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 October - 31 December 2023

healthw*o*tch
Waltham Forest

Index and overview of findings

Data Source

1,201

This report is based on the experience of 1,201 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

75%

Satisfaction has not changed this quarter, remaining at 75% positive, 24% negative and 1% 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 leading negative topic. More on page 5.

Information, Involvement and Support

80%

Satisfaction has declined marginally by 1% this quarter, standing at 80% positive, 19% negative and 1% neutral.

Complaints are down by 4% on communication, while up by 3% on user involvement.
More on page 5.

Quality and Empathy

84%

Satisfaction has declined marginally by 1% this quarter, standing at 84% positive, 15% negative and 1% neutral.

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

Access to Services

49%

Satisfaction has improved by 3% this quarter, standing at 49% positive, 49% negative and 2% neutral.

Complaints are down by 11% on waiting times, by 10% on ability to book appointments and by 2% 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.

"It was a long wait in the emergency department, but you could see staff were doing their best. Left later than liked, but got treated."

533

GP Services

Satisfaction is at 70% positive, 29% negative and 1% neutral, according to feedback.

533 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 negative overall, this includes on booking processes, telephone access, administration and waiting lists. More on page 9.

229

Dentists

Comments suggest satisfaction is at 88% positive and 12% negative.

229 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.

74

Whipps Cross University Hospital

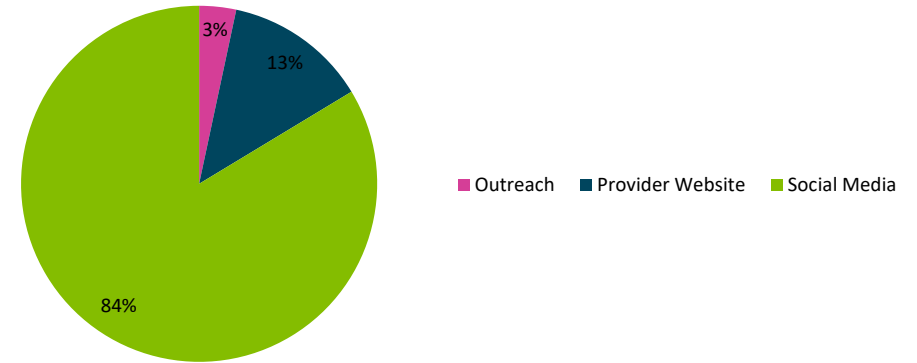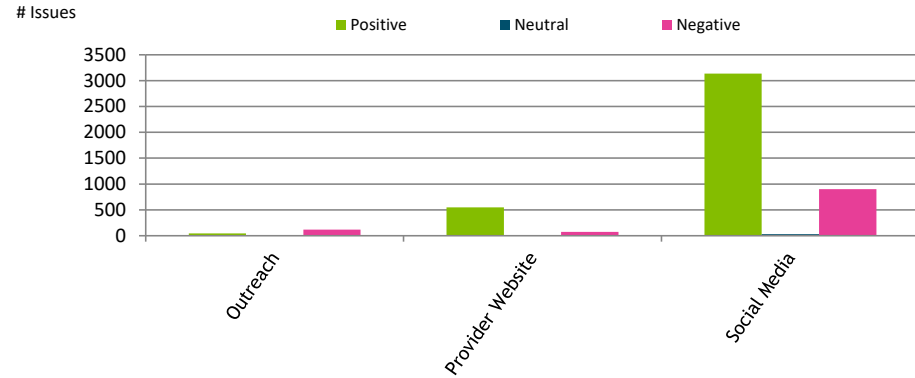*Satisfaction is 41% positive and 59% negative, comments suggest.*

74 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: 5094 issues from 1201 people

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Outreach, Provider Website, Social Media

Sources providing the most comments overall

Pie chart: Outreach | Provider Website | Social Media
- 3% Outreach
- 13% Provider Website
- 84% Social Media

