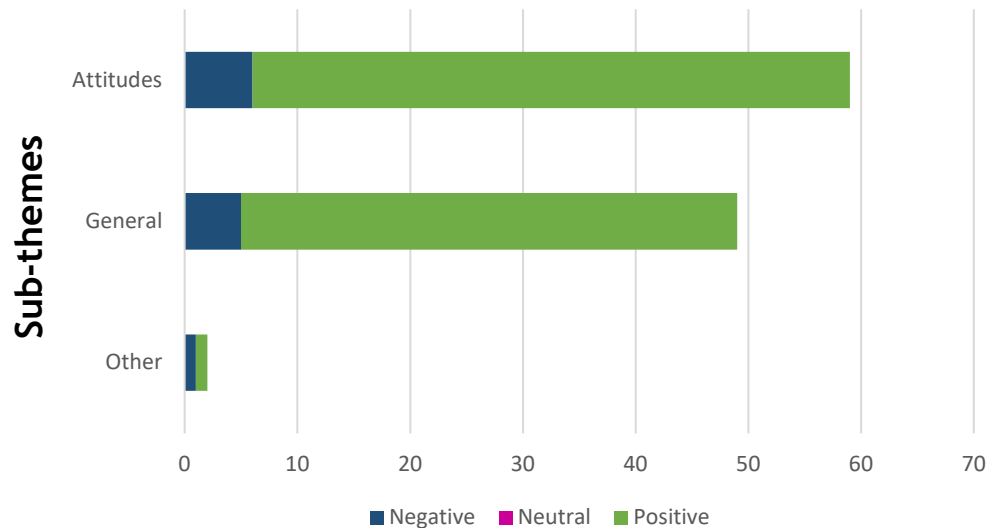
Dentist Themes and Sub-Themes

The top theme for Waltham Forest Dentists this quarter is *Staff*. This theme was applied a total of 110 times to the patient reviews, of which 98 (89%) were positive, and 12 (11%) were negative.

As shown in the figure below, the *Staff* theme is further divided into three sub-themes; *Attitudes*, *General* and *Other*. *Other* combines the following sub-themes, which each had a count of one: *District Nurses/Health Visitors and Midwives*. The majority of reviews received, relating to *Attitudes* and *General* for Dentist Staff, are positive for this quarter.

Of these sub-themes, *Attitudes* was applied 59 times with 53 (90%) being positive, and 6 (10%) being negative. *General* was applied 49 times with 44 (90%) being positive, and 5 (10%) being negative. *Other* was applied 2 times with 1 (50%) being positive and 1 (50%) being negative.

Top sub-themes for Staff



Number of reviews

Positive reviews

“From the moment I stepped through the door I was put at ease. Everyone was so kind. I was very very nervous. The dentist was fantastic. Will definitely go again. Thank you everyone.”
Dentist

Negative reviews

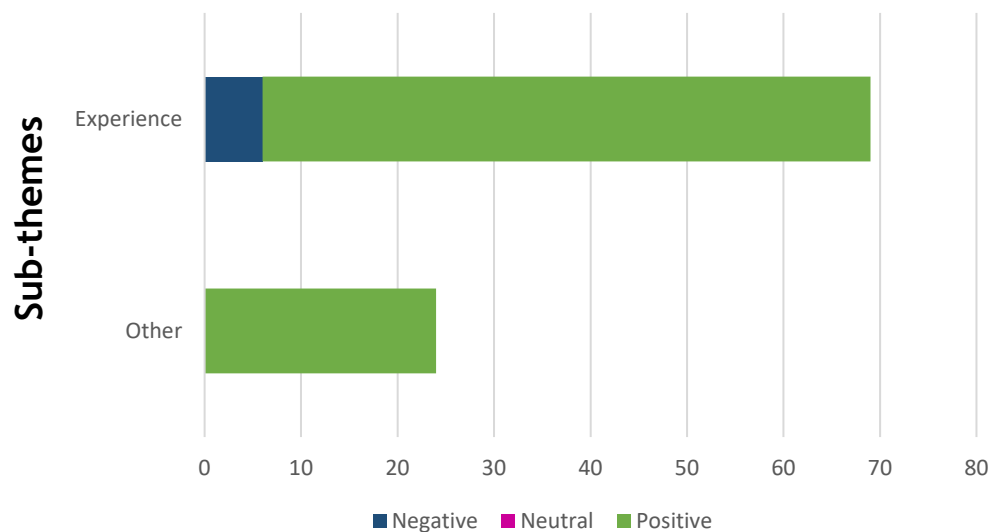
“It is impossible to get an appointment. I get that Covid is happening right now but it's being used as an excuse to provide shambolic levels of service”
Dentist

The second most applied theme for Waltham Forest Dentists this quarter is *Treatment & Care*. This theme was applied a total of 95 times to the patient reviews, of which 86 (91%) were positive, and 9 (9%) were negative. This shows that the majority of patients were satisfied with the treatment they received from their dental practice.

As shown in the figure below, the Treatment & Care theme is further divided into two sub-themes; *Experience and Other*. Other combines the following sub-themes, which each had a count of seven or less: *Effectiveness, Quality, Safety of Care/Treatment, and Treatment Explanation*.

Of these sub-themes, *Experience* was applied 69 times with 63 (91%) being positive, and 6 (9%) being negative. *Other* was applied 24 times with 24 (100%) being positive.

Top sub-themes for Treatment & Care



Positive reviews

“I have been coming here for years and the quality of customer care has never fallen short of my high expectations”
Dentist

“Excellent service. Can't fault them. Been going for years and years”
Dentist

Negative reviews

“The dentist was very rough and rude.”
Dentist

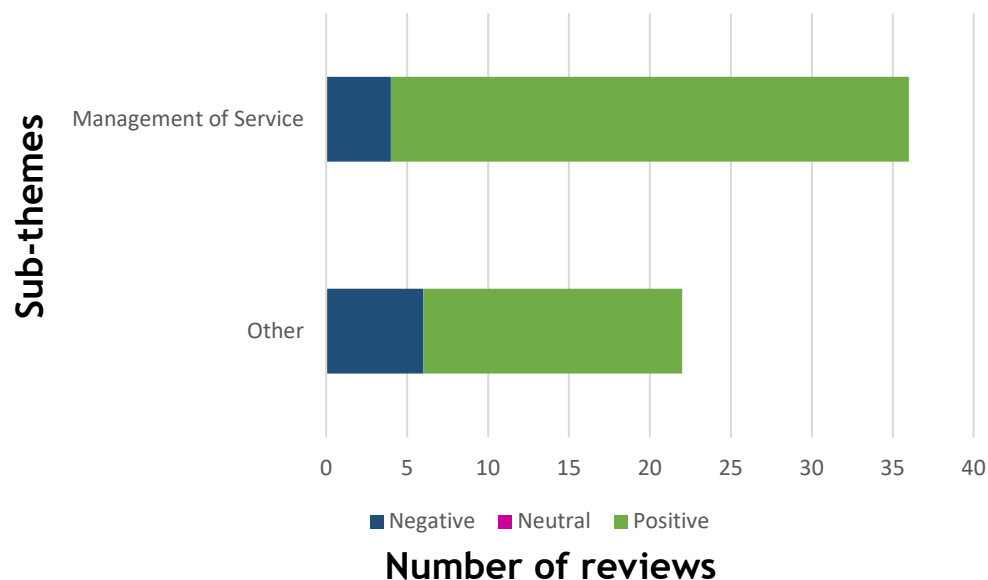
Number of reviews

The third most applied theme for Waltham Forest Dentists this quarter is *Administration*. This theme was applied a total of 58 times to the patient reviews, of which 49 (84%) were positive, and 9 (16%) were negative.

As shown in the figure below, the Administration theme is further divided into two sub-themes; *Management of Service and Other*. *Other* combines the following sub-themes, which each had a count of nine or less: *General, Getting Through On The Telephone, Booking Appointments, Appointment Availability and Admission Procedure*. As you can see from the chart below, the majority of reviews were positive for Management of Service this quarter.

Of these sub-themes, *Management Of Service* was applied 36 times with 32(89%) being positive and 4(11%) being negative. *Other* was applied 22 times with 16 (80%) being positive, and 6 (20%) being negative.

