# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Waltham Forest



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 health, social care and community services.

**Reporting Period: 1 July - 30 September 2024**

**healthwatch**
**Waltham Forest**

# Index and overview of findings

## Data Source
**1,363**

This report is based on the experience of 1,363 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.

## Overall Satisfaction
**78%**

*Satisfaction has declined by 1% this quarter, standing at 78% positive, 19% negative and 3% neutral.*

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Service access remains as a negative topic. More on page 5.

## Information, Involvement and Support
**83%**

*Satisfaction has declined by 1% this quarter, standing at 83% positive, 15% negative and 2% neutral.*

Complaints are down by 8% on communication, with no change recorded on involvement or support. More on page 5.

## Quality and Empathy
**87%**

*Satisfaction has declined by 1% this quarter, standing at 87% positive, 12% negative and 1% neutral.*

Good levels of quaility and empathy continue to be reported. *More on page 5.*

## Access to Services
**50%**

*Satisfaction has not changed this quarter, remaining at 50% positive overall.*

Complaints are down by 4% on waiting times and by 2% on ability to book appointments, while up by 7% on telephone access. More on page 5.

**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

# "A smile at reception makes all the difference. I came in feeling anxious, but left feeling much better."

**562**

## GP Services

*Satisfaction is at 78% positive and 22% negative, according to feedback.*

562 people comment on GP services. The majority of patients receive good quality, compassionate treatment and care, with good levels of involvement and support. Access related trends remain as negative topics, this includes on booking processes, telephone access, administration and waiting lists. More on page 9.

**216**

## Dentists

*Comments suggest satisfaction is at 91% positive and 9% negative.*

216 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.

**85**

## Whipps Cross University Hospital

*Satisfaction is 37% positive, 61% negative and 2% neutral, comments suggest.*

85 people comment this quarter. Service access, particularaly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of empathy, communication, involvement and support.
More on page 11.

**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.
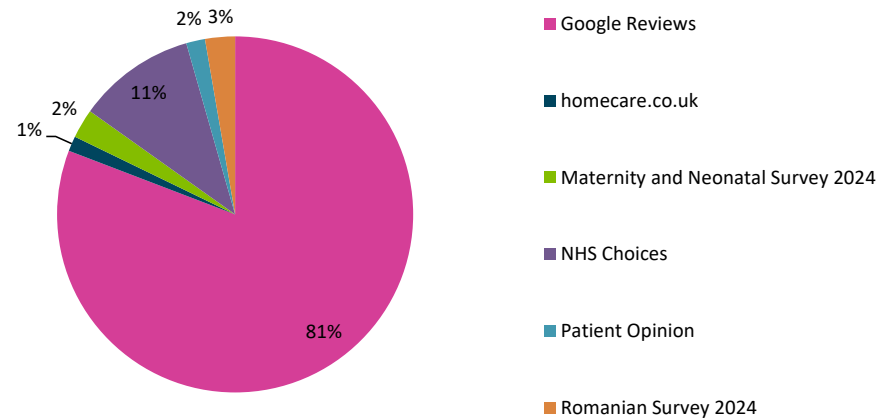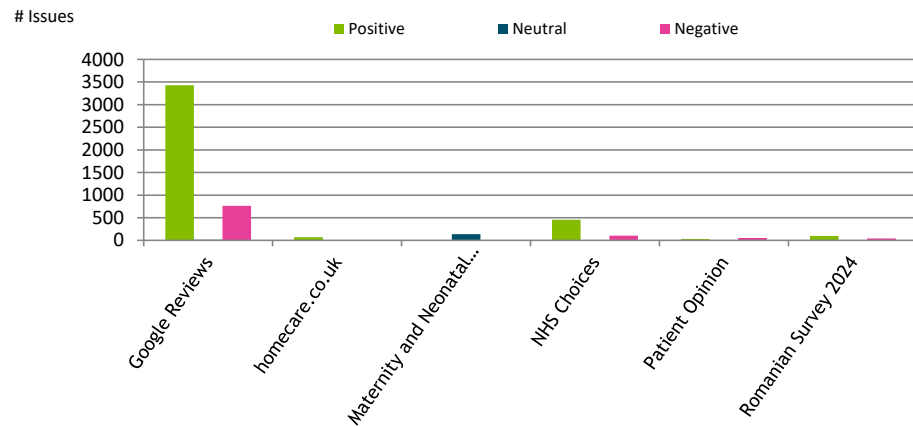
## 1.1 Source: 5245 issues from 1363 people
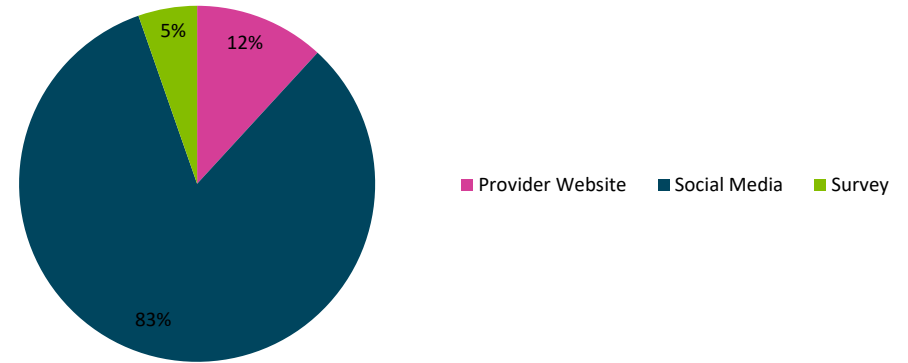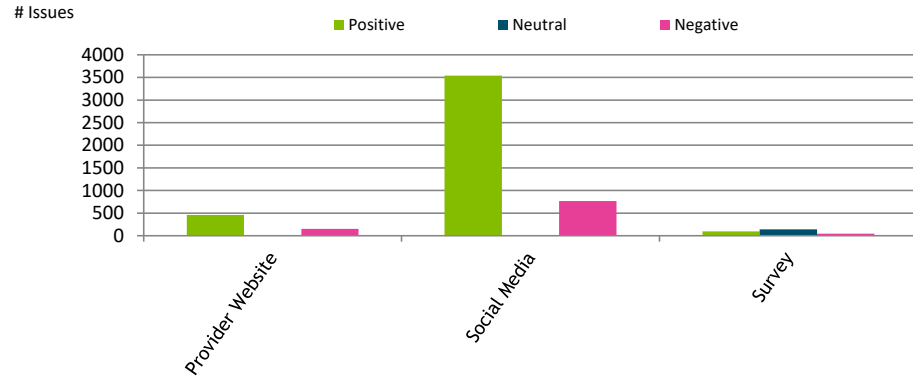
# Issues



*Sources providing the most comments overall*
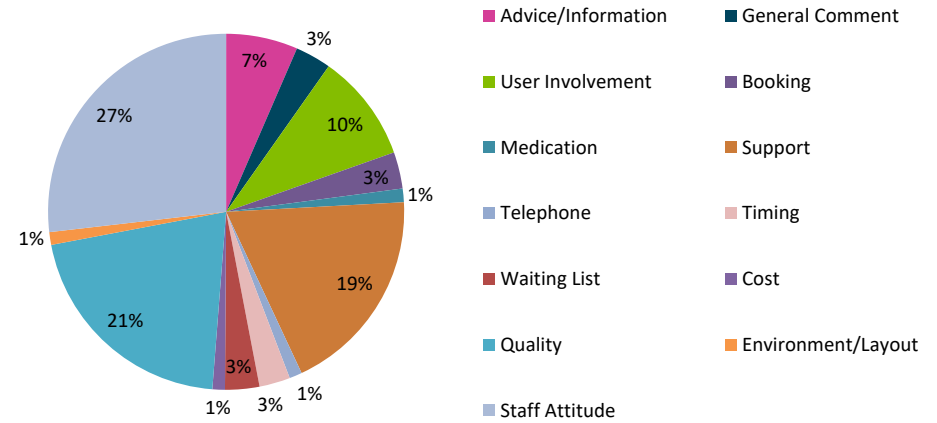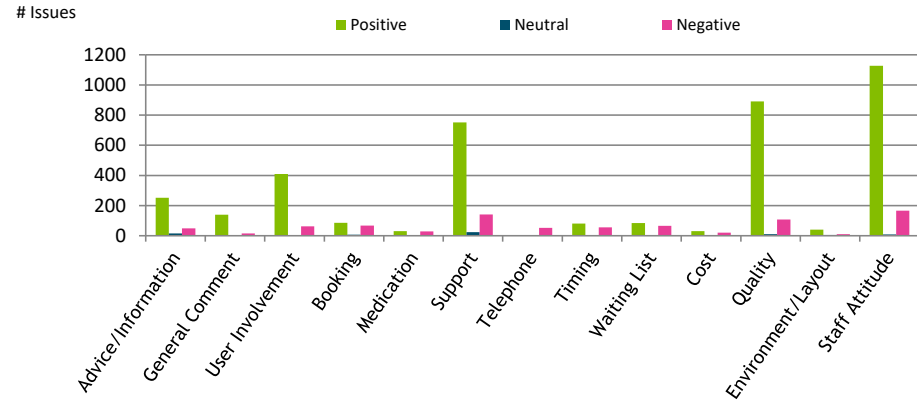
## 1.2 Origin