1.2 Origin

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: carehome.co.uk, Google Reviews, homecare.co.uk, NHS Choices, Office, Patient Opinion
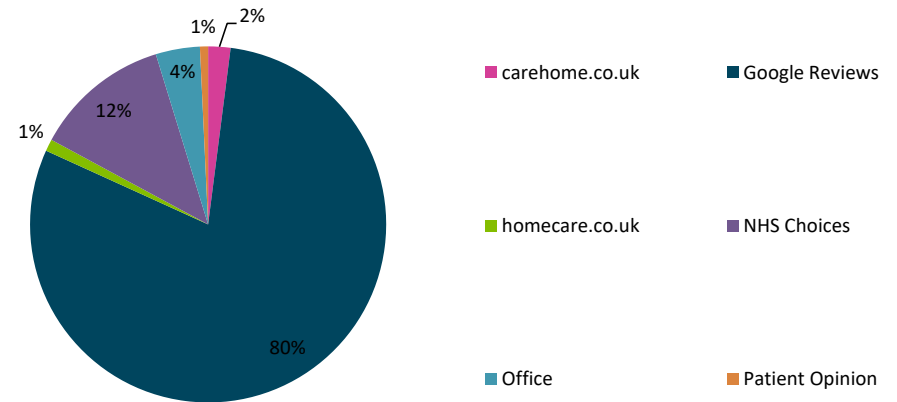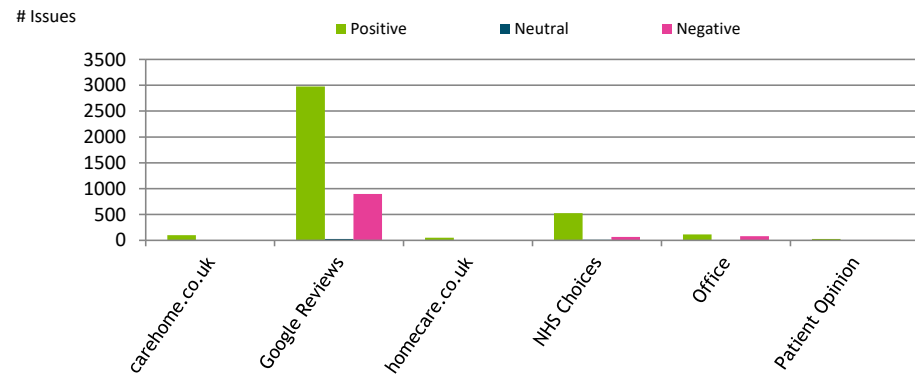
Origins providing the most comments overall

Pie chart legend: carehome.co.uk | Google Reviews | homecare.co.uk | NHS Choices | Office | Patient Opinion
- 2%
- 1%
- 4%
- 12%
- 1%
- 80%