Top sub-themes for Administration



Positive reviews

“An excellent dental practice in every way.”
Dentist

“The staff are friendly and I think that they are a really good dentist.”
Dentist

Negative reviews

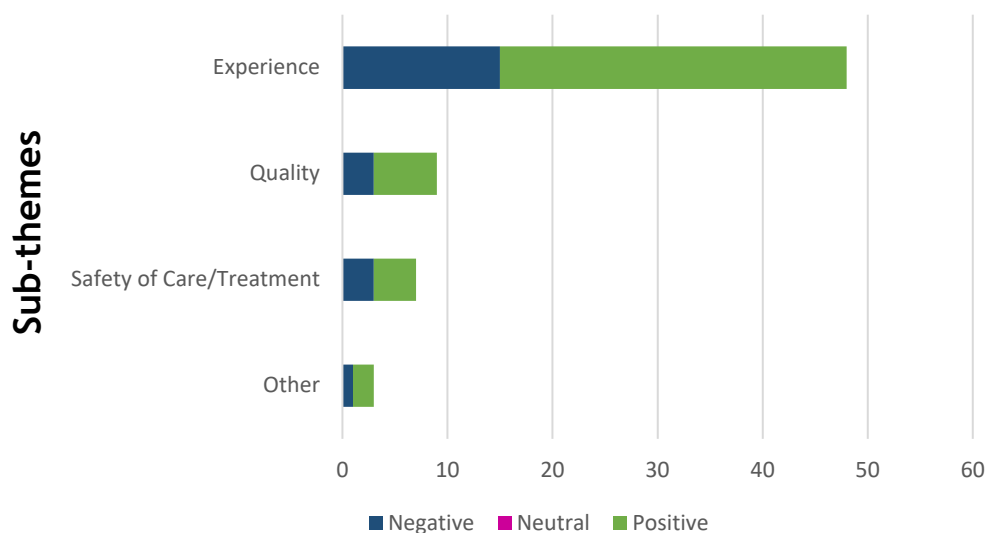
“Now that the situation is not into lockdown, they are still not receiving patients. And I need dental care.”
Dentist

The top theme for Whipps Cross Hospital this quarter is *Treatment and Care*. This theme was applied a total of 67 times to the patient reviews, of which 45 (67%) were positive, and 22 (33%) were negative. This shows that the majority of patients were satisfied with the treatment and care they received at Whipps Cross Hospital this quarter.

As shown in the figure below, the *Treatment and Care* theme is further divided into four sub-themes; *Experience, Quality, Safety of Care/ Treatment and Other*. *Other* combines the following sub-themes, which each had a count of two or less: *Effectiveness and Treatment Explanation*.

Of these sub-themes, *Experience* was applied 48 times with 33 (69%) being positive, and 15 (31%) being negative. *Quality* was applied 9 times with 6 (67%) being positive, and 3 (33%) being negative. *Safety of Care/ Treatment* was applied 7 times with 4 (57%) being positive, and 3 (43%) being negative. *Other* was applied 3 times with 2 (67%) being positive and 1 (33%) being negative.

Top sub-themes for Treatment and Care



Number of reviews

Positive reviews

“The staff are working hard and taking good care of patients. The staff all have good PPE and I think they are providing the best care possible.”

Hospital Department

“They were brilliant and I felt safe here regarding Covid precautions”

Hospital Department

Negative reviews

“ I thought the hygiene was poor. One lady was not changing her gloves and they don't clean the facilities well.”

Hospital Department

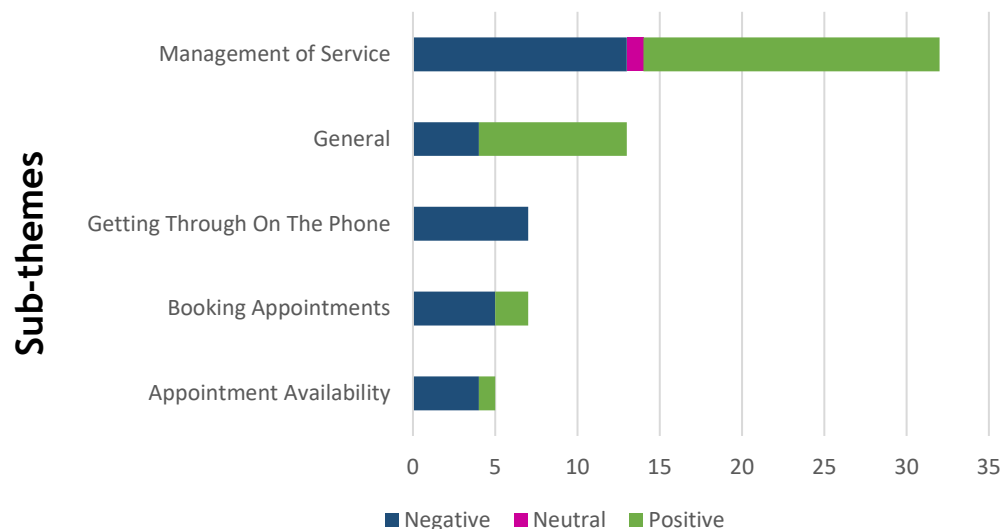
Whipps Cross Hospital Themes and Sub-Themes

The second most applied theme for Whipps Cross Hospital this quarter is Administration. This theme was applied a total of 65 times to the patient reviews, of which 30 (46%) were positive, 2 (3%) were neutral, and 33 (51%) were negative.

As shown in the figure below, the *Administration* theme is further divided into five sub-themes; *Management of Service, General, Getting Through on The Phone, Booking Appointments* and *Appointment Availability*. As you can see from the chart below, Administration received a majority of positive reviews. However, Management of Service needs to be improved based on the reviews received this quarter.

Of these sub-themes, *Management of Service* was applied 32 times with 18 (56%) being positive, 1 (41%) was neutral, and 13 (3%) being negative. *General* was applied 13 times with 9 (69%) positive, and 4 (31%) negative. *Getting Through on The Phone* was applied 7 times with 7 (100%) being negative. *Booking Appointments* was applied 7 times with 2 (29%) being positive, and 15 (71%) being negative. *Appointment Availability* was applied 5 times with 1 (20%) being positive and 4 (80%) being negative.

Top sub-themes for Administration



Number of reviews

Postive reviews

“The procedure went well and I am fully recovered now.”
Hospital Department

“The respiratory clinic there is really good.”
Hospital Department

“Absolutely fantastic service. Really helpful staff.”
Hospital Department

Negative reviews

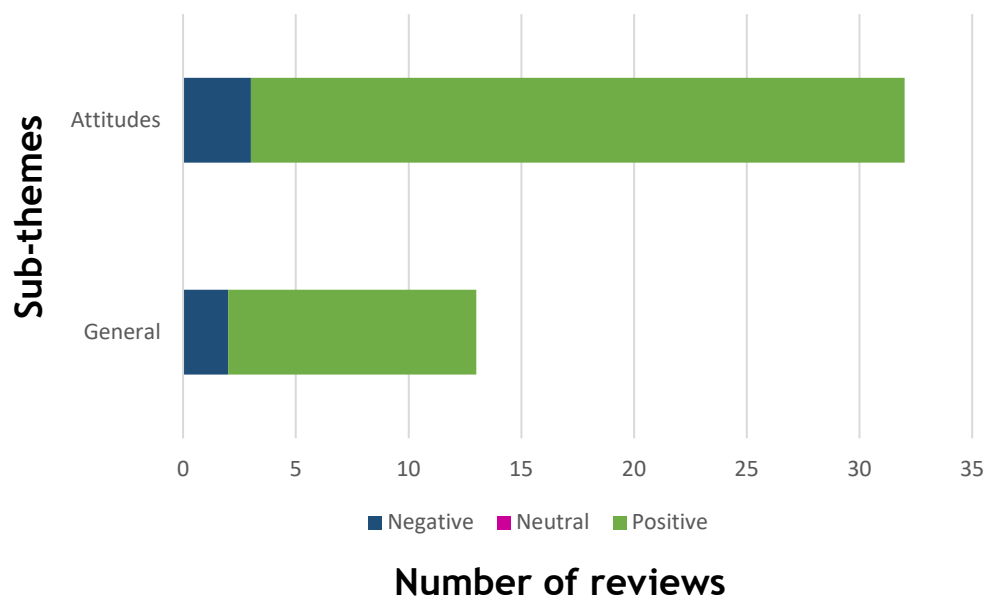
“It was always incredibly difficult to get through to reception on the phone.”
Hospital Department

Optician Themes and Sub-Themes

The top theme for Waltham Forest Opticians this quarter is *Staff*. This theme was applied a total of 45 times to the patient reviews, of which 40 (89%) were positive, and 5 (11%) were negative. This shows that the majority of patients were satisfied with the treatment they received from staff at their opticians.

As shown in the figure below, the *Staff* theme is further divided into two sub-themes; *Attitudes and General*. Of these sub-themes, *Attitudes* was applied 31 times with 29 (94%) being positive, and 2 (6%) being negative. *General* was applied 14 times with 11 (79%) being positive, and 3 (21%) being negative.