# Issues



*Origins providing the most comments overall*

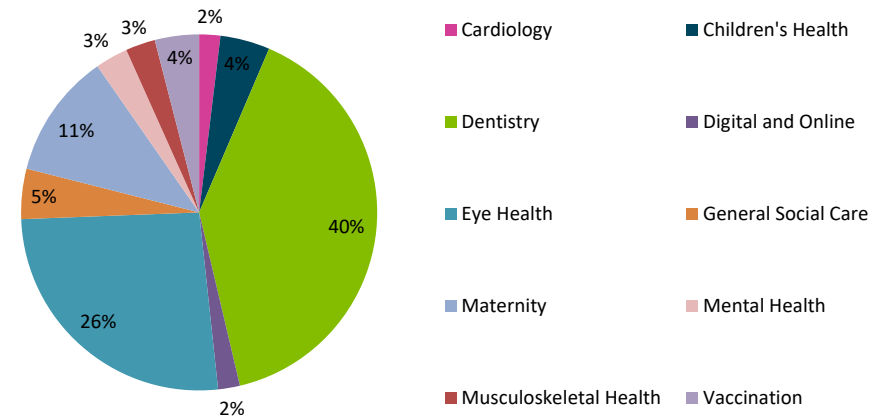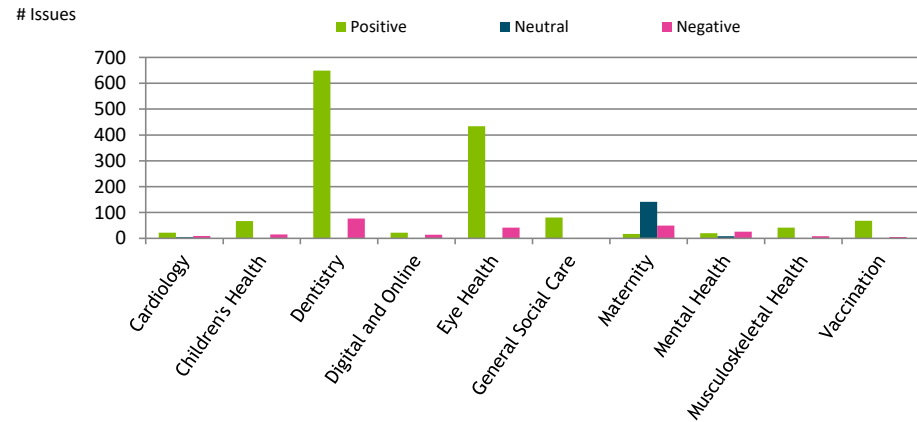## 2. Health and Care Services: Which service aspects are people most commenting on?

### 2.1 Top Trends: 5245 issues from 1363 people

# Issues

Legend: Positive · Neutral · Negative



Bar chart categories: Advice/Information, General Comment, User Involvement, Booking, Medication, Support, Telephone, Timing, Waiting List, Cost, Quality, Environment/Layout, Staff Attitude

Pie chart:
- Advice/Information 7%
- General Comment 3%
- User Involvement 10%
- Booking 3%
- Medication 1%
- Support 19%
- Telephone 1%
- Timing 3%
- Waiting List 3%
- Cost 1%
- Quality 21%
- Environment/Layout 1%
- Staff Attitude 27%

*Issues receiving the most comments overall. See pages 19-20 for issue descriptions.*

### 2.2 Stated medical conditions

# Issues

Legend: Positive · Neutral · Negative



Bar chart categories: Cardiology, Children's Health, Dentistry, Digital and Online, Eye Health, General Social Care, Maternity, Mental Health, Musculoskeletal Health, Vaccination

Pie chart:
- Cardiology 2%
- Children's Health 4%
- Dentistry 40%
- Digital and Online 2%
- Eye Health 26%
- General Social Care 5%
- Maternity 11%
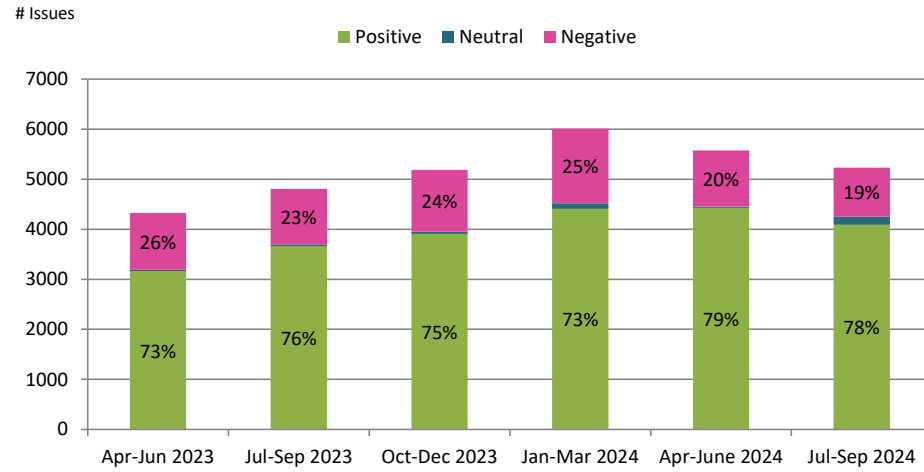- Mental Health 3%
- Musculoskeletal Health 3%
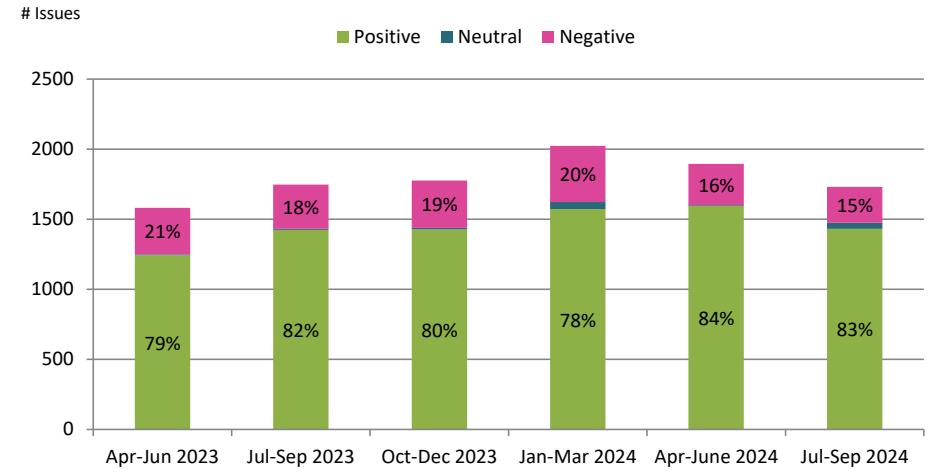- Vaccination 4%

