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.

Qualitative Feedback, 1 October - 31 December 2024

healthwatch
Waltham Forest

Index and overview of findings

Data Source

1313

This report is based on the experience of 1313 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

77%

Overall satisfaction is at 77% positive, 22% negative and 1% neutral, according to feedback.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Administration and service access remain as leading negative issues.

Information, Involvement and Support

83%

Satisfaction is at 83% positive and 17% negative, comments suggest.

This quarter, complaints are down by 1% on user involvement, while up by 3% on support and by 1% on communication. More on page 5.

Quality and Empathy

85%

According to comments, satisfaction is at 85% positive and 15% negative.

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

Access to Services

54%

Satisfaction is at 54% positive and 46% negative.

This quarter, complaints are down by 6% on telephone access, while up by 3% on waiting times and by 2% on ability to book appointments. 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 very long wait at A&E, but the nurses on duty made me and my daughter feel welcome and comfortable."

560

GP Services

Satisfaction is at 74% positive, 25% negative and 1% neutral, according to feedback.

560 people comment on GP services. Comments suggest good quality treatment and nursing care on the whole, with good levels of involvement and communication. According to feedback, patients would like greater levels of service access and support. More on page 9.

206

Dentists

Comments suggest satisfaction is at 89% positive and 11% negative.

206 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.

121

Whipps Cross University Hospital

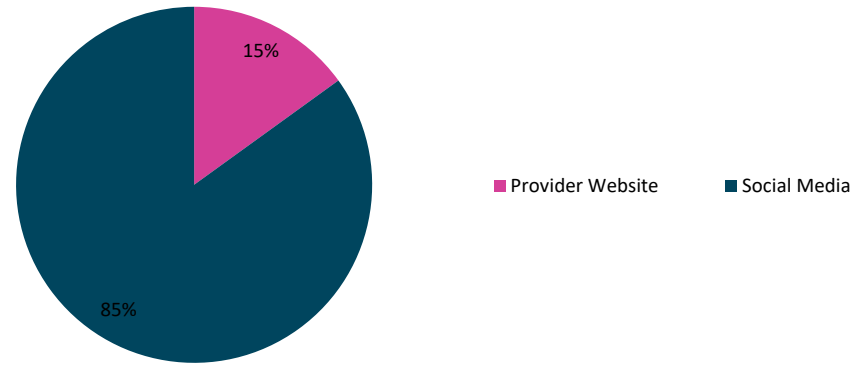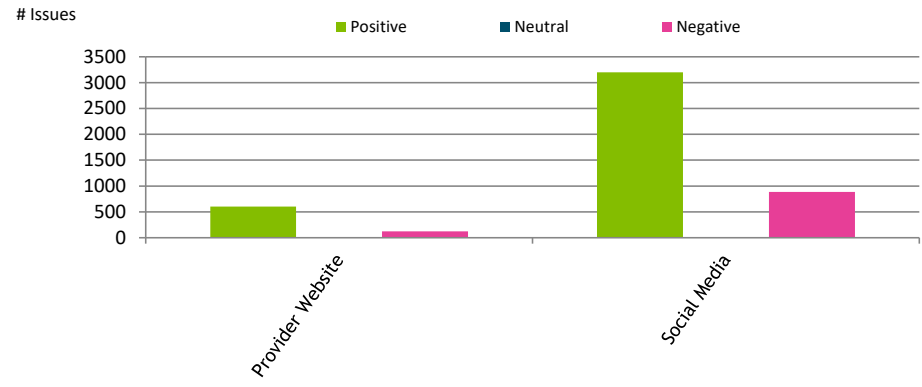*Satisfaction is at 59% positive and 41% negative, comments suggest.*

356 people comment this quarter. Experiences reflect good quality treatment and care, on the whole. Service access, particularaly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication 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.
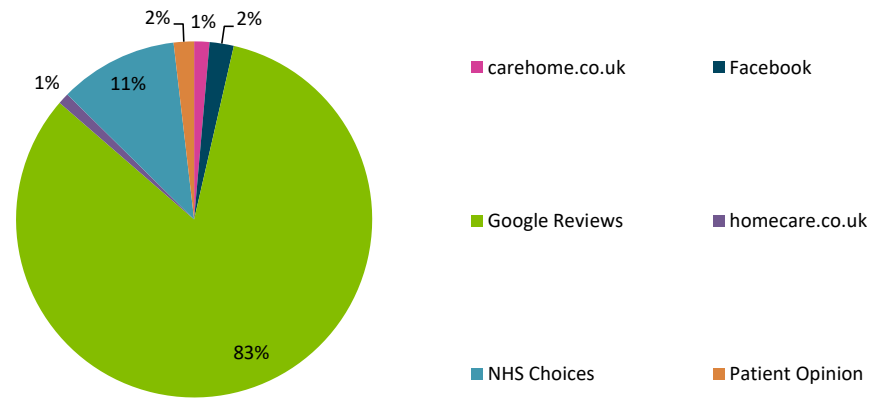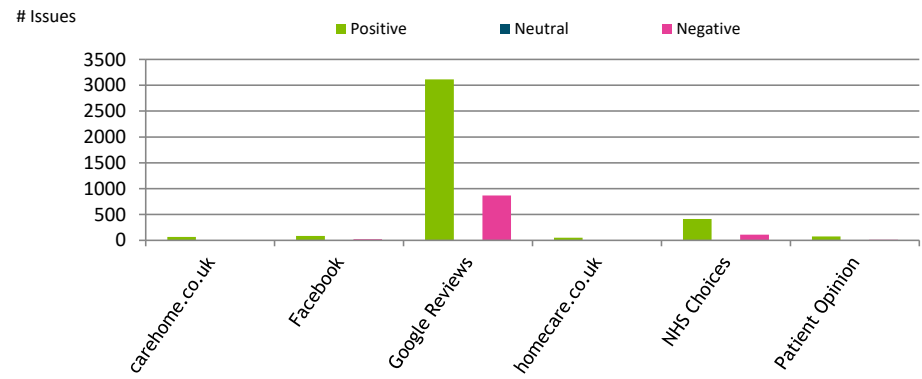
1. Data Source: Where did we collect the feedback?

1.1 Source: 4874 issues from 1313 people

Issues

Legend: Positive | Neutral | Negative

Sources providing the most comments overall

Legend: Provider Website | Social Media

- 15%
- 85%

1.2 Origin

Issues

Legend: Positive | Neutral | Negative

Origins providing the most comments overall

Legend: carehome.co.uk | Facebook | Google Reviews | homecare.co.uk | NHS Choices | Patient Opinion

- 2%
- 1%
- 2%
- 1%
- 11%
- 83%

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

2.1 Top Trends: 4873 issues from 1313 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Medication
- Support
- Timing
- Waiting List
- Cost
- Quality
- Environment/Layout
- Staff Attitude

Pie values: 5%, 4%, 9%, 1%, 3%, 1%, 18%, 4%, 3%, 1%, 22%, 2%, 27%
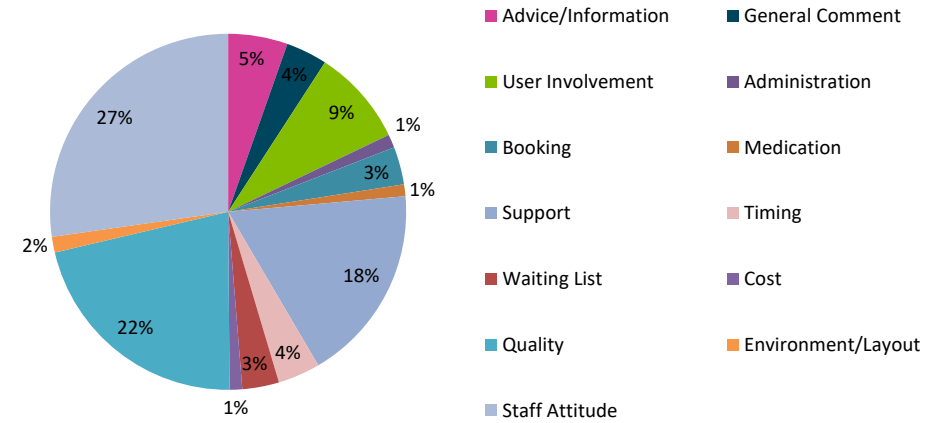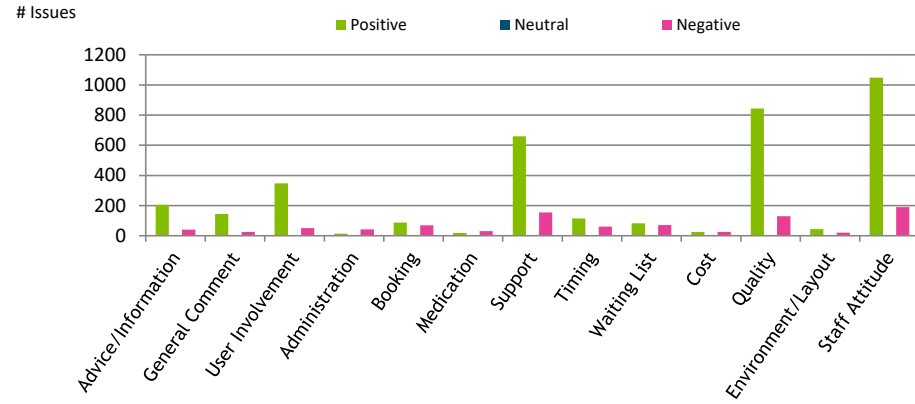
Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