Top sub-themes for Staff



Positive reviews

“Very helpful when I needed emergency consultation with optician concerning an eye condition.”
Optician

Negative reviews

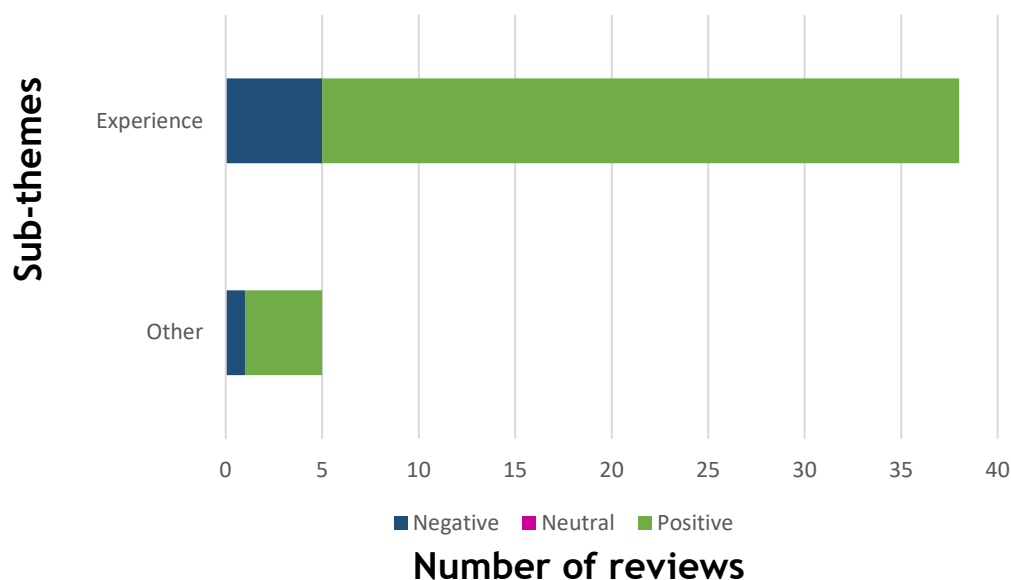
“They entered my wife’s name incorrectly into their system.”
Optician

The second most applied theme for Waltham Forest Opticians this quarter is *Treatment & Care*. This theme was applied a total of 43 times to the patient reviews, of which 37 (86%) were positive, and 6 (14%) were negative. As you can see from the chart below, the majority of reviews for Experience were very positive for this quarter.

As shown in the figure below, the *Treatment & Care* theme is further divided into two sub-themes; *Experience & Other*. *Other* combines the following sub-themes, which each had a count of three or less: *Effectiveness & Quality*.

Of these sub-themes, *Experience* was applied 38 times with 33 (87%) being positive, and 5 (13%) being negative. *Other* was applied 5 times with 4 (80%) being positive and 1 (20%) being negative.

Top sub-themes for Treatment & Care



Positive reviews

“Excellent service. The staff are very helpful and COVID aware.”
Optician

“I would recommend them very highly.”
Optician

Negative reviews

“They have been very negligent in their jobs recently.”
Optician

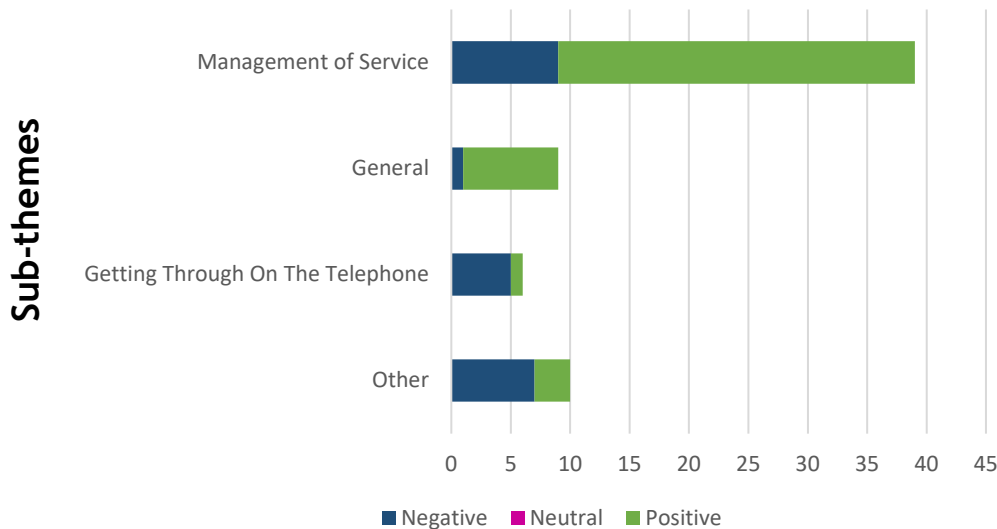
Pharmacy Themes and Sub-Themes

The top theme for Waltham Forest Pharmacies this quarter is *Administration*. This theme was applied a total of 64 times to the patient reviews, of which 41 (64%) were positive, and 23 (36%) were negative. This shows that the majority of patients were satisfied with the administration provided by their pharmacy.

As shown in the figure below, the *Administration* theme is further divided into four sub-themes; *Management of Service, General, Getting Through On The Telephone, and Other*. *Other* combines the following sub-themes, which each had a count of four or less: *Admission Procedure, Appointment Availability and Booking Appointments*.

Of these sub-themes, *Management of Service* was applied 39 times with 30 (77%) being positive, and 9 (23%) being negative. *General* was applied 9 times with 8 (89%) being positive, and 1 (11%) being negative. *Getting Through On The Telephone* was applied 6 times with 1 (17%) being positive and 5 (83%) being negative. *Other* was applied 10 times, with 3 (33%) being positive, and 7 (67%) being negative.

Top sub-themes for Administration



Number of reviews

Positive reviews

“The service is really good and the staff are good too.”
Pharmacy

“There are no mix ups with my prescriptions and I'm happy with everything.”
Pharmacy

Negative reviews

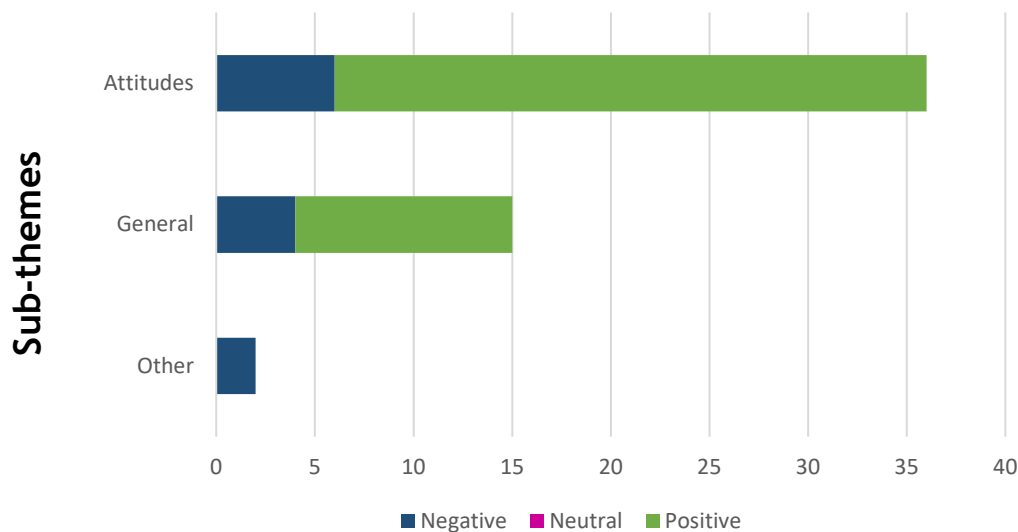
“Opening times can be erratic and they don't always open promptly.”
Pharmacy

The second most applied theme for Waltham Forest Pharmacies this quarter is *Staff*. This theme was applied a total of 53 times to the patient reviews, of which 41 (77%) were positive, and 12 (23%) were negative. This shows that the majority of patients were satisfied with the treatment they received from staff at their pharmacy.

As shown in the figure below, the *Staff* theme is further divided into three sub-themes; *Attitudes, General and Other*. *Other* combines the following sub-themes, which each had a count of one: *Staffing Levels and Training & Development*.

Of these sub-themes, *Attitudes* was applied 36 times with 30 (83%) being positive, and 6 (17%) being negative. *General* was applied 15 times with 11 (73%) being positive, and 4 (27%) being negative. *Other* was applied 2 times with 2 (100%) being negative.