*Medical conditions receiving the most comments overall*

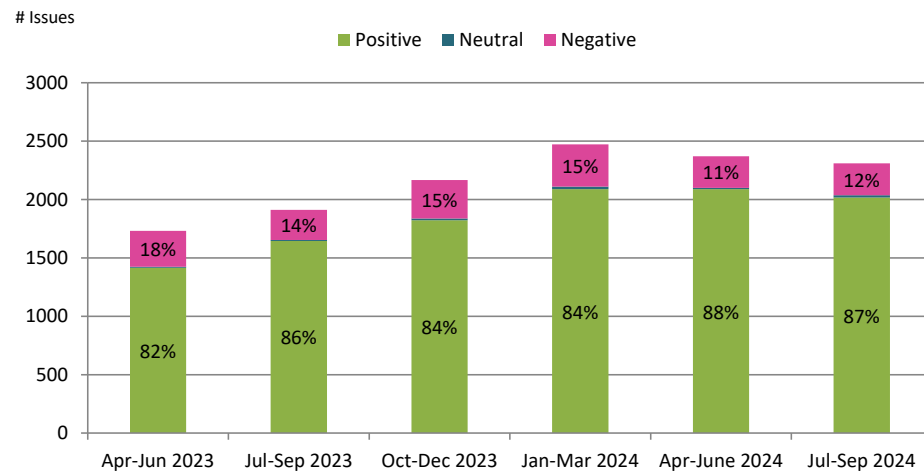# 3. On the whole, how do people feel about Health and Care services?
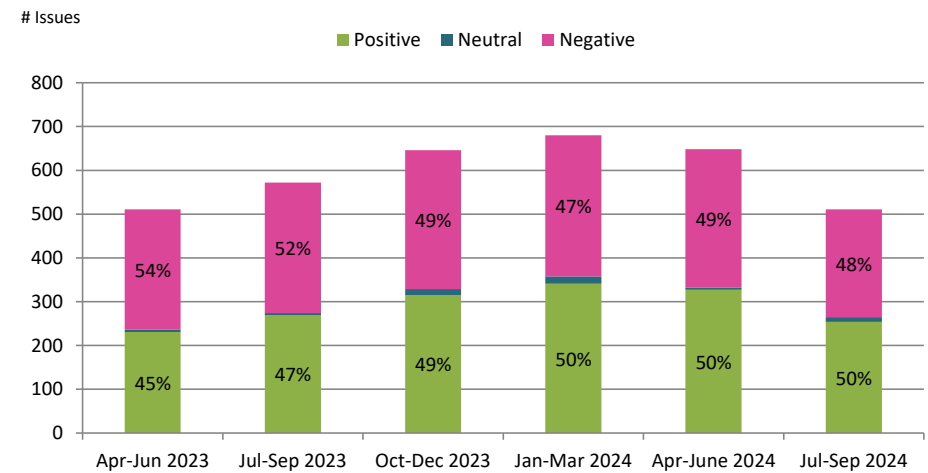
## 3.1 How do people feel about services overall?

# Issues

Legend: Positive · Neutral · Negative

| | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-June 2024 | Jul-Sep 2024 |
|---|---|---|---|---|---|---|
| Negative | 26% | 23% | 24% | 25% | 20% | 19% |
| Positive | 73% | 76% | 75% | 73% | 79% | 78% |

## 3.2 How well informed, involved and supported do people feel?

# Issues

Legend: Positive · Neutral · Negative

| | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-June 2024 | Jul-Sep 2024 |
|---|---|---|---|---|---|---|
| Negative | 21% | 18% | 19% | 20% | 16% | 15% |
| Positive | 79% | 82% | 80% | 78% | 84% | 83% |

## 3.3 How do people feel about general quality and empathy?

# Issues

Legend: Positive · Neutral · Negative

| | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-June 2024 | Jul-Sep 2024 |
|---|---|---|---|---|---|---|
| Negative | 18% | 14% | 15% | 15% | 11% | 12% |
| Positive | 82% | 86% | 84% | 84% | 88% | 87% |

## 3.4 How do people feel about access to services?

# Issues

Legend: Positive · Neutral · Negative

| | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-June 2024 | Jul-Sep 2024 |
|---|---|---|---|---|---|---|
| Negative | 54% | 52% | 49% | 47% | 49% | 48% |
| Positive | 45% | 47% | 49% | 50% | 50% | 50% |

# 4. Trends: Which services are people most commenting on?

## 4.1 Service Sector

# Issues

Legend: Positive | Neutral | Negative

Bar chart (y-axis 0 to 4000 in increments of 500):
- Community Service
- Hospital Service
- Primary Care Service
- Social Care Service

*Service sectors receiving the most comments overall*

Pie chart:
- 2% (Social Care Service)
- 2% (Community Service)
- 6% (Hospital Service)
- 90% (Primary Care Service)

Legend:
- Community Service
- Hospital Service
- Primary Care Service
- Social Care Service

## 4.2 Service Type

# Issues

Legend: Positive | Neutral | Negative

Bar chart (y-axis 0 to 2000 in increments of 200):
- Routine Screening
- Accident and Emergency
- Maternity
- Not Stated
- Dentist
- GP Surgery/Health Centre
- Optician
- Pharmacy
- Care at Home

*Service type receiving the most comments overall*

Pie chart:
- 1%, 2%, 3%, 1%, 1%
- 19% (Dentist)
- 47% (GP Surgery/Health Centre)
- 14% (Optician)
- 12% (Pharmacy)

Legend:
- Routine Screening
- Accident and Emergency
- Maternity
- Not Stated
- Dentist
- GP Surgery/Health Centre
- Optician
- Pharmacy
- Care at Home

7

# 4. Trends: Which services are people most commenting on?

## 4.3 Services

# Issues



Legend: Positive, Neutral, Negative
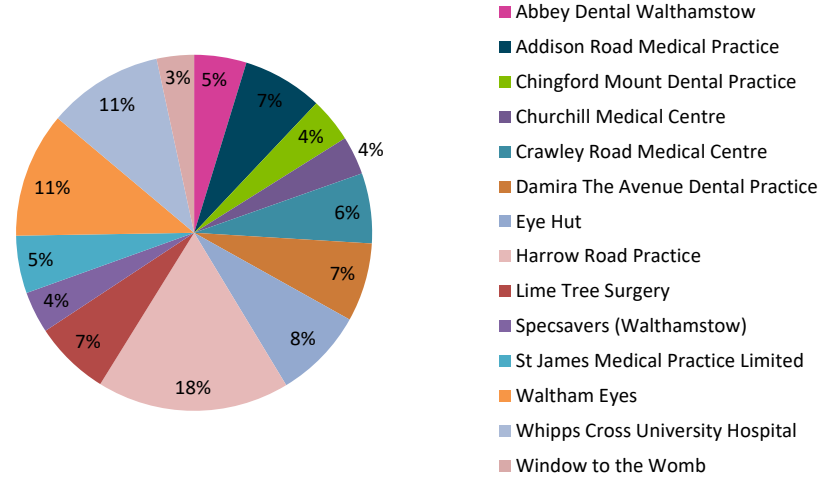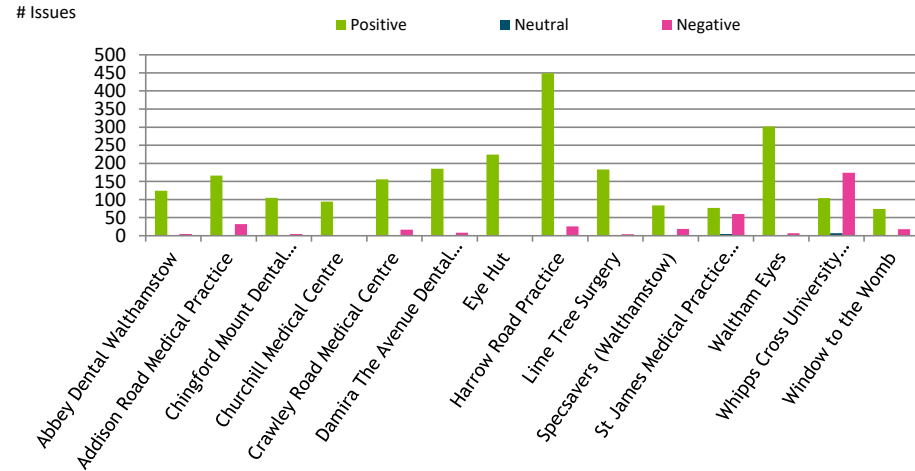
*Services receiving the most comments overall*

Pie chart legend:
- Abbey Dental Walthamstow
- Addison Road Medical Practice
- Chingford Mount Dental Practice
- Churchill Medical Centre
- Crawley Road Medical Centre
- Damira The Avenue Dental Practice
- Eye Hut
- Harrow Road Practice
- Lime Tree Surgery
- Specsavers (Walthamstow)
- St James Medical Practice Limited
- Waltham Eyes
- Whipps Cross University Hospital
- Window to the Womb

Pie chart values: 5%, 7%, 4%, 4%, 6%, 7%, 8%, 18%, 7%, 4%, 5%, 11%, 11%, 3%

## 4.4 Breakdown of care pathway locations

# Issues



Legend: Positive, Neutral, Negative

*Care pathway locations*

Pie chart legend:
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing

Pie chart values: 15%, 5%, 70%, 10%

8

## 5.1 Trends, GP Services: 2302 issues from 562 people

# Issues



Legend: Positive ■ Neutral ■ Negative ■

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

*Issues receiving the most comments overall*



Pie chart legend and values:
- Advice/Information — 6%
- General Comment — 3%
- User Involvement — 9%
- Administration — 1%
- Booking — 6%
- Referral — 1%
- Medication — 2%
- Support — 19%
- Telephone — 2%
- Timing — 2%
- Waiting List — 6%
- Quality — 17%
- Staff Attitude — 26%