2.2 Stated medical conditions

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Pie chart legend:
- Alzheimers
- Asthma
- Children's Health
- Dentistry
- Digital and Online
- Eye Health
- General Social Care
- Maternity
- Mental Health
- Mobility
- Musculoskeletal Health
- Older People's Health
- Reproductive Health
- Skin Health
- Urology
- Vaccination

Pie values: 1%, 1%, 1%, 1%, 2%, 1%, 1%, 1%, 6%, 10%, 2%, 1%, 2%, 2%, 8%, 35%, 28%, 2%
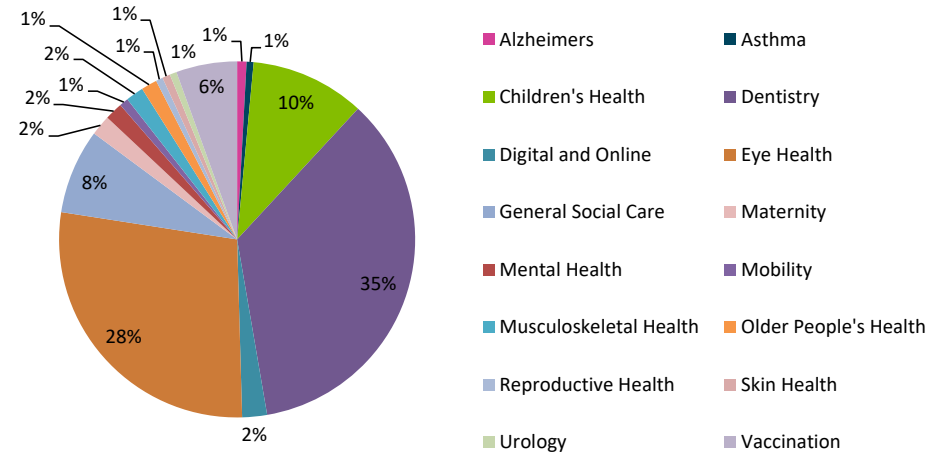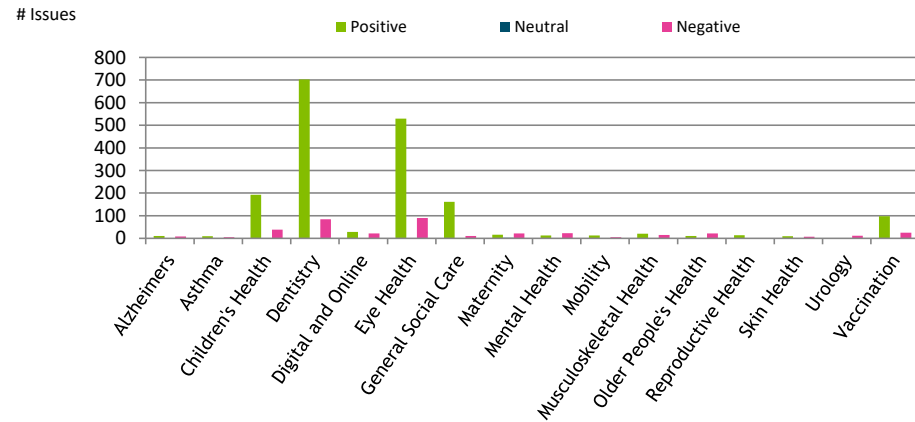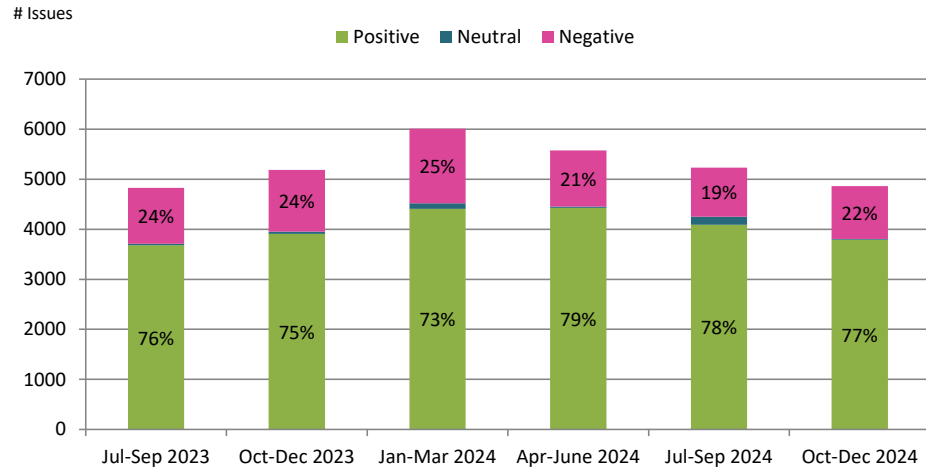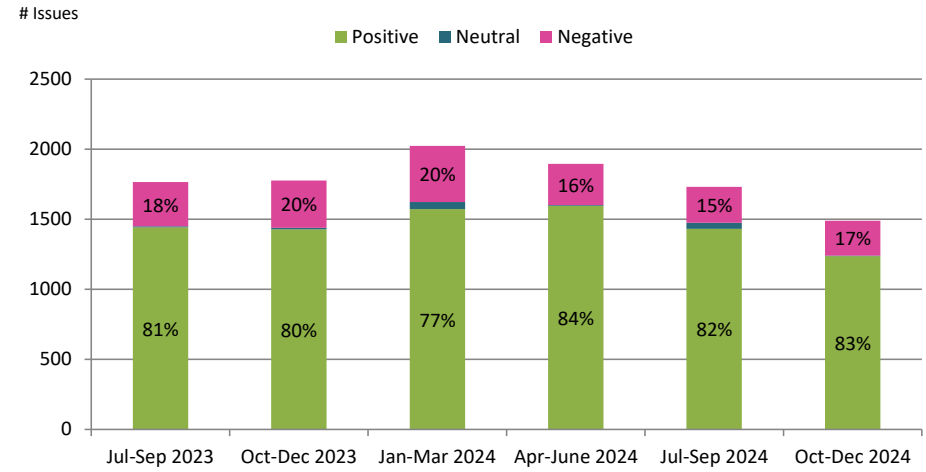
Medical conditions receiving the most comments overall