Top sub-themes for Staff



Number of reviews

Positive reviews

“Excellent service from pharmacy.”
Pharmacy

“The pharmacy is very efficient and the staff are very helpful.”
Pharmacy

“The staff at the pharmacy always go out of their way to help you.”
Pharmacy

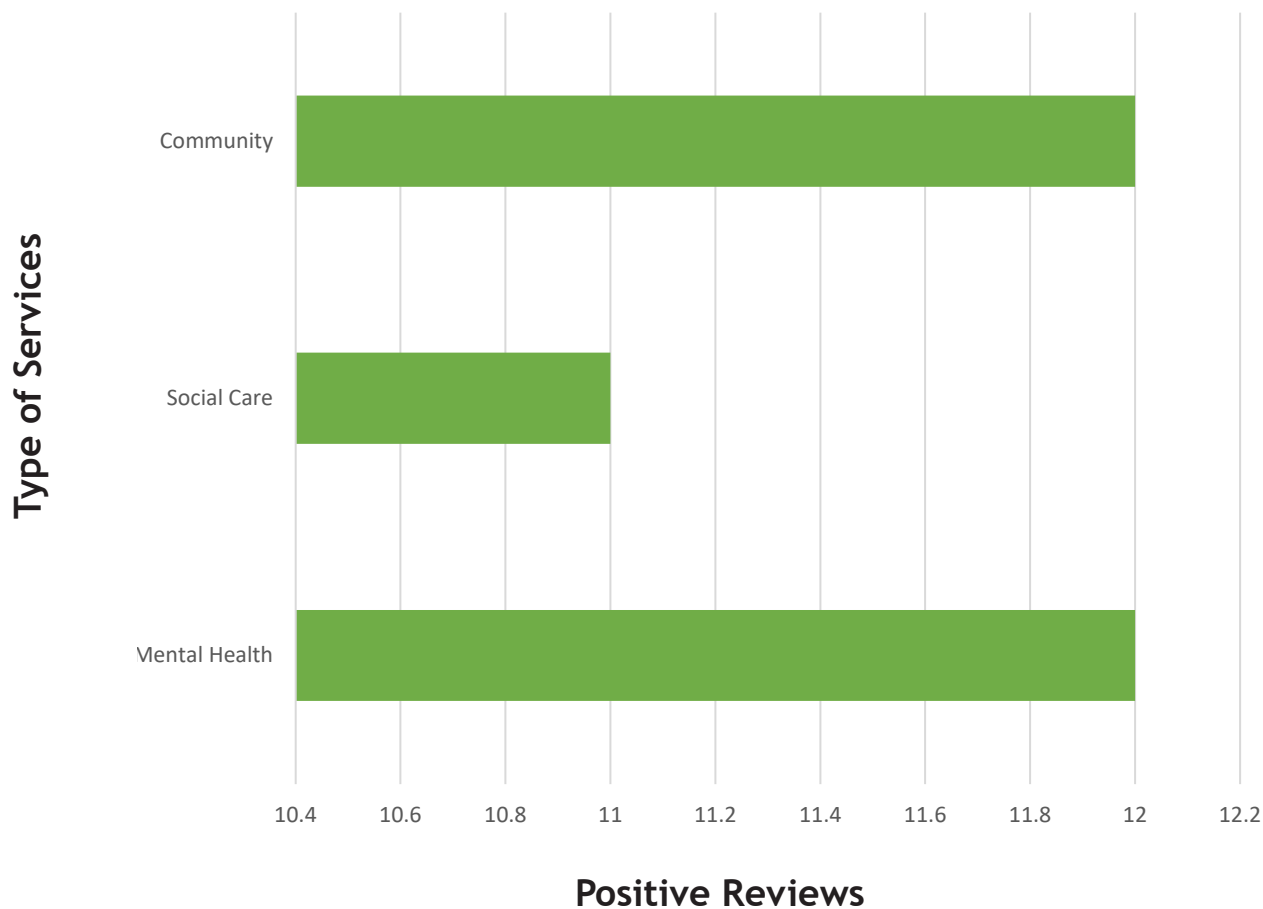
Negative reviews

“Shambolic service. Recurring problems with repeat prescription not being ready on time.”
Pharmacy

Other Positive Reviews

Looking at the positive reviews received allows us to highlight areas where a service is doing well and deserves praise. This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comment received.

October, November, December





Social Care

“Mum has been looked after with great tenderness by the team...I couldn't be happier with her care.”

Carehome

“It was an extremely challenging time and not only did the manager and staff find time for my worries and concerns, they went above and beyond what we could have expected.”

Carehome



Community Services

“Amazing experience everytime!”

Community Service



Mental Health Services

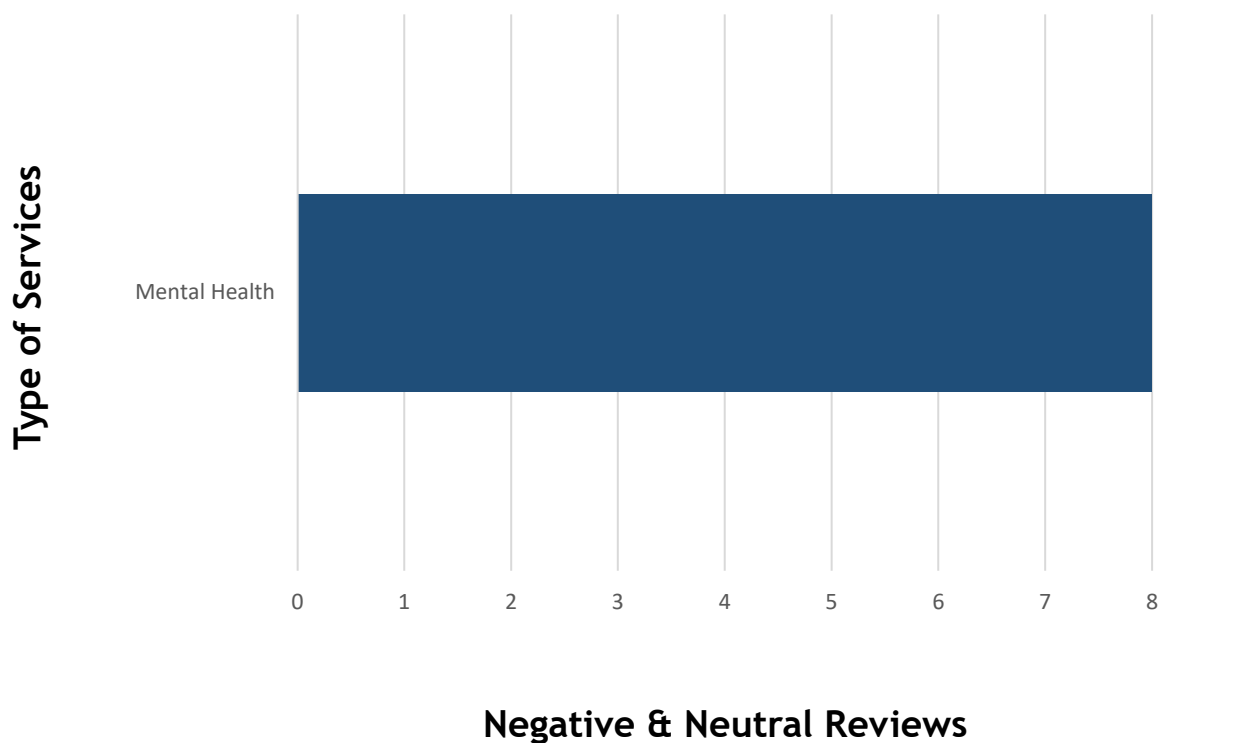
“I am very grateful for this service and the excellent person who helps me. It's a support that came at a crucial time and I continue to value it's assistance”

Mental Health Service

Other Negative & Neutral Reviews

By looking at the negative and neutral reviews received from local residents of Waltham Forest, we can better understand where a service needs to improve in order to provide a better experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received. We include reviews where we have classified the comment as being of "neutral" sentiment. These experiences generally highlight where improvement can be made.

October, November, December





Mental Health

“ Sadly the care is just not up to scratch, on many occasions my wife asked for help and she was just ignored.”