## 5.2 Sentiment, GP Services

# Issues



Sentiment, GP Services

Legend: Positive ■ Neutral ■ Negative ■



Pie chart:
- Positive — 78%
- Neutral — 0%
- Negative — 22%

### 5.3 Trends, Dentists: 950 issues from 216 people
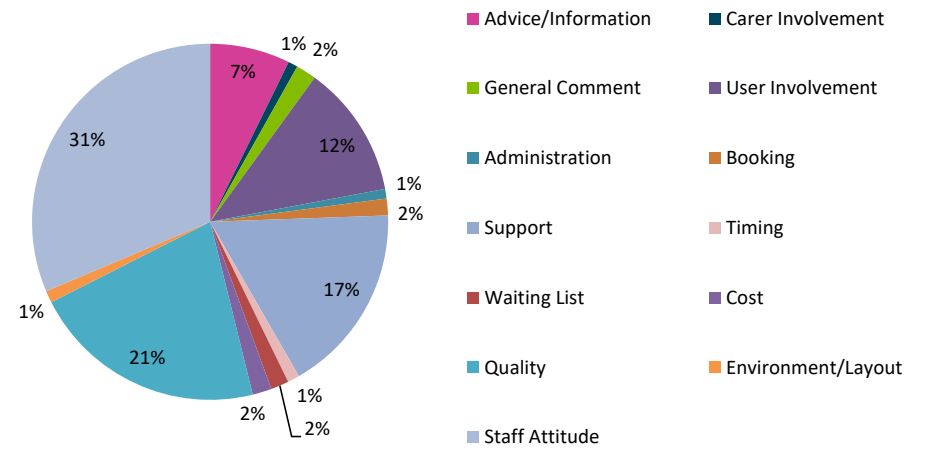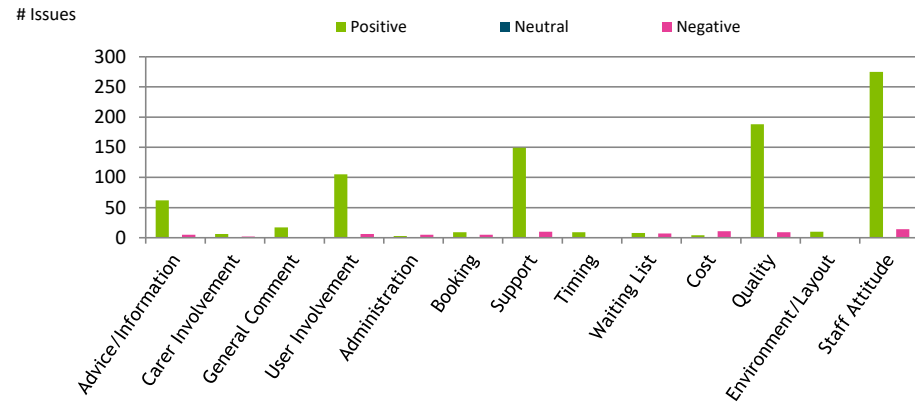


*Issues receiving the most comments overall*



### 5.4 Sentiment, Dentists
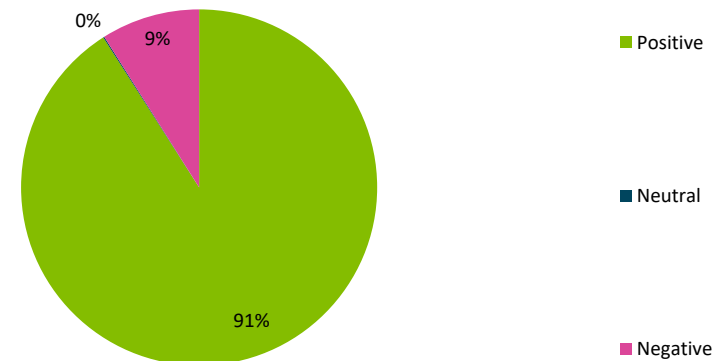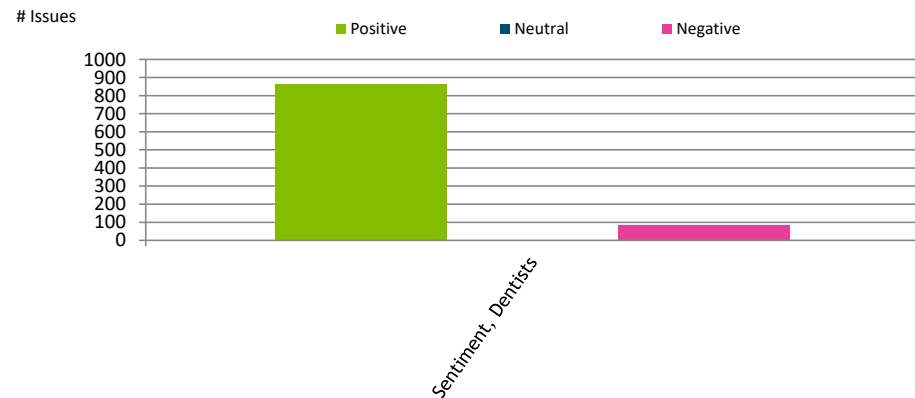
**5.5 Trends, Whipps Cross University Hospital: 285 issues from 85 people**

# Issues

Legend: Positive, Neutral, Negative

Categories (bar chart): Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Planning, Support, Telephone, Timing, Privacy, Quality, Environment/Layout, Hygiene, Staff Attitude, Staffing Levels

*Issues receiving the most comments overall*

Pie chart legend and values:
- Advice/Information — 5%
- Carer Involvement — 1%
- General Comment — 2%
- User Involvement — 9%
- Administration — 18%
- Planning — 1%
- Support — 2%
- Telephone — 1%
- Timing — 15%
- Privacy — 1%
- Quality — 15%
- Environment/Layout — 2%
- Hygiene — 1%
- Staff Attitude — 23%
- Staffing Levels — 2%

**5.6 Sentiment, Whipps Cross University Hospital**

# Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, WXH

Pie chart:
- Positive — 37%
- Neutral — 2%
- Negative — 61%

11
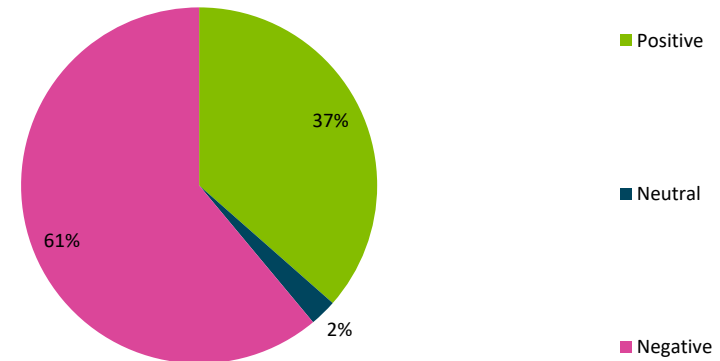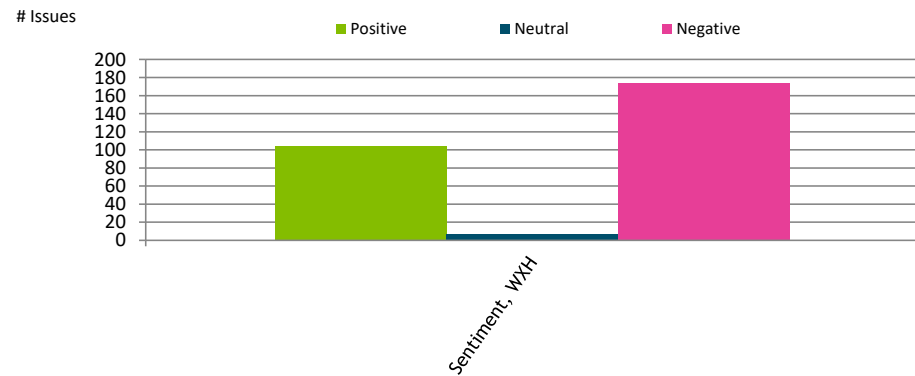
## 6. Care Pathway: Transport (ability to get to-and-from services)

### 6.1 Trends, Transport (9 issues)

# Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Booking, Support, Timing, Quality, Omission, Staff Attitude
(Y-axis: 0 to 3)