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

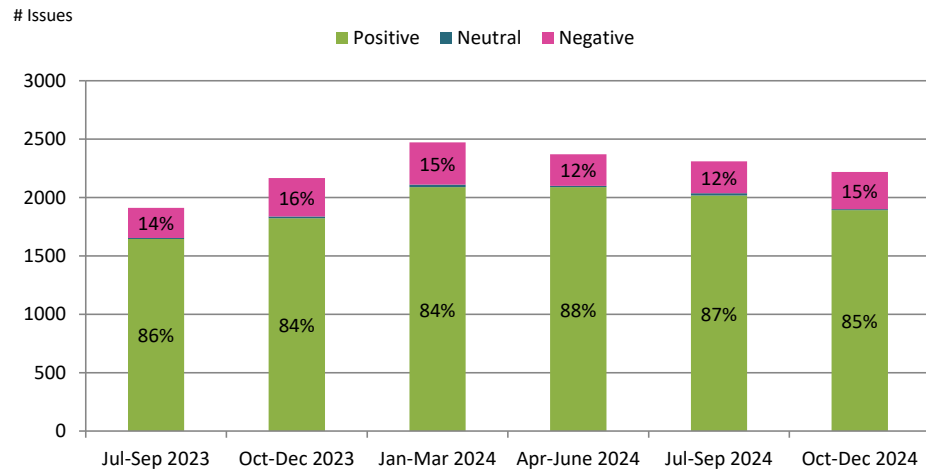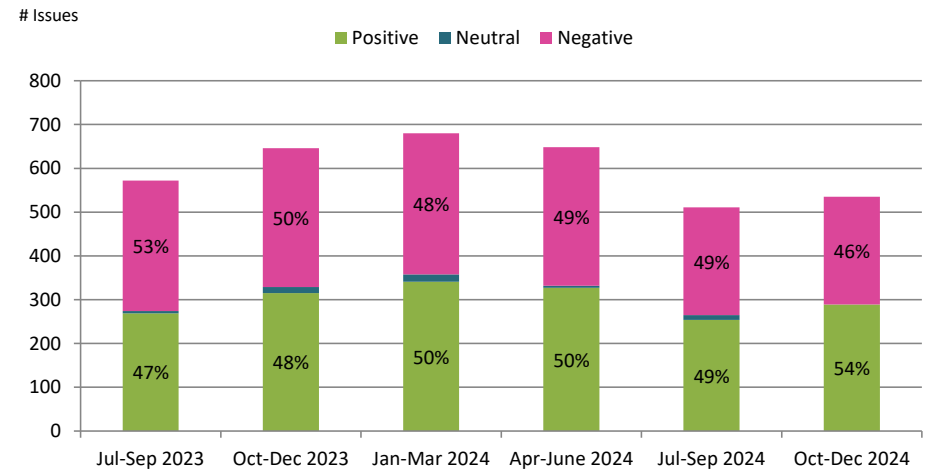### 3.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2023	76%	24%
Oct-Dec 2023	75%	24%
Jan-Mar 2024	73%	25%
Apr-June 2024	79%	21%
Jul-Sep 2024	78%	19%
Oct-Dec 2024	77%	22%

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

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2023	81%	18%
Oct-Dec 2023	80%	20%
Jan-Mar 2024	77%	20%
Apr-June 2024	84%	16%
Jul-Sep 2024	82%	15%
Oct-Dec 2024	83%	17%

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2023	86%	14%
Oct-Dec 2023	84%	16%
Jan-Mar 2024	84%	15%
Apr-June 2024	88%	12%
Jul-Sep 2024	87%	12%
Oct-Dec 2024	85%	15%

3.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2023	47%	53%
Oct-Dec 2023	48%	50%
Jan-Mar 2024	50%	48%
Apr-June 2024	50%	49%
Jul-Sep 2024	49%	49%
Oct-Dec 2024	54%	46%

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

4.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

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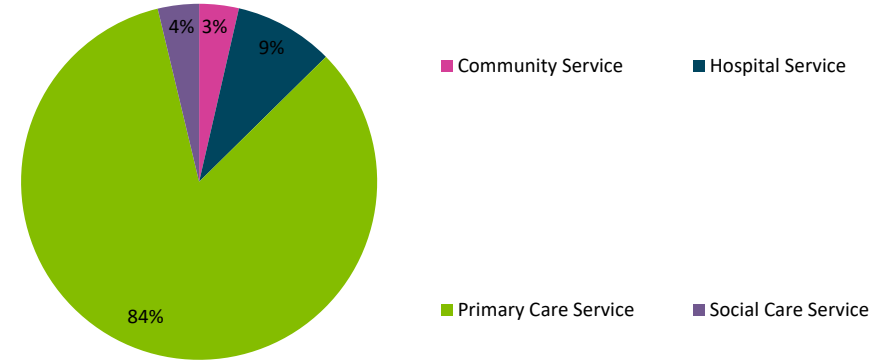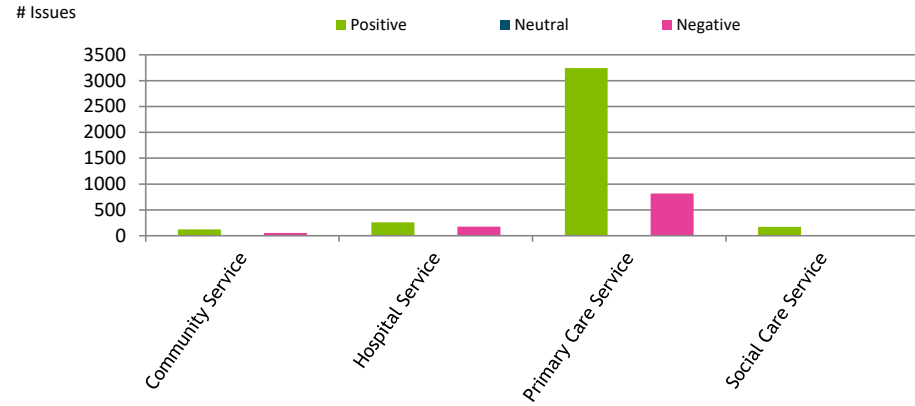
Service sectors receiving the most comments overall

Pie chart:
- Community Service 3%
- Hospital Service 9%
- Primary Care Service 84%
- Social Care Service 4%

4.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Categories: Routine Screening, A&E, Acute Care, Not Stated, Dentist, GP
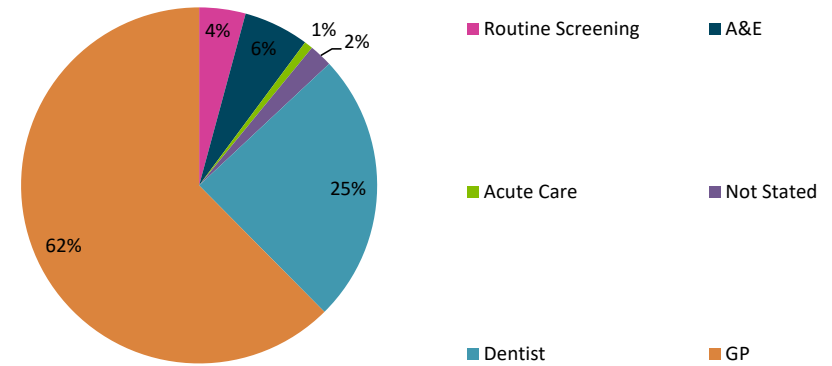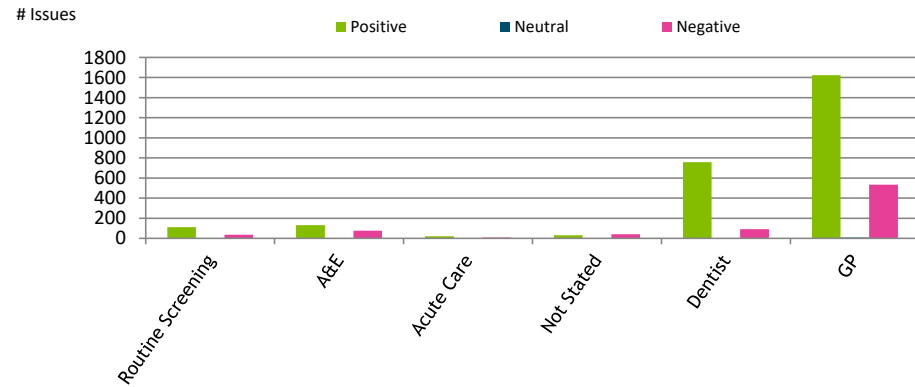
Service type receiving the most comments overall

Pie chart:
- Routine Screening 4%
- A&E 6%
- Acute Care 1%
- Not Stated 2%
- Dentist 25%
- GP 62%

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
- ■ Crawley Road Medical Centre
- ■ Damira The Avenue Dental Practice
- ■ Eye Hut
- ■ Harrow Road Practice
- ■ Lime Tree Surgery
- ■ Pyramid Pharmacy (Chingford Mount)
- ■ St James Medical Practice Limited
- ■ The Penrhyn Surgery
- ■ Waltham Eyes
- ■ Whipps Cross University Hospital
- ■ Window to the Womb

Pie chart values: 5%, 5%, 8%, 3%, 4%, 6%, 7%, 22%, 7%, 3%, 3%, 3%, 9%, 15%

4.4 Breakdown of care pathway locations

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing

Care pathway locations

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

Pie chart values: 17%, 5%, 69%, 9%

5.1 Trends, GP Services: 2165 issues from 560 people

Issues

Legend: Positive (green) | Neutral (dark blue) | Negative (pink)

Bar chart categories: 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:
- Advice/Information: 5%
- General Comment: 4%
- User Involvement: 9%
- Administration: 2%
- Booking: 6%
- Referral: 1%
- Medication: 2%
- Support: 18%
- Telephone: 1%
- Timing: 3%
- Waiting List: 6%
- Quality: 17%
- Staff Attitude: 26%