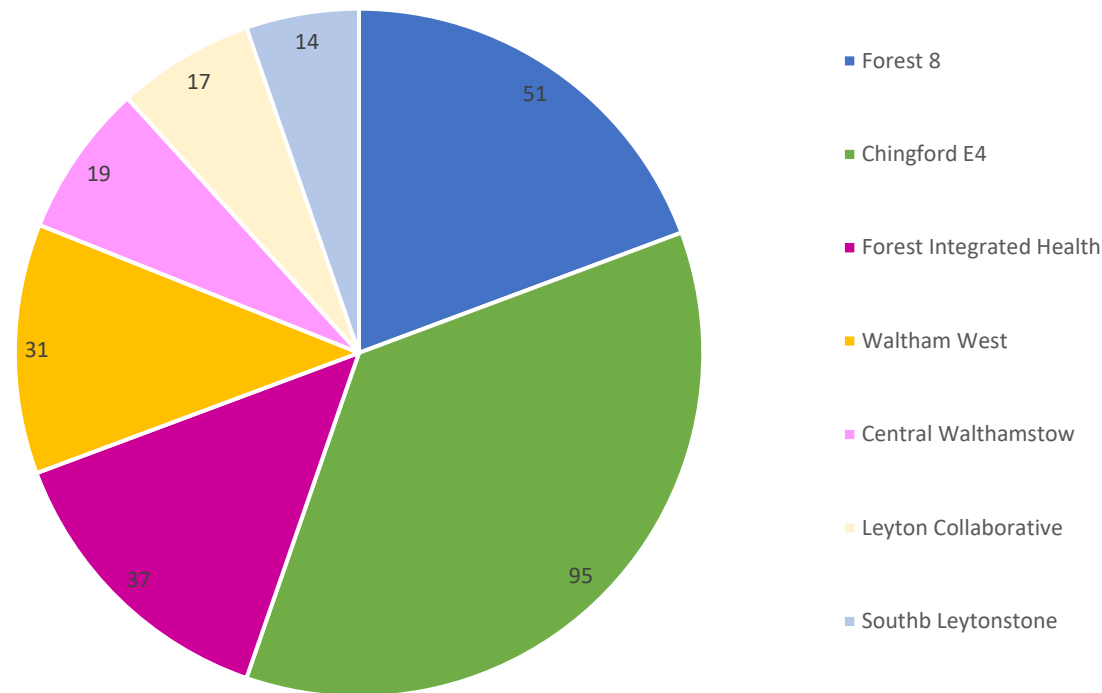
Mental Health

“ Not great, improvement is needed in a lot of areas”

Mental Health

Primary Care Network Area Reviews

This pie chart demonstrates the total number of reviews received by each of the seven Primary Care Networks (PCNs) in Waltham Forest. Of the seven PCNs, Chingford received the highest total number of reviews with 95 (36%); followed by Forest 8 with 51 (14%) and Forest Integrated Health with 37 (14%).

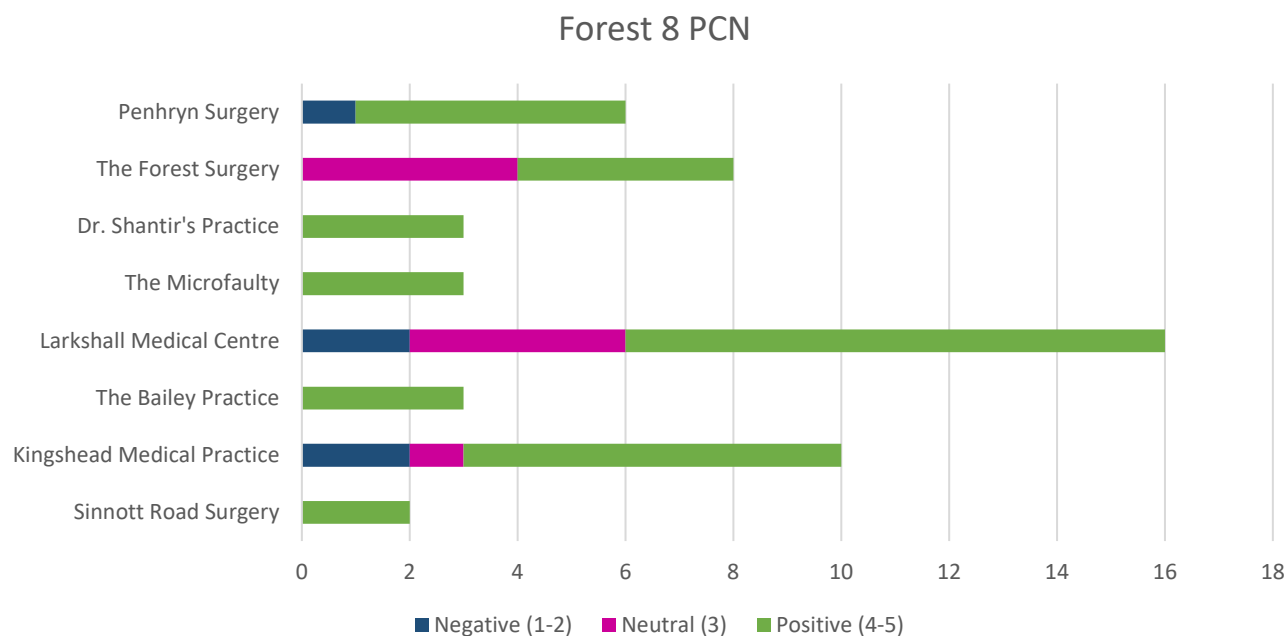


Number of reviews per PCN

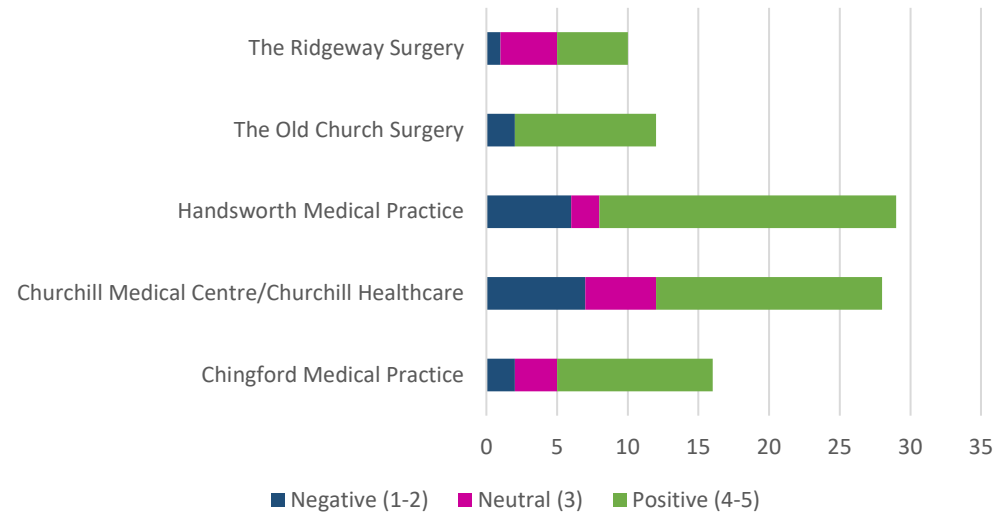
The following seven bar charts (pages 29 - 32) illustrate the distribution of star ratings for each GP surgery within its given PCN.

There are seven PCN in Waltham Forest, they are: Forest 8, Chingford E4, Forest Integrated Health, Walthamstow West, Central Walthamstow, Leyton Collaborative, and lastly South Leytonstone.

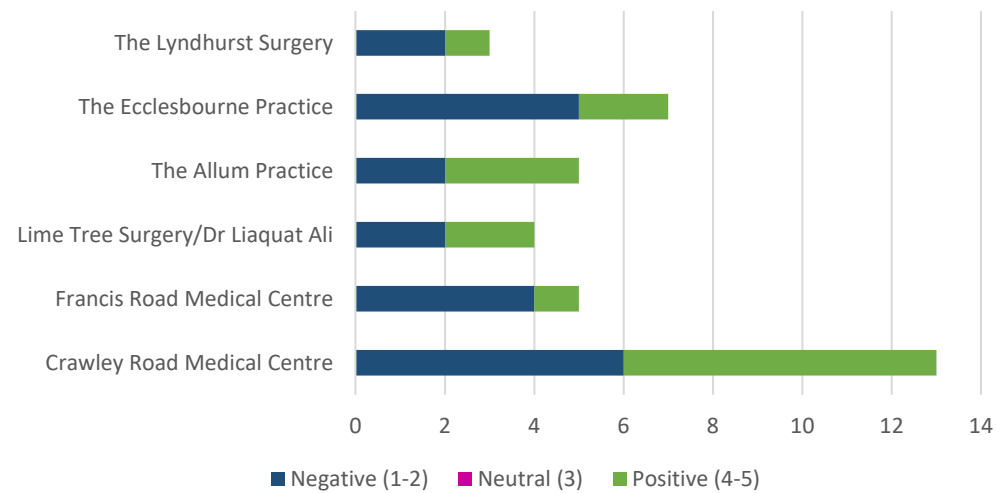
Star ratings are categorised as follows: negative, 1 -2 stars; neutral, 3 stars; and positive, 4 -5 stars.