Pie chart (Booking, Support, Timing, Quality, Omission, Staff Attitude):
- Booking 11%
- Support 23%
- Timing 11%
- Quality 22%
- Omission 11%
- Staff Attitude 22%
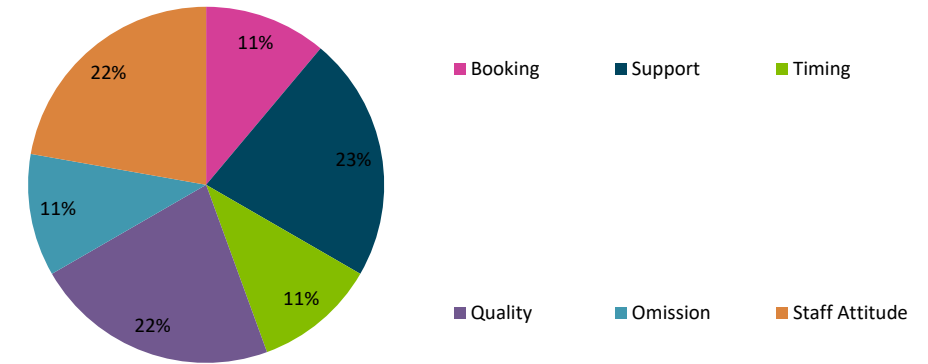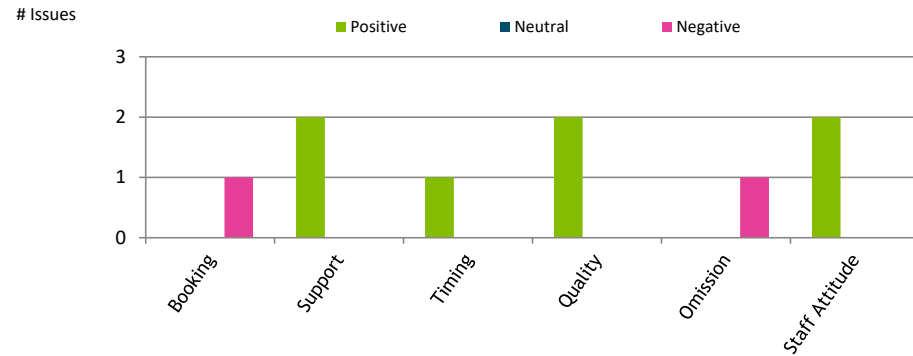
*Issues receiving the most comments overall*

### 6.2 Sentiment, Transport

# Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Transport
(Y-axis: 0 to 8)

Pie chart:
- Positive 78%
- Neutral 0%
- Negative 22%
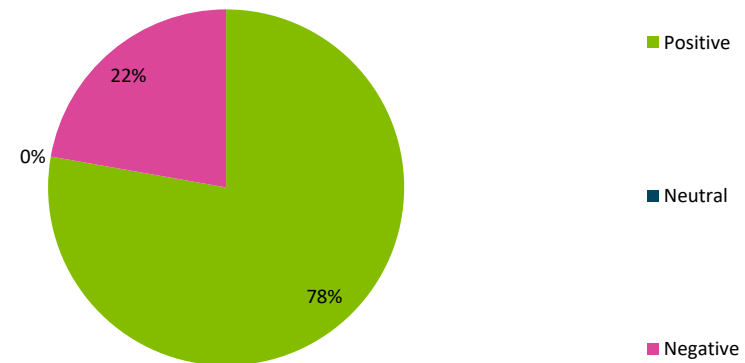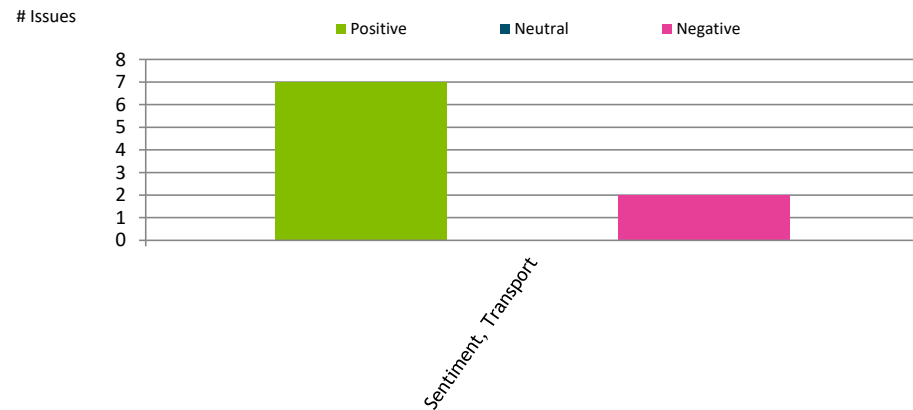
## 6.3 Trends, Reception (756 issues)

# Issues

Legend: Positive | Neutral | Negative



Categories: Advice/Information, User Involvement, Administration, Booking, Medication, Planning, Registration, Support, Telephone, Quality, Environment/Layout, Staff Attitude, Complaints

*Issues receiving the most comments overall*

Pie chart:
- Advice/Information: 5%
- User Involvement: 2%
- Administration: 4%
- Booking: 3%
- Medication: 2%
- Planning: 3%
- Registration: 1%
- Support: 26%
- Telephone: 7%
- Quality: 3%
- Environment/Layout: 1%
- Staff Attitude: 42%
- Complaints: 1%

Legend: Advice/Information, User Involvement, Administration, Booking, Medication, Planning, Registration, Support, Telephone, Quality, Environment/Layout, Staff Attitude, Complaints

## 6.4 Sentiment, Reception

# Issues

Legend: Positive | Neutral | Negative



Sentiment, Reception

Pie chart:
- Positive: 62%
- Neutral: 1%
- Negative: 37%

## 6.5 Trends, Diagnosis/Testing (264 issues)

# Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Support, Timing, Waiting List, Cost, Quality, Catchment/Distance, Environment/Layout, Staff Attitude

*Issues receiving the most comments overall*

Pie chart:
- Advice/Information — 7%
- General Comment — 4%
- User Involvement — 10%
- Administration — 6%
- Booking — 2%
- Referral — 3%
- Support — 14%
- Timing — 5%
- Waiting List — 1%
- Cost — 2%
- Quality — 26%
- Catchment/Distance — 1%
- Environment/Layout — 1%
- Staff Attitude — 18%

## 6.6 Sentiment, Diagnosis/Testing

# Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Diagnosis

Pie chart:
- Positive — 75%
- Neutral — 1%
- Negative — 24%

14
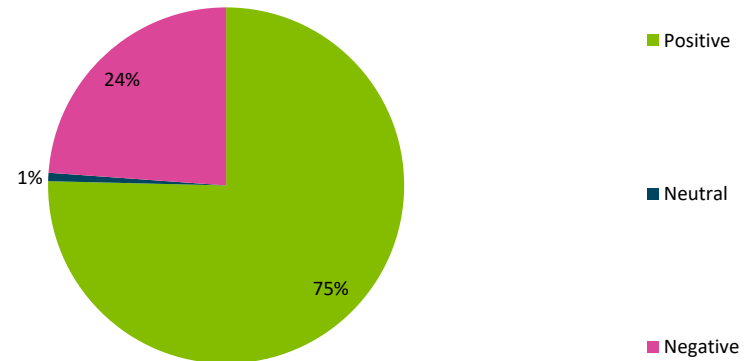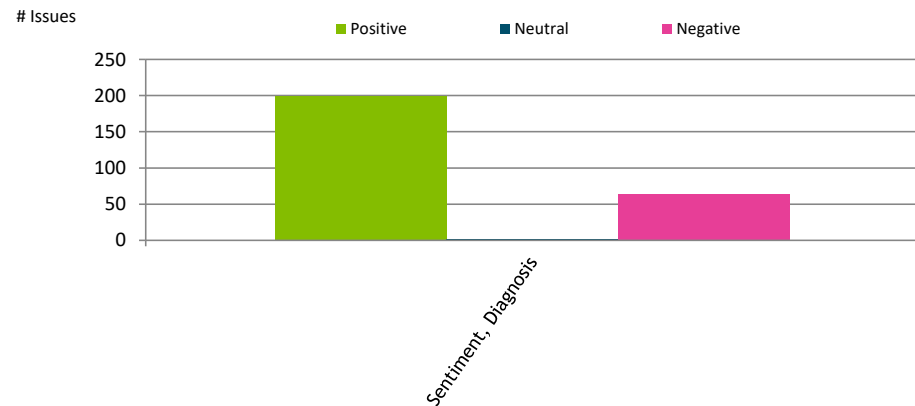
# 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

## 6.7 Trends, Clinical Treatment (3548 issues)

# Issues

Legend: Positive | Neutral | Negative



Bar chart categories: Advice/Information, General Comment, User Involvement, Booking, Medication, Support, Timing, Waiting List, Cost, Quality, Environment/Layout, Hygiene, Staff Attitude

*Issues receiving the most comments overall*

Pie chart legend:
- Advice/Information — 6%
- General Comment — 4%
- User Involvement — 11%
- Booking — 4%
- Medication — 1%
- Support — 17%
- Timing — 3%
- Waiting List — 4%
- Cost — 1%
- Quality — 23%
- Environment/Layout — 1%
- Hygiene — 1%
- Staff Attitude — 24%