Legend: Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

5.2 Sentiment, GP Services

Issues

Legend: Positive (green) | Neutral (dark blue) | Negative (pink)

Sentiment, GP Services

Pie chart:
- Positive: 74%
- Neutral: 1%
- Negative: 25%

Legend: Positive, Neutral, Negative

5.3 Trends, Dentists: 851 issues from 206 people

Issues

Legend: Positive | Neutral | Negative

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

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Support
- Timing
- Waiting List
- Cost
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude

Pie chart values: 7%, 1%, 10%, 1%, 2%, 16%, 2%, 2%, 2%, 23%, 1%, 1%, 32%

5.4 Sentiment, GP Services

Issues

Legend: Positive | Neutral | Negative

Bar chart category: Sentiment, Dentists

Pie chart: 89% Positive, 0% Neutral, 11% Negative

Pie chart legend:
- Positive
- Neutral
- Negative

5.5 Trends, Whipps Cross University Hospital: 440 issues from 121 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information 4%
- Carer Involvement 2%
- General Comment 4%
- User Involvement 8%
- Booking 2%
- Planning 1%
- Support 16%
- Timing 14%
- Waiting List 1%
- Quality 21%
- Environment/Layout 3%
- Staff Attitude 23%
- Staffing Levels 1%

Legend:
Advice/Information | Carer Involvement
General Comment | User Involvement
Booking | Planning
Support | Timing
Waiting List | Quality
Environment/Layout | Staff Attitude
Staffing Levels

5.6 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive, Neutral, Negative

Sentiment, WXH

Pie chart:
- Positive 59%
- Neutral 0%
- Negative 41%

Legend: Positive, Neutral, Negative

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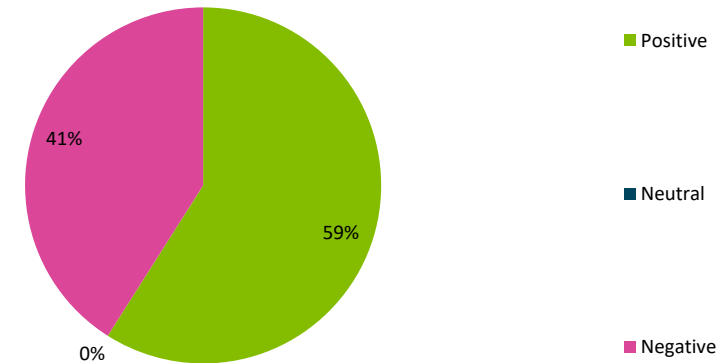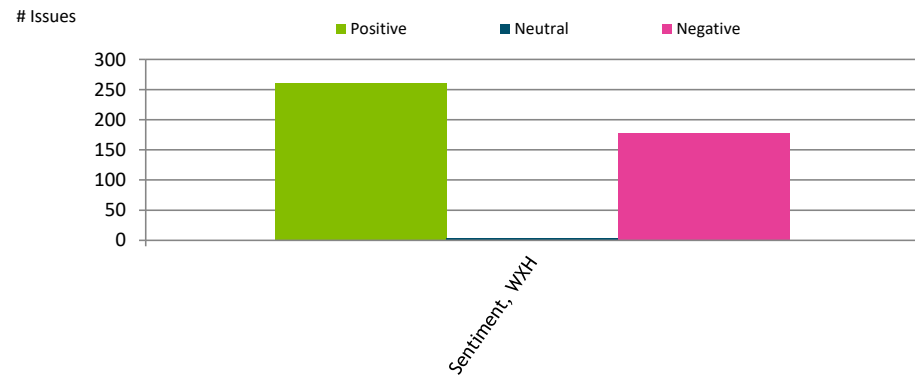
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (17 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: User Involvement, Booking, Support, Timing, Cost, Quality, Staff Attitude

Pie chart:
- User Involvement 6%
- Booking 6%
- Support 23%
- Timing 12%
- Cost 6%
- Quality 23%
- Staff Attitude 24%
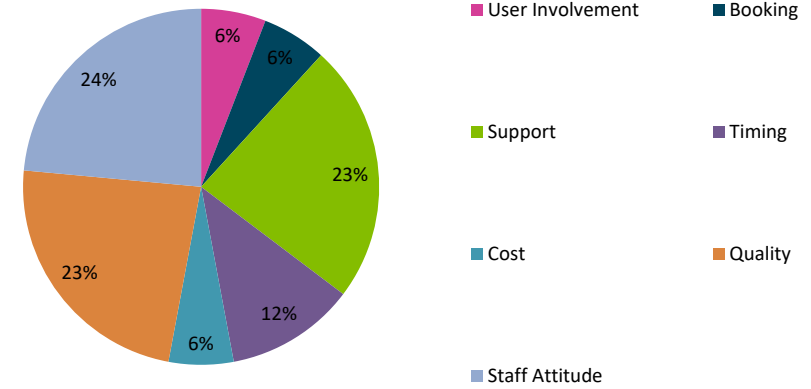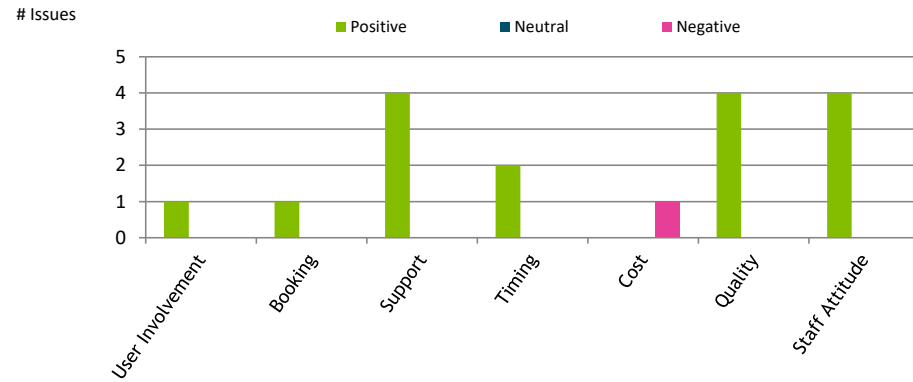
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Sentiment, Transport