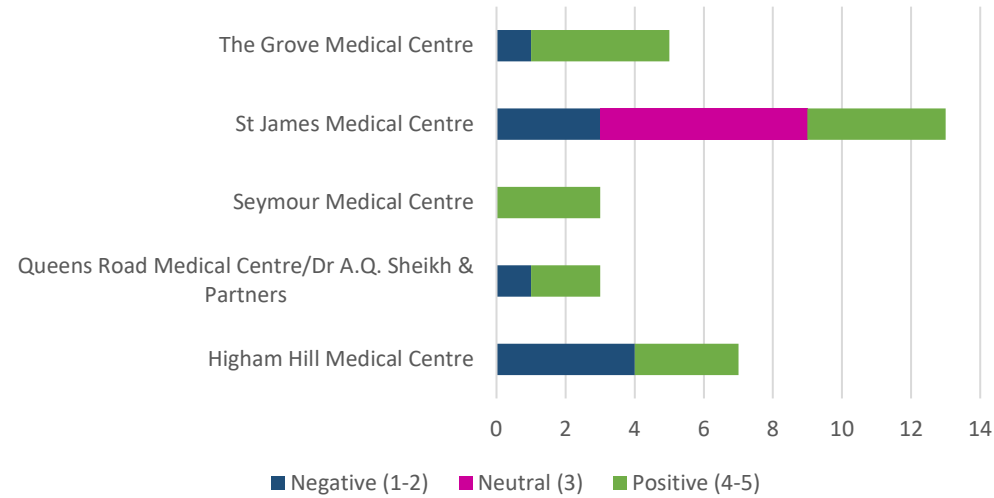
Chingford E4 PCN



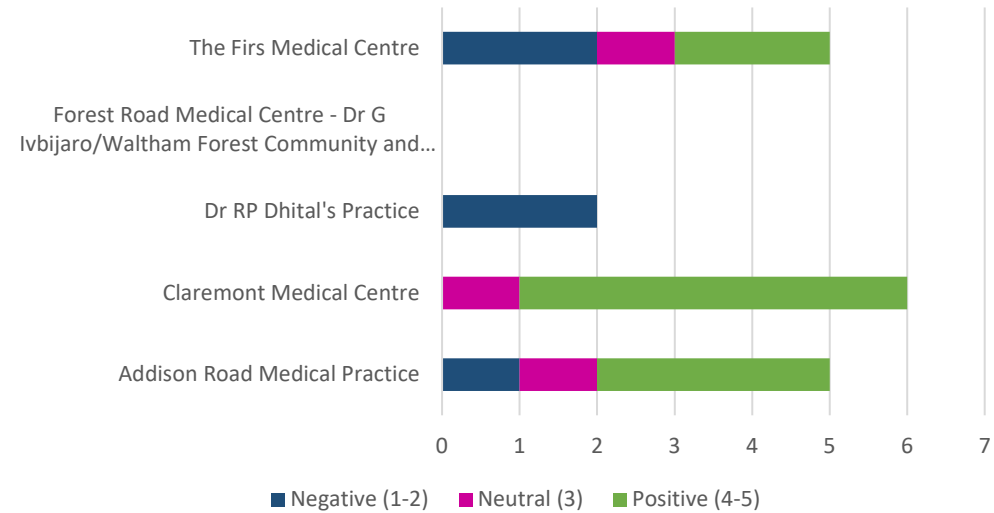
Forest Integrated Health PCN



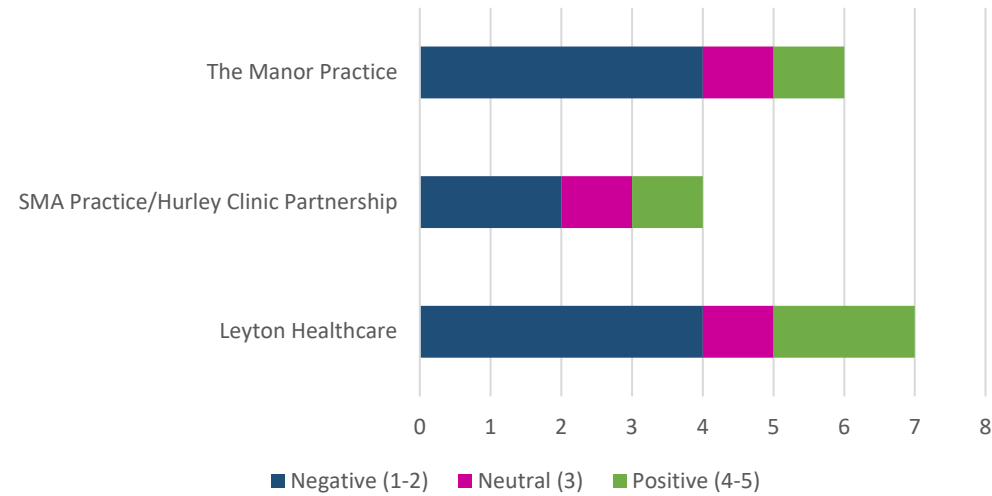
Walthamstow West PCN



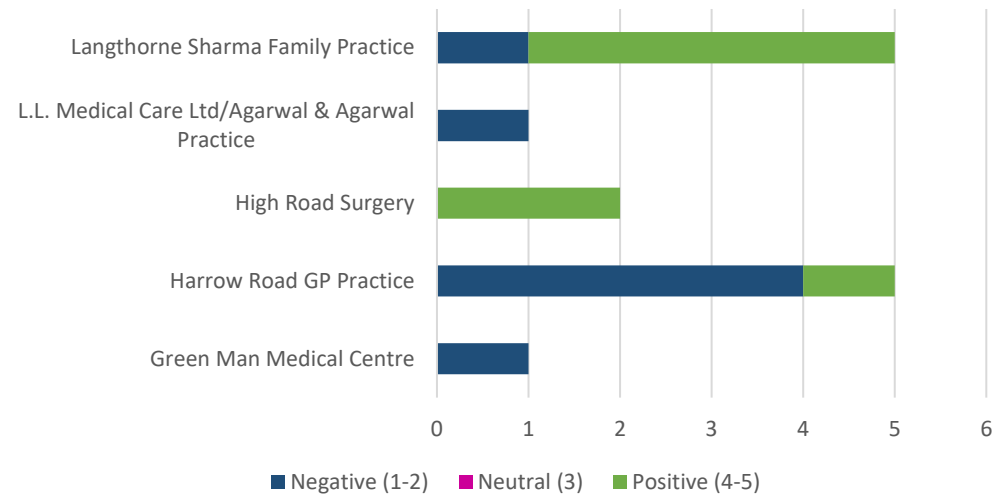
Central Walthamstow PCN



Leyton Collaborative PCN

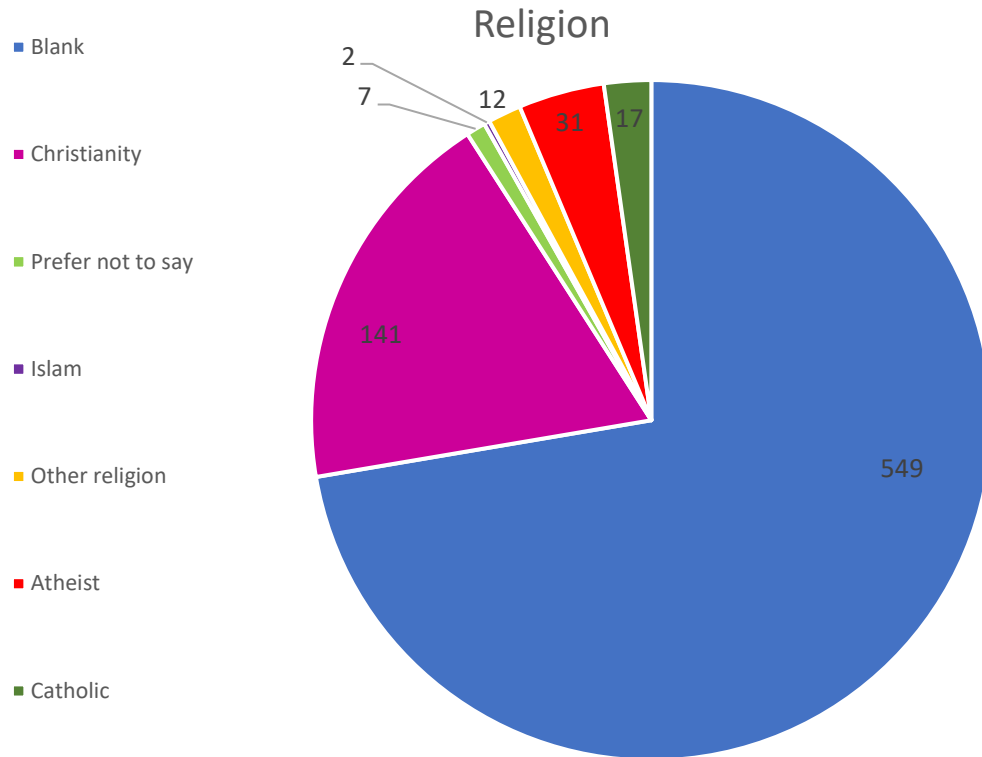


South Leytonstone PCN

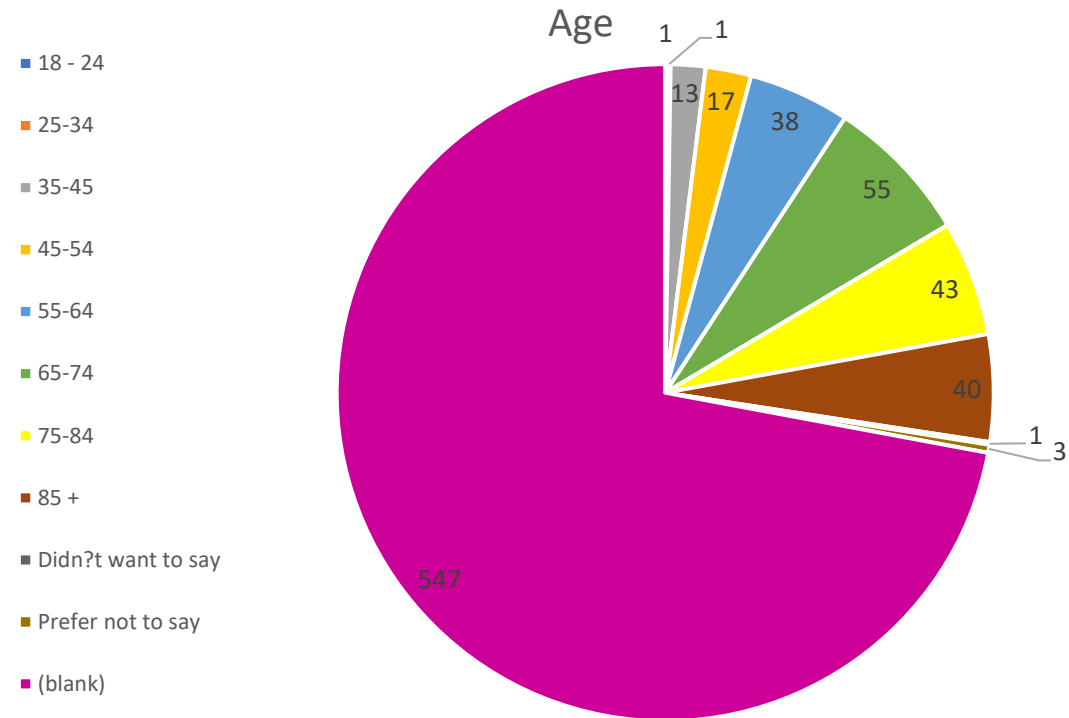


Demographic Information (October - December)

The pie chart below shows the number of reviews received this quarter from different religious groups. A large proportion of people chose to leave this information 'blank' or chose not to identify their religion. For those that did, 141 (18%) identified as being Christian, 31 (4%) as Atheist, 17 (2%) as Catholic, 7 (1%) Islam and 12 (2%) as Other Religion. We will seek to improve the completion of monitoring data going forward through our direct telephone engagement. Further guidance is being provided to volunteers to support this.



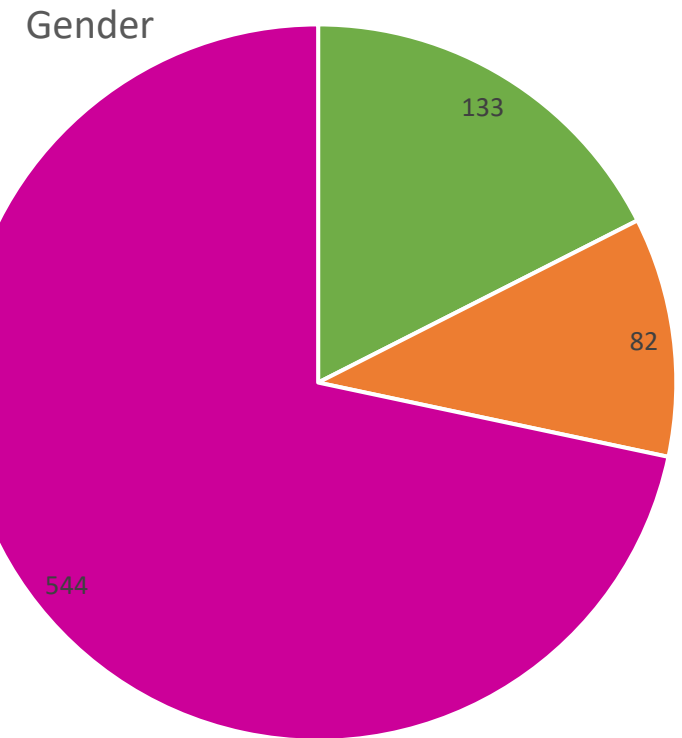
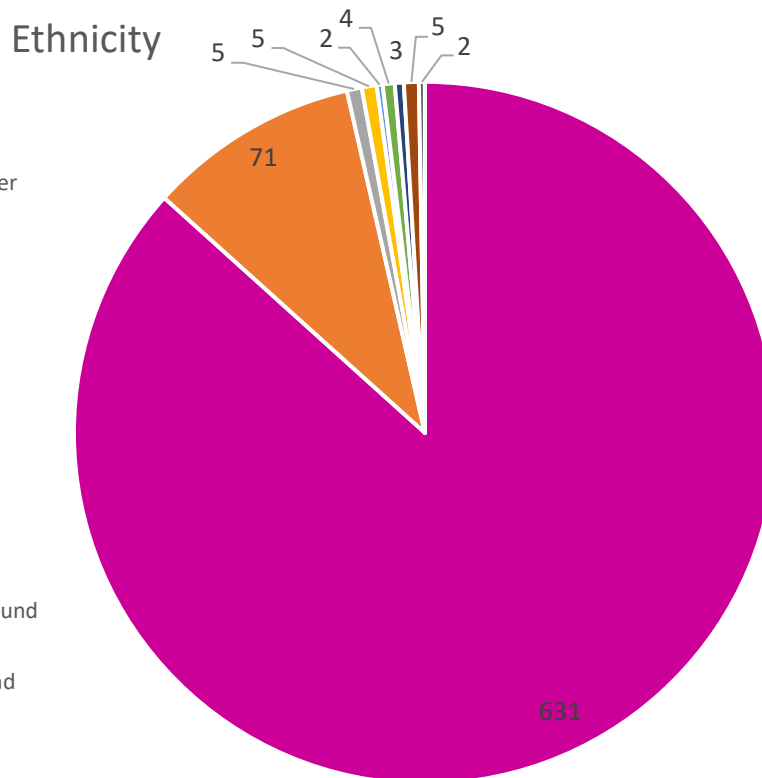
The pie chart below shows the number of reviews received this quarter from different age groups. A large proportion of people chose to leave this information 'blank' or chose not to identify their age. For those that did provide this information, the majority of the feedback received was from 65-74 age group with 55 (7%), followed by 75-84 with 43 (6%). Although there is representation in the lower age groups, given the boroughs profile, further work will be done to increase feedback from these groups in future quarterly reports.



Demographic Information (October - December)

The pie chart below shows the number of reviews received this quarter from different ethnicity groups. In terms of ethnicity, excluding the 631 (83%) who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' with 71 (9%). Further monitoring of ethnicity data will take place to help direct targeted engagement work in the future.