## 6.8 Sentiment, Clinical Treatment

# Issues

Legend: Positive | Neutral | Negative



Sentiment, Treatment

Pie chart:
- Positive — 83%
- Neutral — 1%
- Negative — 16%

15

## 6.9 Trends, Clinical Nursing (491 issues)
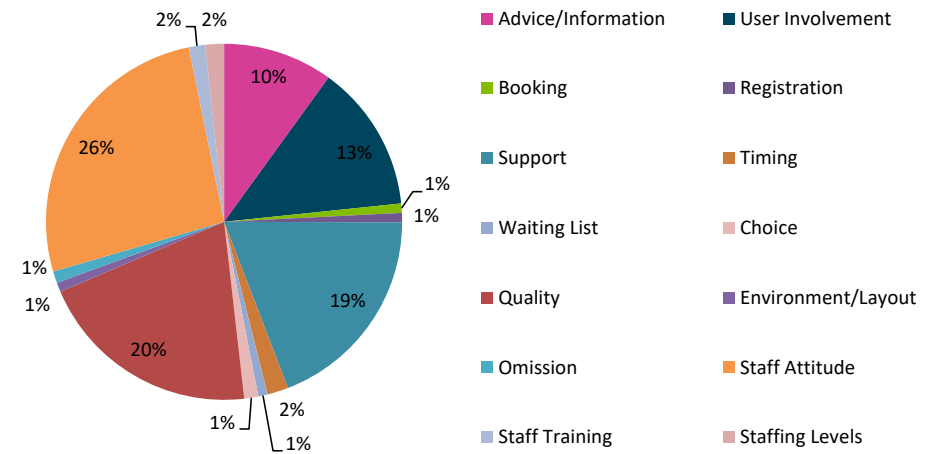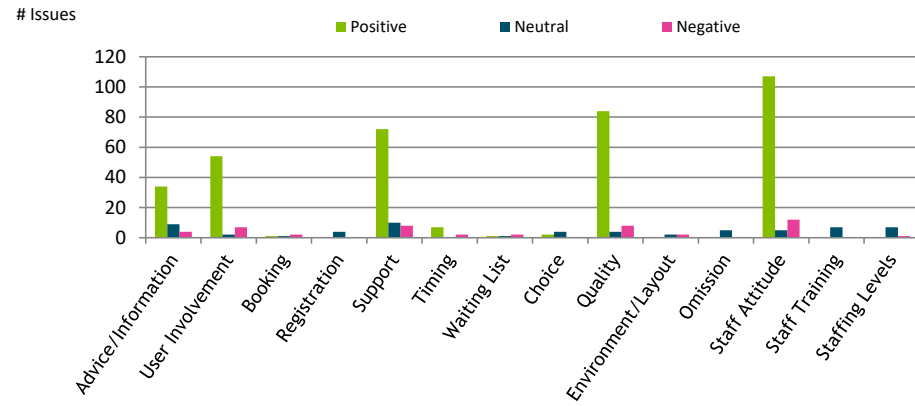


*Issues receiving the most comments overall*

## 6.10 Sentiment, Clinical Nursing



16
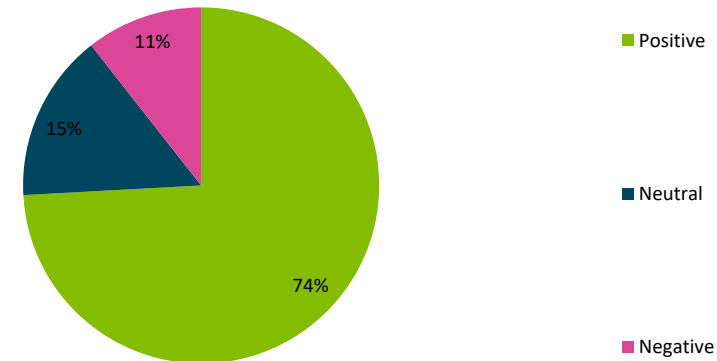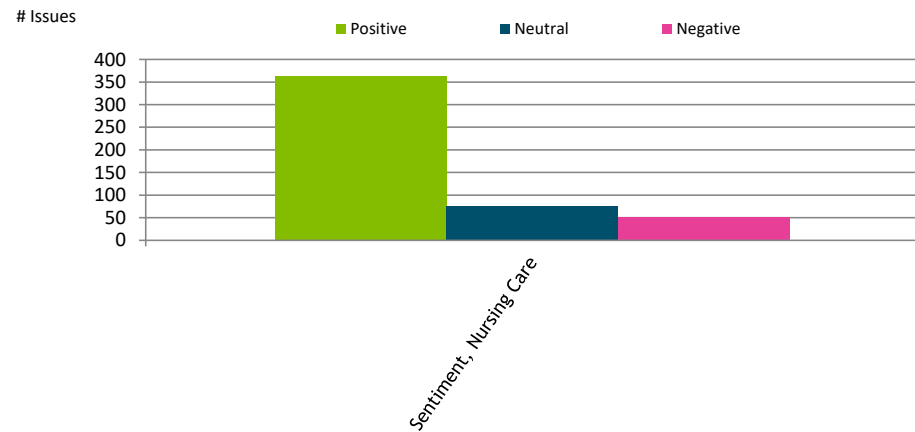
## 6. Care Pathway: Discharge (discharge from a service)

### 6.11 Trends, Discharge (7 issues)

# Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, scale 0–3):
- Administration: Negative 1
- Timing: Neutral 1, Negative 2
- Nutrition: Negative 1
- Environment/Layout: Negative 1
- Hygiene: Negative 1

Pie chart:
- Administration 15%
- Timing 43%
- Nutrition 14%
- Environment/Layout 14%
- Hygiene 14%

Legend: Administration | Timing | Nutrition | Environment/Layout | Hygiene
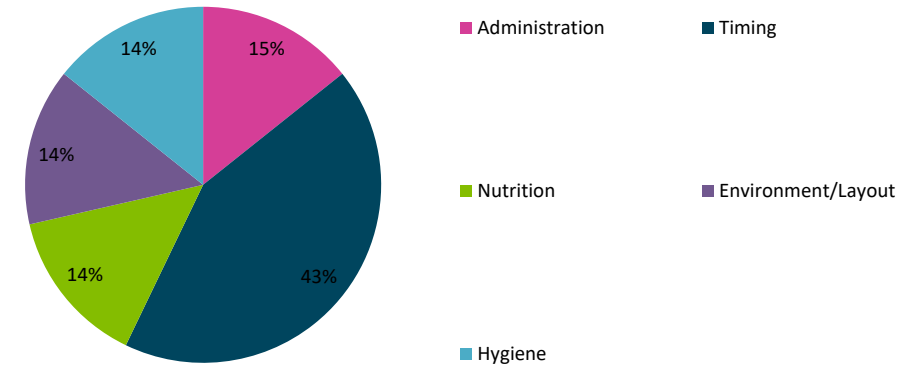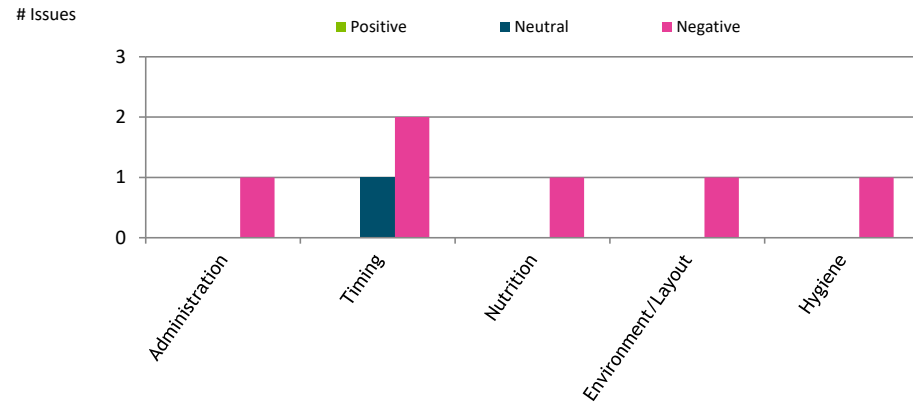
*Issues receiving the most comments overall*

### 6.12 Sentiment, Discharge

# Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, scale 0–7):
- Sentiment, Discharge: Neutral 1, Negative 6