Pie chart:
- Positive 94%
- Neutral 0%
- Negative 6%

12
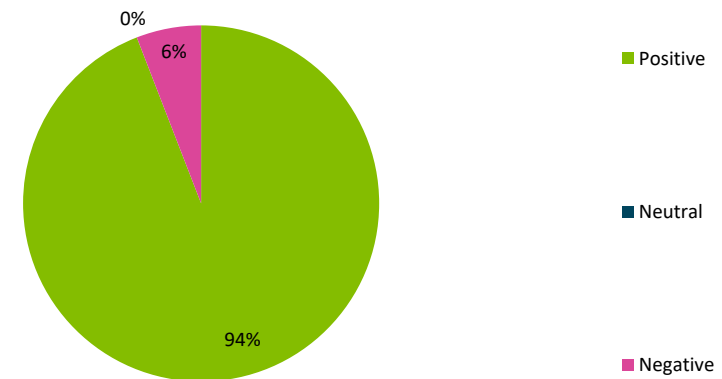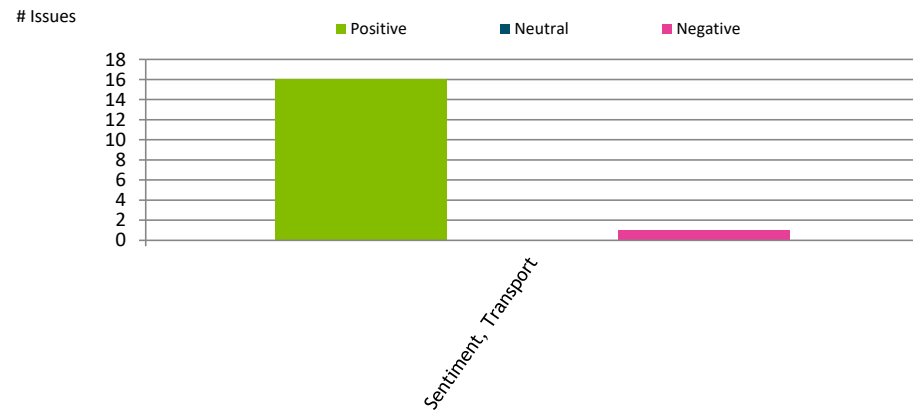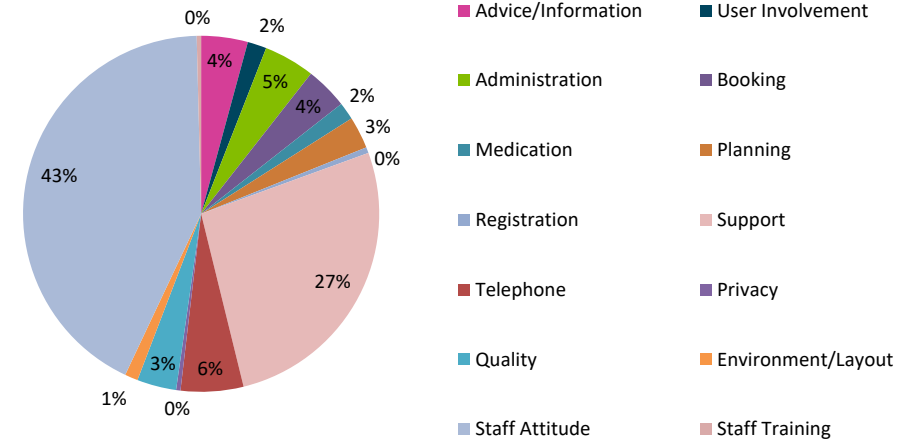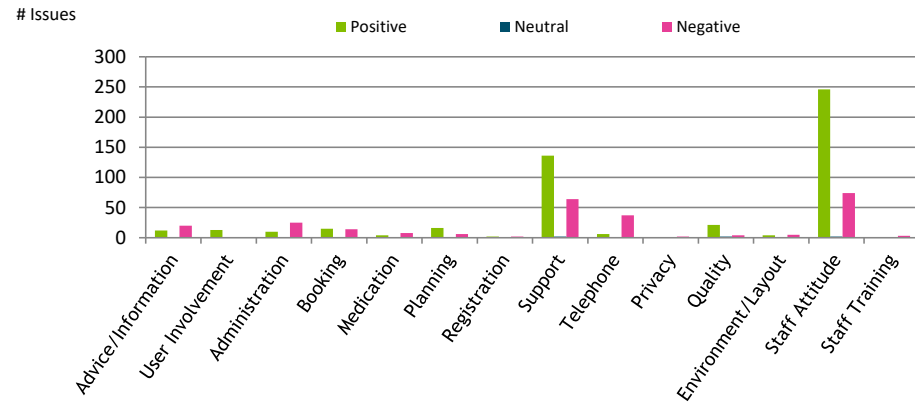
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (773 issues)

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart values: 0%, 2%, 4%, 5%, 4%, 2%, 3%, 0%, 27%, 6%, 0%, 1%, 3%, 43%

Legend:
- Advice/Information
- User Involvement
- Administration
- Booking
- Medication
- Planning
- Registration
- Support
- Telephone
- Privacy
- Quality
- Environment/Layout
- Staff Attitude
- Staff Training

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart values: 36%, 1%, 63%

Legend:
- Positive
- Neutral
- Negative
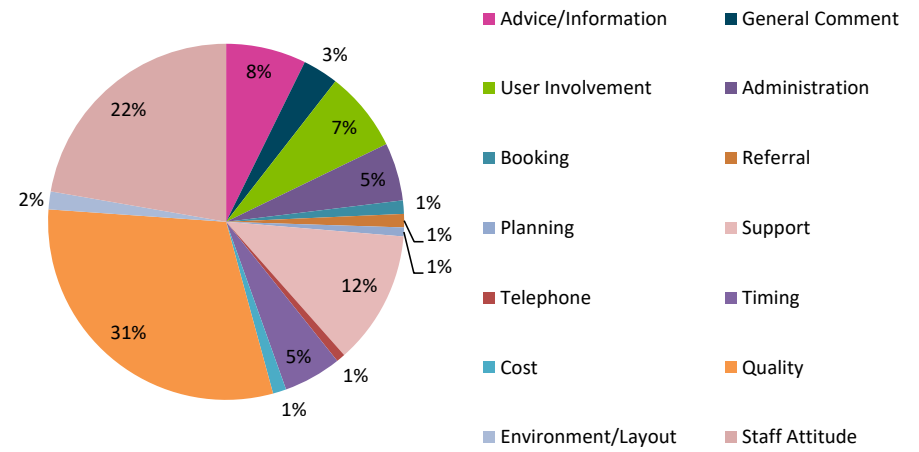
13

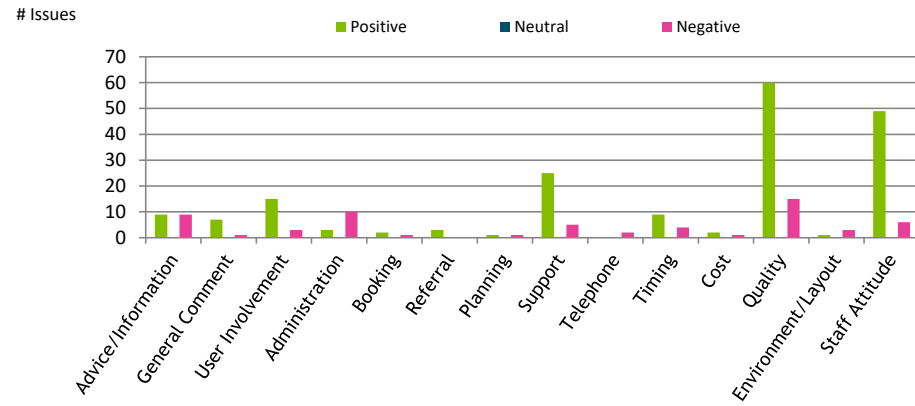## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (253 issues)

Legend: Positive | Neutral | Negative

Issues

Bar chart categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Planning, Support, Telephone, Timing, Cost, Quality, Environment/Layout, Staff Attitude

y-axis: 0 to 70

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Referral
- Planning
- Support
- Telephone
- Timing
- Cost
- Quality
- Environment/Layout
- Staff Attitude

Pie chart values: 8%, 3%, 7%, 5%, 1%, 1%, 1%, 12%, 1%, 5%, 1%, 31%, 2%, 22%

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Legend: Positive | Neutral | Negative

Issues

Bar chart: Sentiment, Diagnosis

y-axis: 0 to 200

Pie chart:
- Positive 74%
- Neutral 0%
- Negative 26%
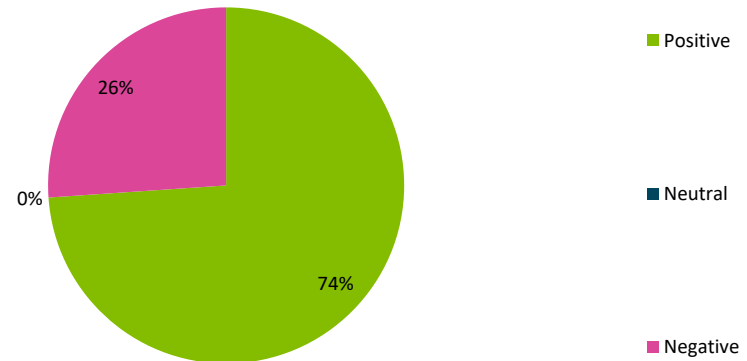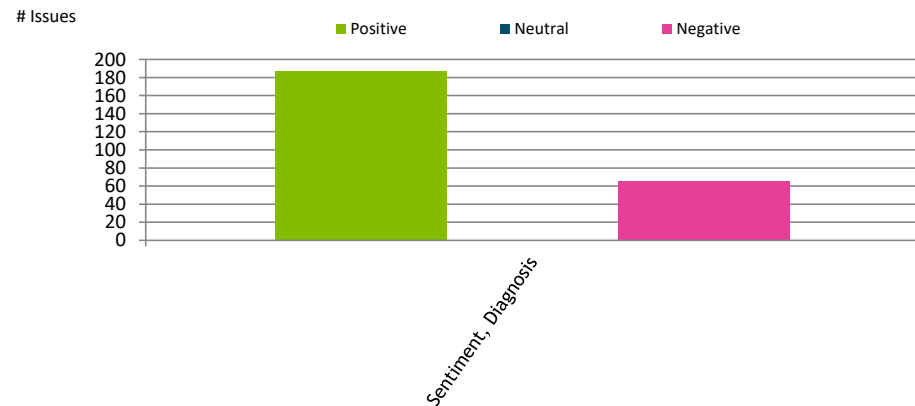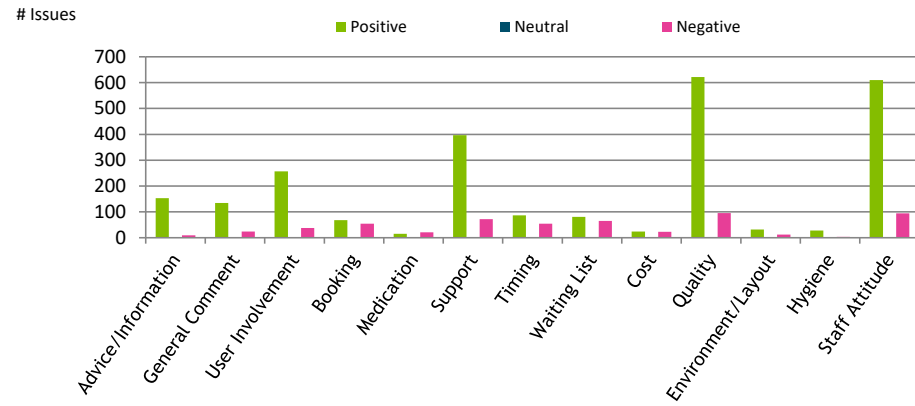
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (3220 issues)