The pie chart below shows the number of reviews received this quarter from gender groups. Excluding the 544 (72%) that was left blank, the majority of the reviews received this quarter are from females, with 133 (18%), followed by male with 82 (11%). During our Direct Telephone Engagement work we have noticed that women are more willing to share their experiences. Further work will be undertaken to better appeal to men in the future.



For this third quarter (October - December 2020), 759 patient experience reviews were collected. Of these, the majority 520 (68%), were positive with a rating of 4 - 5 stars. Neutral (3 stars) and negative (1 - 2 stars) reviews accounted for 51 (7%) and 188 (25%) of the reviews, respectively. This finding suggests that overall, patients and service users were generally positive about their health and social care experience throughout the months of October, November and December 2020.

However, if this is examined more closely, it is clear that GP services, the service-type that received the highest number of total reviews (274), also had the highest proportion of negative reviews (66%) compared to any other service. Examining the applied sub-themes for the GP services, *Management of Service* received the highest proportion of positive reviews (55%). However, negative reviews are largely a result of administrative matters, namely *Booking Appointments* and *Getting Through on The Phone*. The *Administration* theme, under which these two latter sub-themes are categorised under, had an overwhelmingly negative sentiment; *Booking Appointments* (63%) and *Getting Through on The Phone* (82%) receiving the most negative reviews.

Furthermore, GP services also received a considerable amount of positive reviews (72%) with the applied theme *Treatment & Care*. Closely examining the sub-themes within *Treatment & Care*, *Effectiveness* received the highest positive reviews of 92%, followed by *Experience* (73%) and *Quality* (55%).