Pie chart:
- Positive 0%
- Neutral 14%
- Negative 86%

Legend: Positive | Neutral | Negative
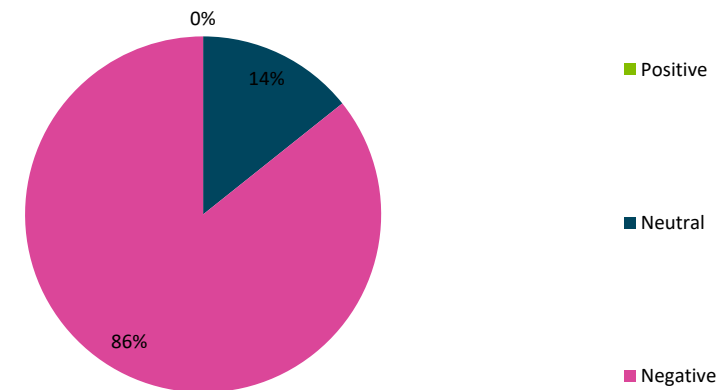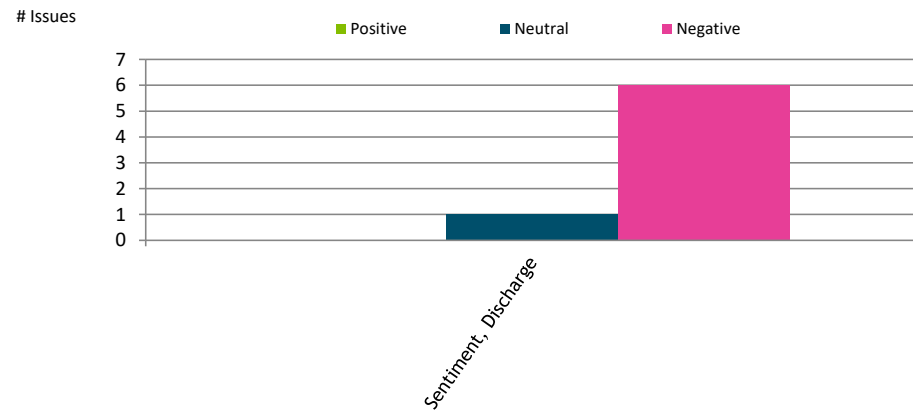
## 6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

### 6.13 Trends, Follow On (22 issues)
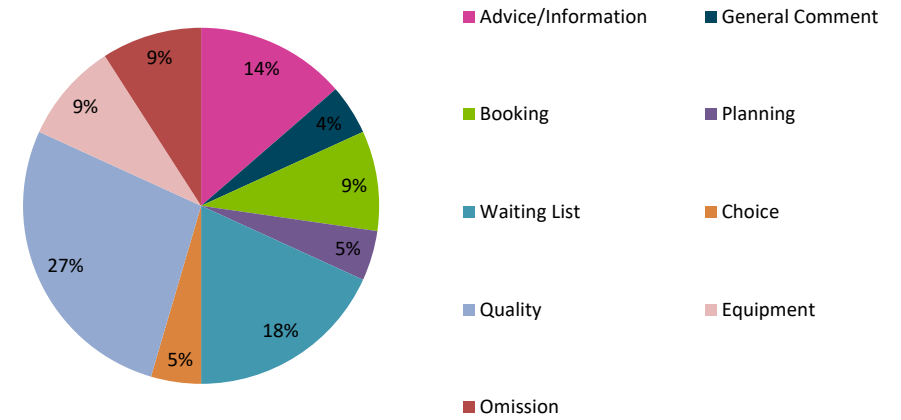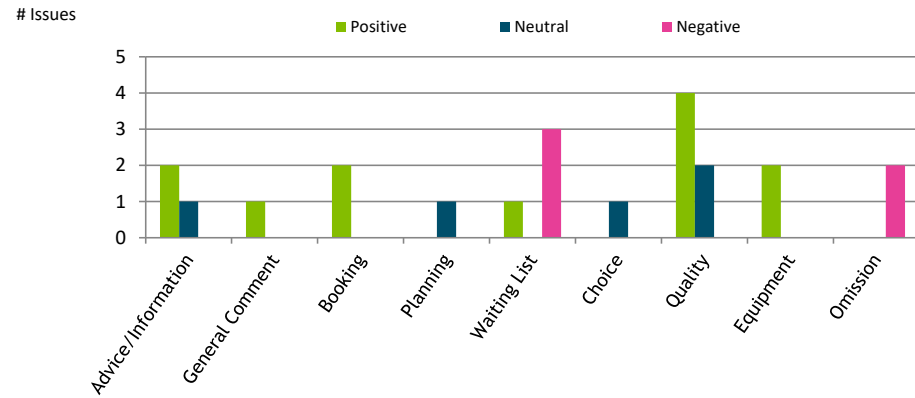
# Issues



Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, Booking, Planning, Waiting List, Choice, Quality, Equipment, Omission

*Issues receiving the most comments overall*



Pie chart:
- Advice/Information: 14%
- General Comment: 4%
- Booking: 9%
- Planning: 5%
- Waiting List: 18%
- Choice: 5%
- Quality: 27%
- Equipment: 9%
- Omission: 9%

### 6.14 Sentiment, Follow On

# Issues



Legend: Positive, Neutral, Negative

Sentiment, Follow On



Pie chart:
- Positive: 54%
- Neutral: 23%
- Negative: 23%

18
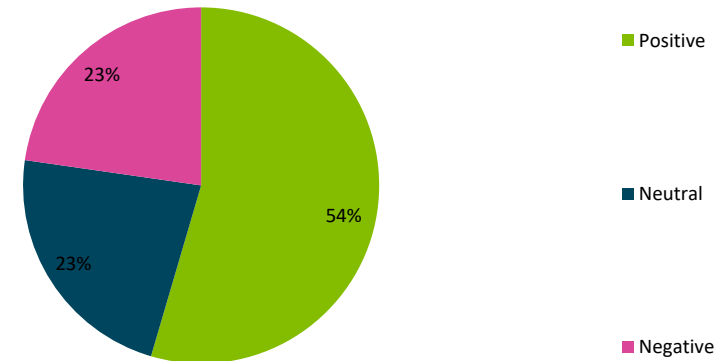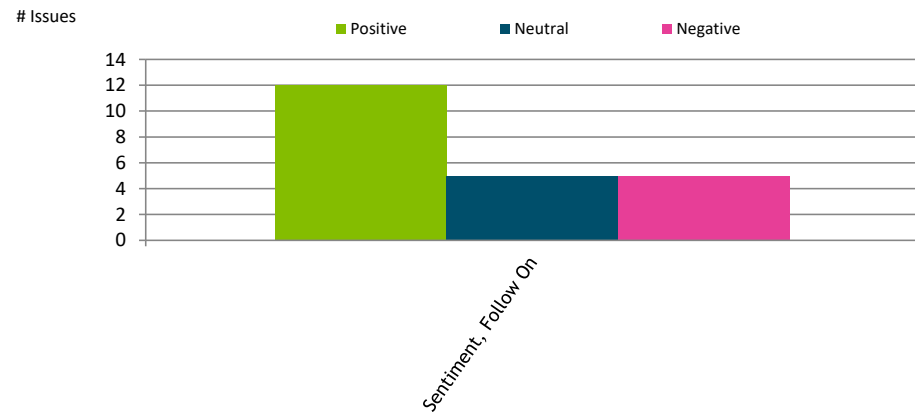
## 6.15 Trends, Community (148 issues)
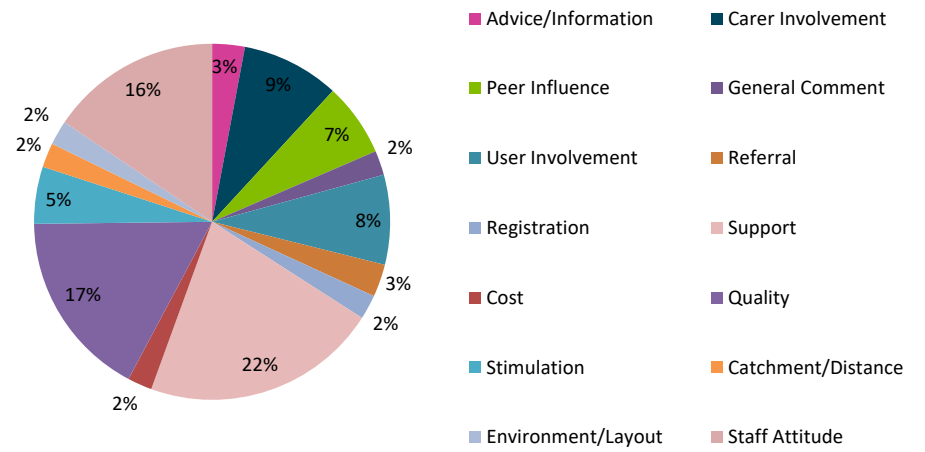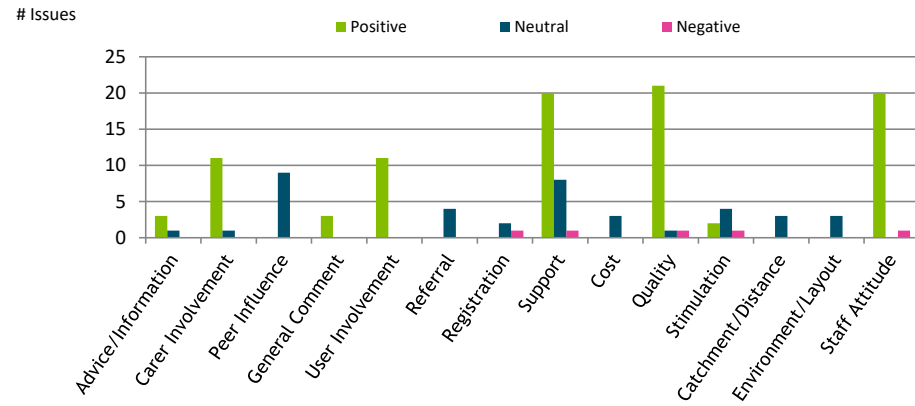
# Issues