Issues

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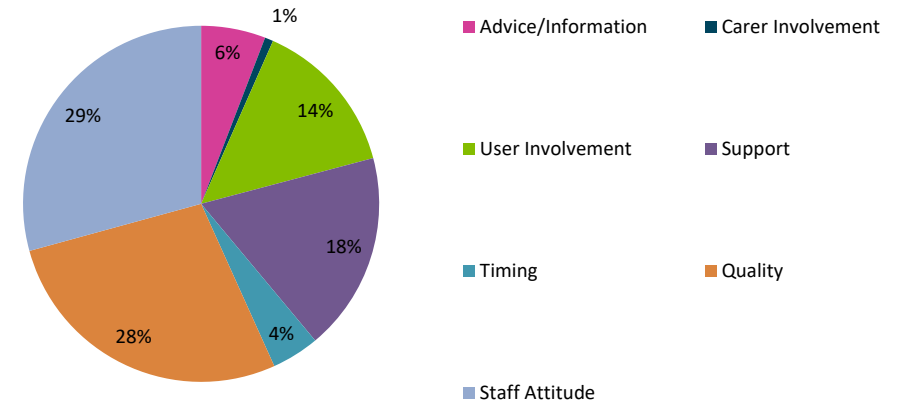
Bar chart categories: Advice/Information, General Comment, User Involvement, Booking, Medication, Support, Timing, Waiting List, Cost, Quality, Environment/Layout, Hygiene, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 5%
- General Comment 5%
- User Involvement 10%
- Booking 4%
- Medication 1%
- Support 15%
- Timing 5%
- Waiting List 2%
- Cost 5%
- Quality 23%
- Environment/Layout 1%
- Hygiene 1%
- Staff Attitude 23%

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

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Treatment

Pie chart:
- Positive 80%
- Neutral 0%
- Negative 20%

Legend: Positive, Neutral, Negative
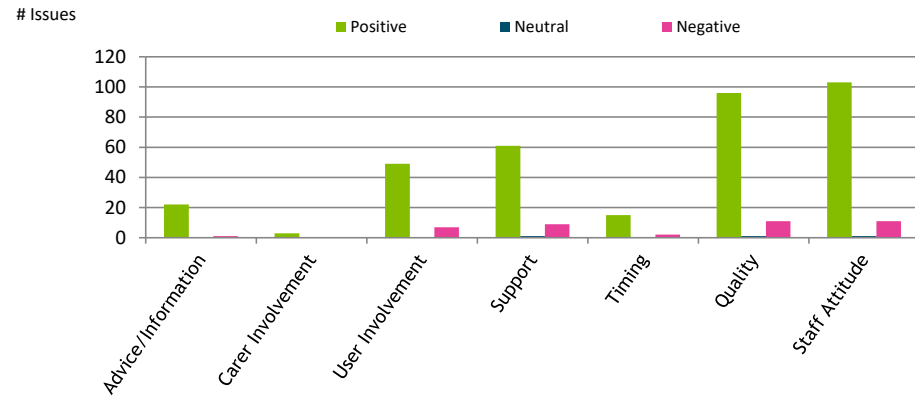
15
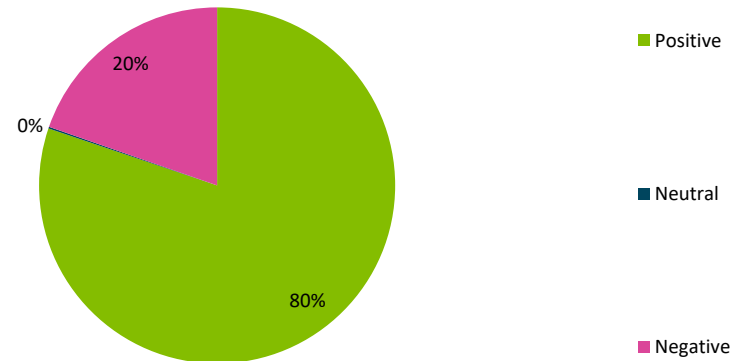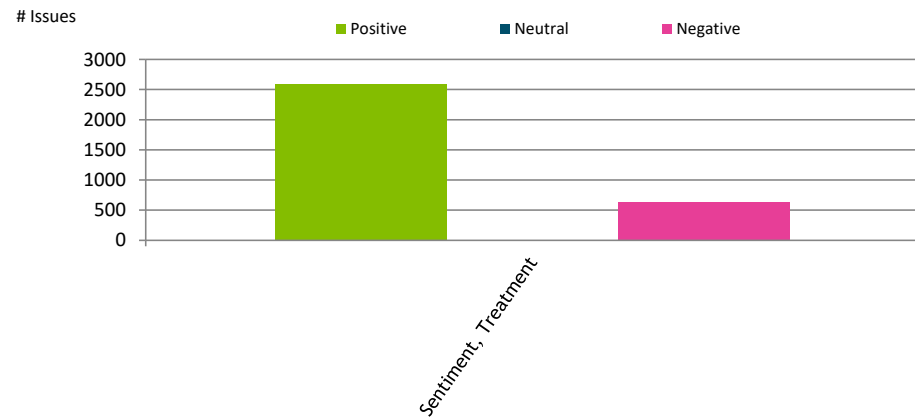
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (404 issues)

Issues

Legend: Positive · Neutral · Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 6%
- Carer Involvement 1%
- User Involvement 14%
- Support 18%
- Timing 4%
- Quality 28%
- Staff Attitude 29%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive · Neutral · Negative

Bar chart: Sentiment, Nursing Care

Pie chart:
- Positive 87%
- Neutral 1%
- Negative 12%
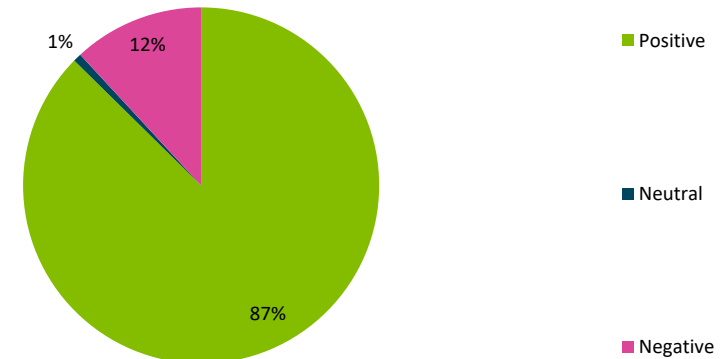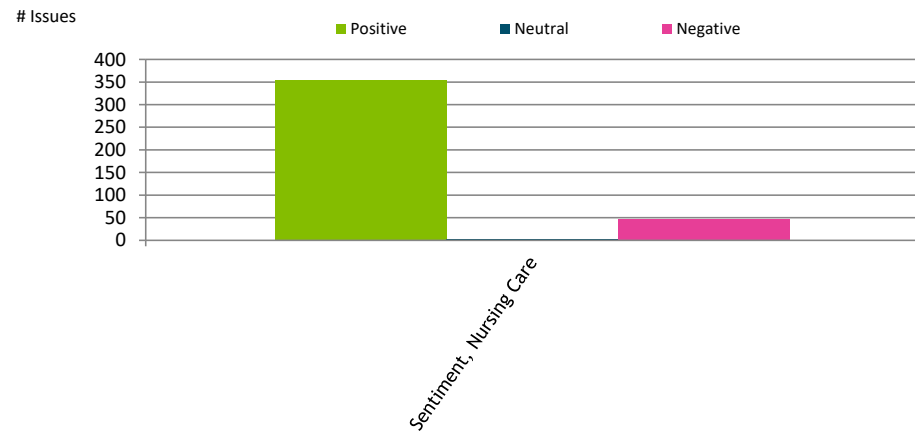
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (6 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart legend:
- ■ Advice/Information — 16%
- ■ User Involvement — 16%
- ■ Administration — 17%
- ■ Planning — 17%
- ■ Staff Training — 17%
- ■ Staffing Levels — 17%