Understandably, the COVID-19 pandemic has had a massive impact on the traditional GP experience, how these services are managed, and how both the provider and patient perceive these changes. Changes such as the reduction in available appointments and the shift to telephone and virtual consultations, which have been necessarily implemented to maximise everyone's safety, have been a polarising issue. But, it is positive to see that the *Treatment & Care* provided by GPs within Waltham Forest is improving.

Across the remaining five service-types that received the highest number of reviews (i.e. Dentist, Hospital [Whipps Cross], Opticians, and Pharmacy) the top applied themes were *Treatment and Care* and *Staff*, which both had overwhelmingly positive sentiment. Due to the nature of these providers, the consultation medium has not been as drastically impacted. Where appointments are available and patients and service-users are being physically seen, the perception of *Staff Attitudes* and *Treatment Quality* is positive.

Notably, *Staff* was the highest applied theme (110) for Dental services, followed closely by *Treatment and Care* (95). It's also excellent to see that *Facilities & Surroundings* received 100% for *Cleanliness (Environment, Infection Control & Staff)*. Due to the pandemic Infection Prevention measure perception has been heightened in the general population. Dental consultations are unique in this pandemic context in that their consultation medium cannot be changed and poses a high potential infection risk due to the dental work that occurs in the oral cavity. From the reviews it is clear that Waltham Forest dentists have prioritised maximising provider and patient safety by implementing high levels of infection prevention measures.

Actions, impact and next steps

Healthwatch Waltham Forest will share this report with relevant stakeholders, including commissioning, local authority and integrated care boards and committees. In Waltham Forest these include:

- Integrated Care Board
- WEL CCG Governing Body
- WEL CCG Primary Care Committee in Common
- Waltham Forest Health and Wellbeing Board
- Waltham Forest Health Scrutiny Committee
- Waltham Forest Safeguarding Adults (joint) Board
- Waltham Forest Social Care Scrutiny Committee.

In addition to formal board meetings we have regular meetings with officers responsible for service delivery and or patient experience. Therefore, we will share our patient experience reports with patient experience leads, partners and providers working to improve patient and service user experience in the borough.

In Quarter 4 (Q4) we will continue to focus on the services and service areas that we expect to play a critical role in the health and social care response to the Covid 19 pandemic.

The key areas that we will continue to focus on in Quarter 4 (January, February and March) are:

- Information, Guidance and Signposting
- Whipps Cross Hospital
- Social Care
- Pharmacies

Healthwatch Waltham Forest is part of the North East London STP/CCG that have funded a Community Insight Research project to investigate patient service user experience in more detail. This project will run for 6 months and will produce regional, system and local patient experience reports. This will allow Healthwatch Waltham Forest to investigate key themes in health and social care.

Appendix I: Themes and Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Access to services	Convenience/Distance to travel	Communication	General
Access to services	Inequality	Communication	Interpretation Services
Access to services	Information and Advice	Communication	Lack of
Access to services	Lack of	Communication	Community engagement and involvement
Access to services	General	Communication	Response times
Access to services	Patient choice		
Access to services	Service Delivery/Opening Times	Continuity and integration of care	
Access to services	Suitability of Provider (Individual or Partner)		
Access to services	Suitability of Provider (Organisation)	Diagnosis/assessment	General
Access to services	Waiting times	Diagnosis/assessment	Lack of
		Diagnosis/assessment	Late
Administration	Admission Procedure	Diagnosis/assessment	Mis-diagnosis
Administration	Appointment availability	Diagnosis/assessment	Tests/Results
Administration	Booking appointments		
Administration	Commissioning and provision	Dignity and Respect	Confidentiality/Privacy
Administration	General	Dignity and Respect	Consent
Administration	Incident Reporting	Dignity and Respect	Death of a Service User
Administration	Management of service	Dignity and Respect	Death of a Service User (Mental Health Services)
Administration	Medical records	Dignity and Respect	Equality & Inclusion
Administration	Quality/Risk management	Dignity and Respect	Involvement & Engagement
Care Home Management	Registered Manager - Absence	Discharge	Coordination of services
Care Home Management	Registered Manager - Suitability	Discharge	General
Care Home Management	Registered Manager - Training & Development	Discharge	Preparation
Care Home Management	Staffing levels	Discharge	Safety
Care Home Management	Suitability of Staff	Discharge	Speed

Appendix I: Themes and Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Facilities and surroundings	Buildings and Infrastructure	Referrals	Waiting times
Facilities and surroundings	Car parking		
Facilities and surroundings	Cleanliness (Environment)	Safety/Safeguarding/Abuse	
Facilities and surroundings	Cleanliness (Staff)		
Facilities and surroundings	Disability Access	Staff	Ambulance Staff/Paramedics
Facilities and surroundings	Equipment	Staff	Attitudes
Facilities and surroundings	Food & Hydration	Staff	Capacity
Facilities and surroundings	General	Staff	District Nurses/Health Visitors
		Staff	General
Finance	Financial Viability	Staff	Midwives
Finance	Transparency of Fees	Staff	Staffing levels/Lack of
Finance	Lack of funding	Staff	Suitability
		Staff	Training and development
Home support	Care		
Home support	Co-ordination of Services	Treatment and care	Effectiveness
Home support	Equipment	Treatment and care	Experience
		Treatment and care	Quality
Making a complaint	Complaints Management	Treatment and care	Safety of Care/Treatment
Making a complaint	General	Treatment and care	Treatment Explanation
Making a complaint	PALS/PACT	Treatment and care	Lack of support
		Treatment and care	
Medication	Pharmacy Repeat Prescriptions		
Medication	Medicines Management		
Transport	Patient Transport Service (non NHS)		
Transport	Ambulance (Emergency)		
Transport	Ambulance (Routine)		
Referrals	General		
Referrals	Timeliness		

Leave feedback

How do you rate your overall experience of this service?*



Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

What is your postcode?

Your ratings (select if applicable)

Ease of gaining an appointment



Convenience of appointment



Cleanliness / Environment



Staff Attitude



Waiting Time



Treatment explanation



Quality of care



Quality of food



Generally how easy is it to get through to someone on the phone?



When did this happen?

In relation to your comments are you a:

Select one

Have you shared your experience with any of the following?

- Informally with the service provider (those who run the service)
- Formally with the Service Provider (via an official complaint)
- Patient Liaison and Advice Service (PALS)
- WEL Clinical Commissioning Group
- Social Services
- Care Quality Commission (CQC)
- Other

Do you want to know more about how to make an official complaint?*

- No
- Yes

About you

Name

- Leave feedback anonymously?

Email* (So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use info@healthwatchwalthamforest.co.uk)

- I accept the [Terms and conditions](#)

- I consent to being contacted regarding my feedback by Healthwatch*
- Yes
- No

I confirm I am over the age of 16*

- Yes
- No

- Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

Appendix III: Feedback Form



Share Your Experience with Us

Healthwatch Waltham Forest gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers.

Name of Service:

1. How do you rate your overall experience?
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

2. Tell us more about your experience

.....
.....
.....
.....

3. Your ratings (select if applicable)

Ease of getting an appointment
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Convenience of appointment
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Cleanliness of service
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Staff Attitude
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Waiting Time
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Treatment explanation
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of care
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of food
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Generally, how easy is it to get through to someone on the phone?
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

4. Are you a () Patient () Career () Relative () Carer and Relative () Service Provider () Visitor () Professional

5. Do you know the name of the ward / department? (if applicable)

About you

Name:

Email:

I leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

Female () Male () Other:

Prefer not to say

Which age group are you in?

Under 18 () 18 to 24 () 25 to 34 () 35 to 44 () 45 to 54 () 55 to 64 () 65 to 74 () 75 to 84 () 85+ () Prefer not to say

What is your ethnicity?

White

English / Welsh / Scottish / Northern Irish / British () Gypsy or Irish Traveller () Any other white background:

Asian / Asian British

Bangladeshi () Chinese () Indian () Pakistani () Any other Asian background

Black, African, Caribbean, Black British

African () Caribbean () Any other Black, African, Caribbean background

Mixed, Multiple

White and Asian () White and Black African () White and Black Caribbean () Any other mixed / multiple background

Other Ethnic Group () Arab () Any other ethnic group

Which area of the borough do you live in?

Chingford () Leyton () Leytonstone () Walthamstow () Out of borough () Prefer not to say

What is your religion? () Buddhist () Christian () Hindu () Jewish () Muslim () Sikh () Other religion () Prefer not to say

Thank you for sharing your experience!

☎ 020 3078 9990 ✉ info@healthwatchwalthamforest.co.uk | 🌐 www.healthwatchwalthamforest.co.uk

Twitter @Healthwatch_WF | Facebook @healthwatchWF

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