Legend: Positive | Neutral | Negative



*Issues receiving the most comments overall*

Pie chart legend:
- Advice/Information
- Carer Involvement
- Peer Influence
- General Comment
- User Involvement
- Referral
- Registration
- Support
- Cost
- Quality
- Stimulation
- Catchment/Distance
- Environment/Layout
- Staff Attitude

Pie chart values: 3%, 9%, 7%, 2%, 8%, 3%, 2%, 22%, 2%, 17%, 5%, 2%, 2%, 16%

## 6.16 Sentiment, Community

# Issues

Legend: Positive | Neutral | Negative



Sentiment, Community

Pie chart: Positive 66%, Neutral 31%, Negative 3%
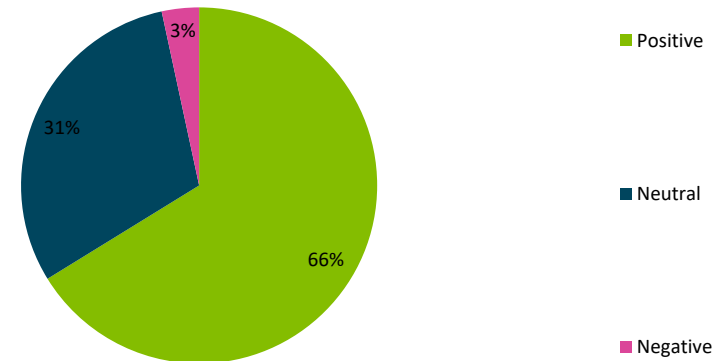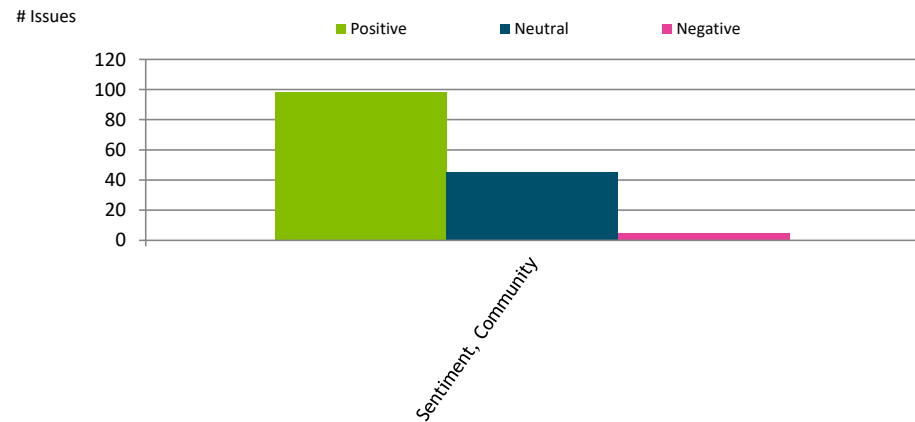
## 7. Data Table: Number of issues

| | Issue Name | Descriptor | # Issues | | | |
|---|---|---|---|---|---|---|
| | | | **Positive** | **Neutral** | **Negative** | **Total** |
| **Patients/Carers** | Advice/Information | *Communication, including access to advice and information.* | 252 | 15 | 49 | 316 |
| | Carer Involvement | *Involvement or influence of carers and family members.* | 31 | 3 | 3 | 37 |
| | Peer Involvement | *Involvement or Influence of friends.* | 0 | 10 | 0 | 10 |
| | General Comment | *A generalised statement (ie; "The doctor was good.")* | 140 | 3 | 15 | 158 |
| | User Involvement | *Involvement or influence of the service user.* | 410 | 3 | 63 | 476 |
| **Systems** | Administration | *Administrative processes and delivery.* | 20 | 1 | 33 | 54 |
| | Admission | *Physical admission to a hospital ward, or other service.* | 0 | 1 | 1 | 2 |
| | Booking | *Ability to book, reschedule or cancel appointments.* | 86 | 7 | 68 | 161 |
| | Cancellations | *Cancellation of appointment by the service provider.* | 0 | 0 | 5 | 5 |
| | Data Protection | *General data protection (including GDPR).* | 0 | 0 | 3 | 3 |
| | Referral | *Referral to a service.* | 14 | 5 | 4 | 23 |
| | Medical Records | *Management of medical records.* | 0 | 0 | 3 | 3 |
| | Medication | *Prescription and management of medicines.* | 31 | 0 | 29 | 60 |
| | Opening Times | *Opening times of a service.* | 10 | 0 | 10 | 20 |
| | Planning | *Leadership and general organisation.* | 13 | 3 | 10 | 26 |
| | Registration | *Ability to register for a service.* | 2 | 8 | 11 | 21 |
| | Support | *Levels of support provided.* | 752 | 23 | 141 | 916 |
| | Telephone | *Ability to contact a service by telephone.* | 4 | 0 | 52 | 56 |
| | Timing | *Physical timing (ie; length of wait at appointments).* | 80 | 1 | 55 | 136 |
| | Waiting List | *Length of wait while on a list.* | 84 | 2 | 65 | 151 |
| **Values** | Choice | *General choice.* | 21 | 6 | 7 | 34 |
| | Cost | *General cost.* | 30 | 4 | 21 | 55 |
| | Language | *Language, including terminology.* | 2 | 1 | 2 | 5 |
| | Nutrition | *Provision of sustainance.* | 1 | 0 | 1 | 2 |
| | Privacy | *Privacy, personal space and property.* | 1 | 1 | 5 | 7 |
| | Quality | *General quality of a service, or staff.* | 891 | 10 | 107 | 1008 |
| | Sensory | *Deaf/blind or other sensory issues.* | 1 | 0 | 0 | 1 |
| | Stimulation | *General stimulation, including access to activities.* | 6 | 7 | 1 | 14 |

## 7. Data Table: Number of issues

| | Issue Name | Descriptor | Positive | Neutral | Negative | Total |
|---|---|---|---|---|---|---|
| | | | **# Issues** | | | |
| **Environment** | Catchment/Distance | *Distance to a service (and catchment area for eligability).* | 11 | 4 | 0 | 15 |
| | Environment/Layout | *Physical environment of a service.* | 40 | 6 | 10 | 56 |
| | Equipment | *General equipment issues.* | 7 | 0 | 2 | 9 |
| | Hazard | *General hazard to safety (ie; a hospital wide infection).* | 0 | 0 | 1 | 1 |
| | Hygiene | *Levels of hygiene and general cleanliness.* | 26 | 0 | 5 | 31 |
| | Mobility | *Physical mobility to, from and within services.* | 3 | 0 | 1 | 4 |
| | Travel/Parking | *Ability to travel or park.* | 1 | 3 | 1 | 5 |
| **Staff** | Omission | *General omission (ie; transport did not arrive).* | 0 | 5 | 7 | 12 |
| | Security/Conduct | *General security of a service, including conduct of staff.* | 0 | 2 | 6 | 8 |
| | Staff Attitude | *Attitude, compassion and empathy of staff.* | 1127 | 8 | 166 | 1301 |
| | Complaints | *Ability to log and resolve a complaint.* | 3 | 3 | 6 | 12 |
| | Staff Training | *Training of staff.* | 4 | 7 | 6 | 17 |
| | Staffing Levels | *General availability of staff.* | 0 | 9 | 5 | 14 |
| | **Total:** | | **4104** | **161** | **980** | **5245** |

**Community*Insight* CRM**