6.12 Sentiment, Discharge
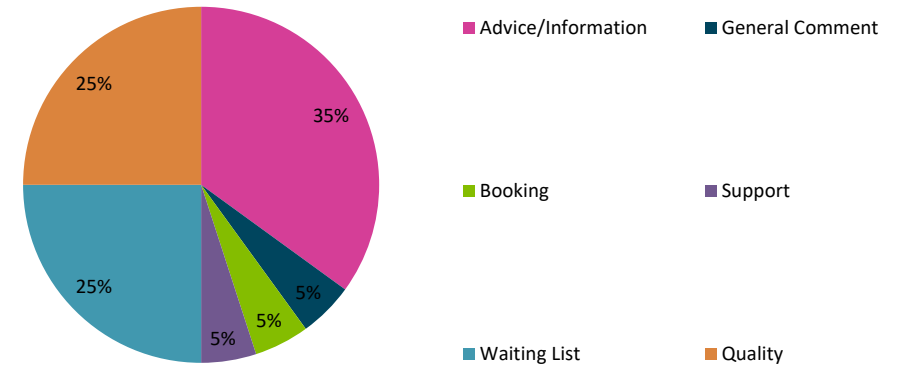
Issues
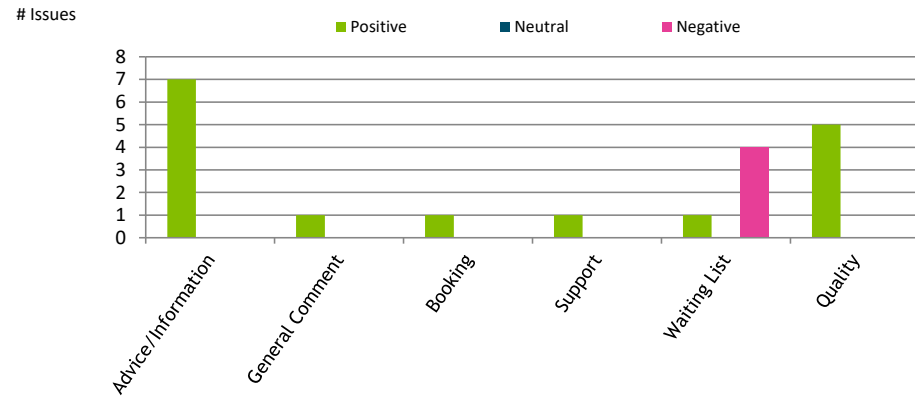
Legend: ■ Positive ■ Neutral ■ Negative
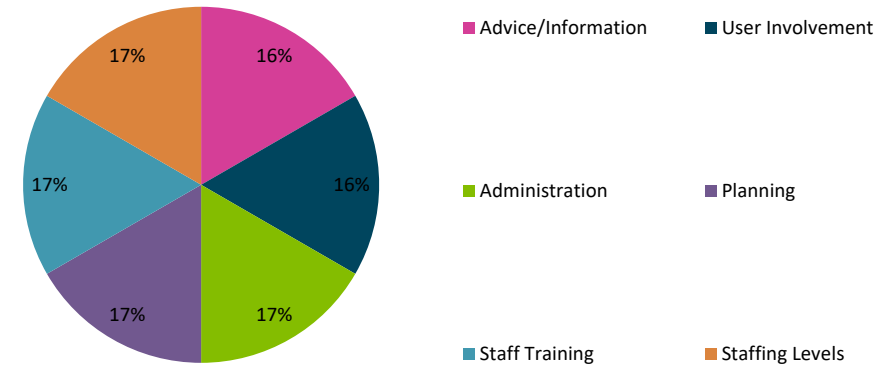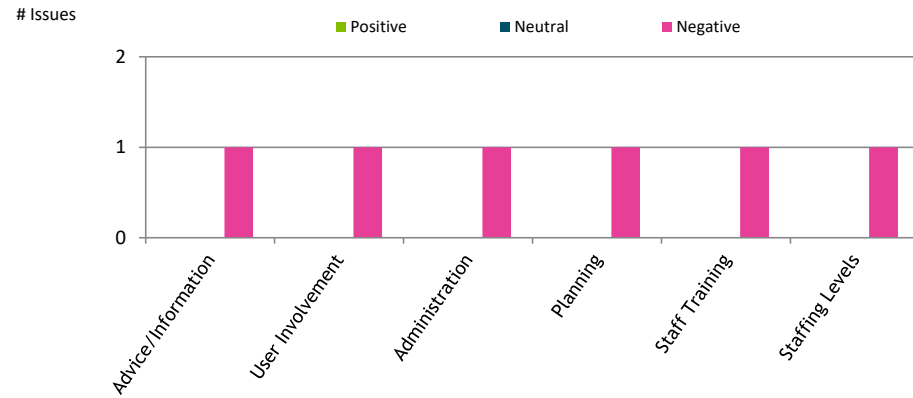
Sentiment, Discharge
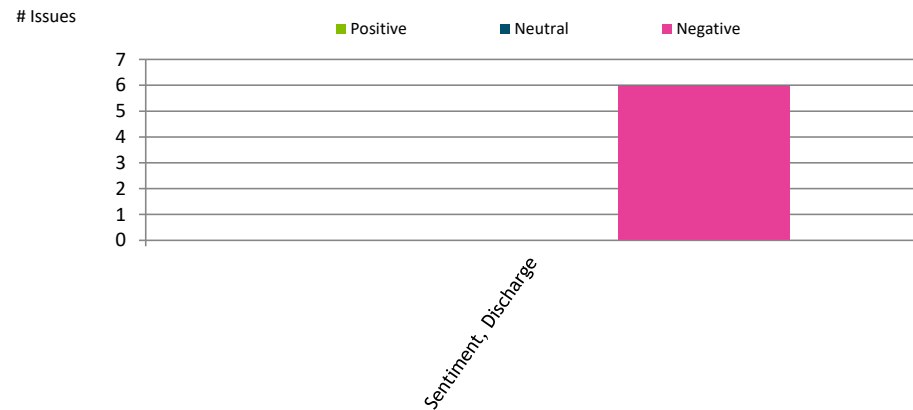
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

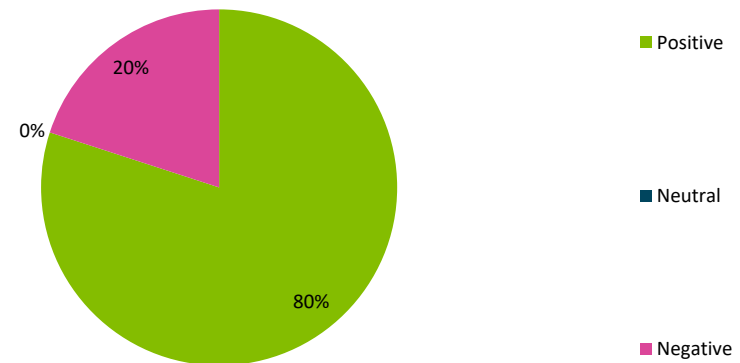### 6.13 Trends, Follow On (20 issues)

Issues

Legend: Positive (green) | Neutral | Negative

Bar chart values:
- Advice/Information: Positive 7
- General Comment: Positive 1
- Booking: Positive 1
- Support: Positive 1
- Waiting List: Positive 1, Negative 4
- Quality: Positive 5

Pie chart:
- Advice/Information: 35%
- General Comment: 5%
- Booking: 5%
- Support: 5%
- Waiting List: 25%
- Quality: 25%

Legend: Advice/Information | General Comment | Booking | Support | Waiting List | Quality

Issues receiving the most comments overall

6.14 Sentiment, Follow On

Issues

Legend: Positive (green) | Neutral | Negative

Bar chart:
- Sentiment, Follow On: Positive 16, Negative 4

Pie chart:
- Positive: 80%
- Neutral: 0%
- Negative: 20%

Legend: Positive | Neutral | Negative

18
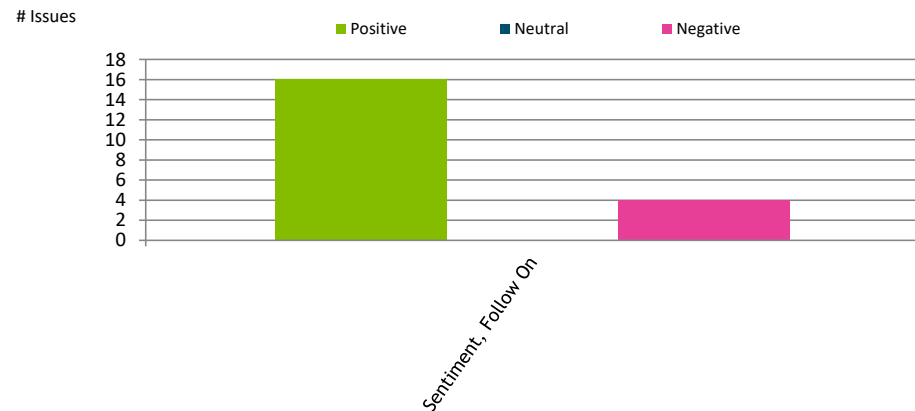
6. Care Pathway: Community (community health services and social care)

6.15 Trends, Community (180 issues)

Issues

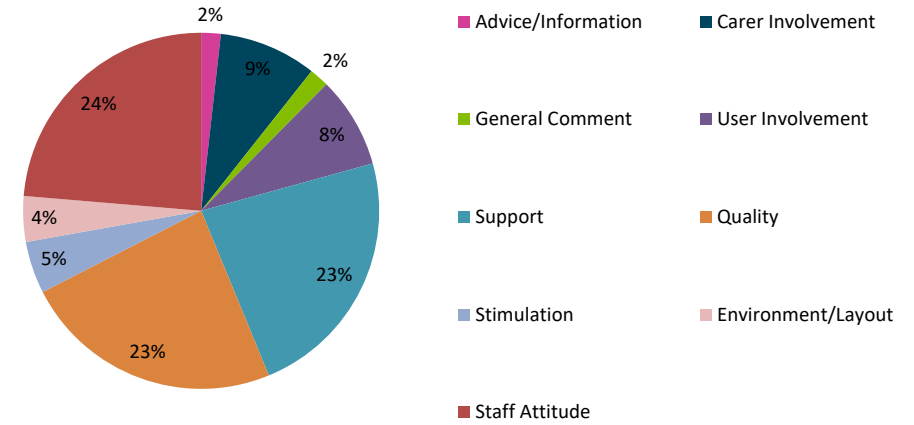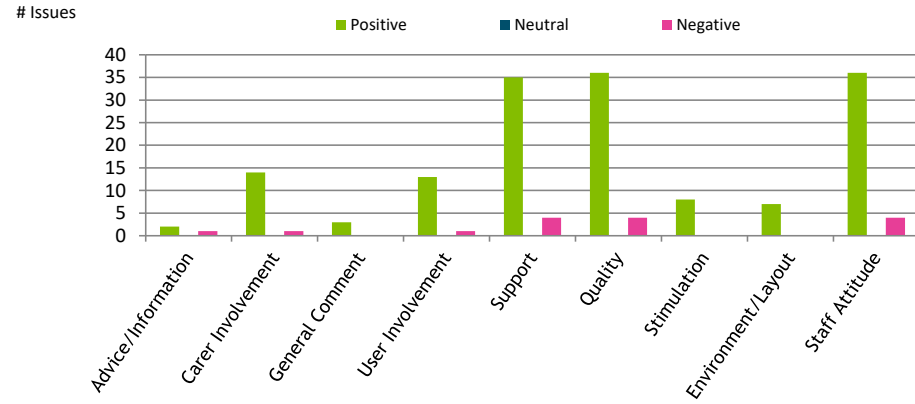Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Support, Quality, Stimulation, Environment/Layout, Staff Attitude

Pie chart values: 2%, 9%, 2%, 8%, 23%, 23%, 5%, 4%, 24%

- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Support
- Quality
- Stimulation
- Environment/Layout
- Staff Attitude

Issues receiving the most comments overall

6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative

Sentiment, Community

Pie chart values: 0%, 10%, 90%

- Positive
- Neutral
- Negative

19
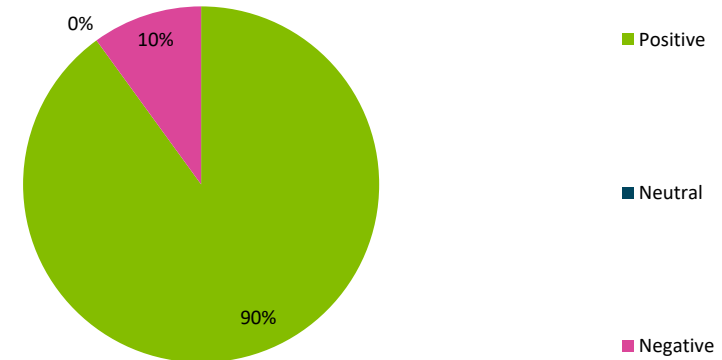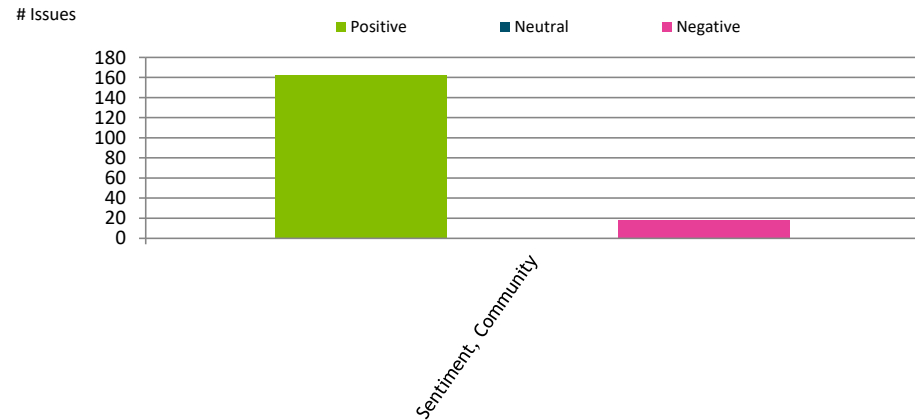
7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	205	0	41	246
	Carer Involvement	*Involvement or influence of carers and family members.*	37	0	3	40
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	145	1	25	171
	User Involvement	*Involvement or influence of the service user.*	348	0	50	398
Systems	Administration	*Administrative processes and delivery.*	13	0	42	55
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	2	2
	Booking	*Ability to book, reschedule or cancel appointments.*	87	0	69	156
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	5	5
	Data Protection	*General data protection (including GDPR).*	0	0	2	2
	Referral	*Referral to a service.*	15	0	4	19
	Medical Records	*Management of medical records.*	0	0	4	4
	Medication	*Prescription and management of medicines.*	19	0	30	49
	Opening Times	*Opening times of a service.*	2	0	5	7
	Planning	*Leadership and general organisation.*	20	0	9	29
	Registration	*Ability to register for a service.*	2	0	2	4
	Support	*Levels of support provided.*	659	4	154	817
	Telephone	*Ability to contact a service by telephone.*	6	0	39	45
	Timing	*Physical timing (ie; length of wait at appointments).*	114	0	61	175
	Waiting List	*Length of wait while on a list.*	82	0	70	152
Values	Choice	*General choice.*	17	0	13	30
	Cost	*General cost.*	26	1	25	52
	Language	*Language, including terminology.*	5	0	3	8
	Nutrition	*Provision of sustainance.*	2	0	3	5
	Privacy	*Privacy, personal space and property.*	2	0	2	4
	Quality	*General quality of a service, or staff.*	844	4	129	977
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	10	0	2	12

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	2	0	2	4
	Environment/Layout	*Physical environment of a service.*	44	0	21	65
	Equipment	*General equipment issues.*	8	0	3	11
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	2	2
	Hygiene	*Levels of hygiene and general cleanliness.*	30	0	4	34
	Mobility	*Physical mobility to, from and within services.*	3	0	3	6
	Travel/Parking	*Ability to travel or park.*	3	0	5	8
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	8	8
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	8	8
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1048	4	189	1241
	Complaints	*Ability to log and resolve a complaint.*	1	0	2	3
	Staff Training	*Training of staff.*	4	0	8	12
	Staffing Levels	*General availability of staff.*	0	0	8	8
	Total:		**3803**	**14**	**1057**	**4874**

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