2. Health and Care Services: Which service aspects are people most commenting on?
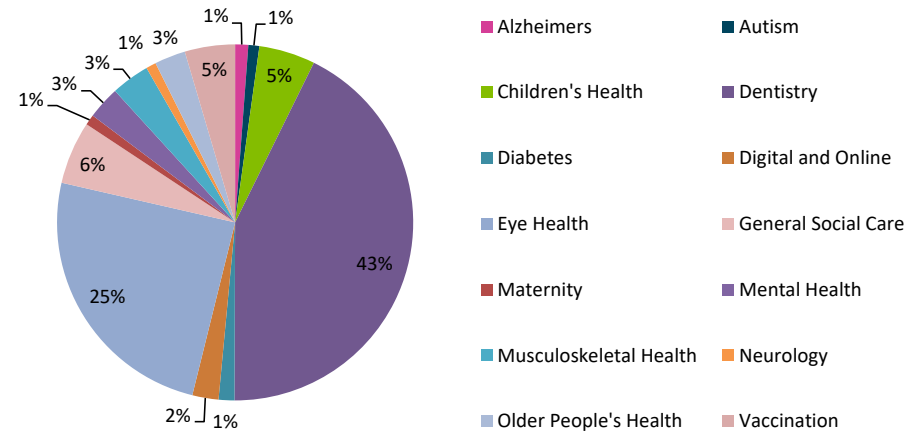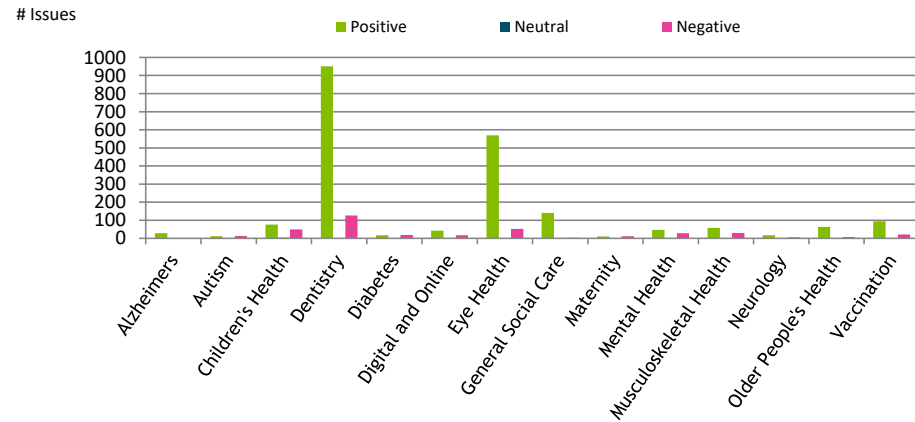
2.1 Top Trends: 5093 issues from 1201 people
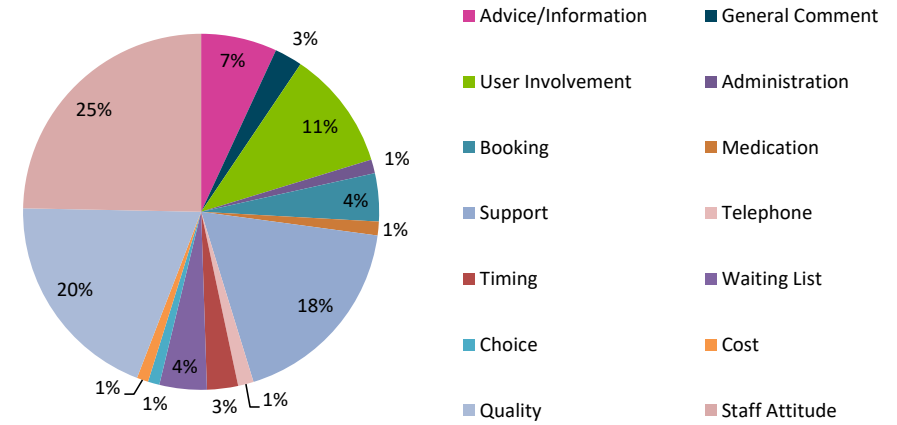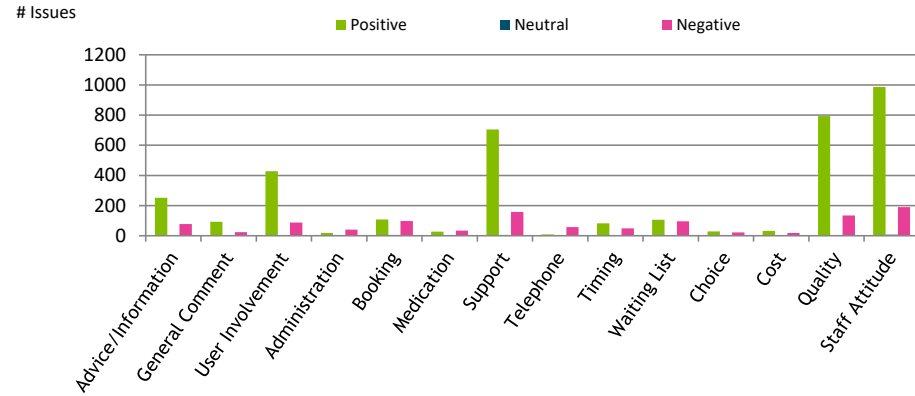
Issues receiving the most comments overall. See pages 19-20 for issue descriptions.
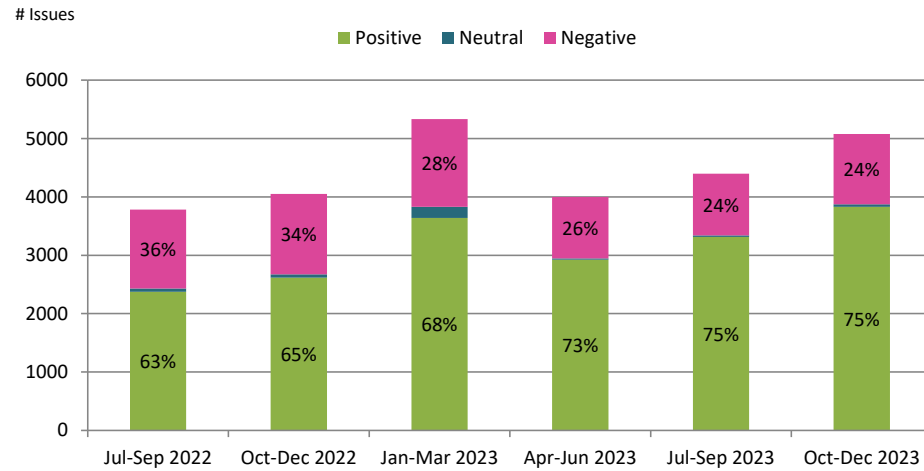
2.2 Stated medical conditions

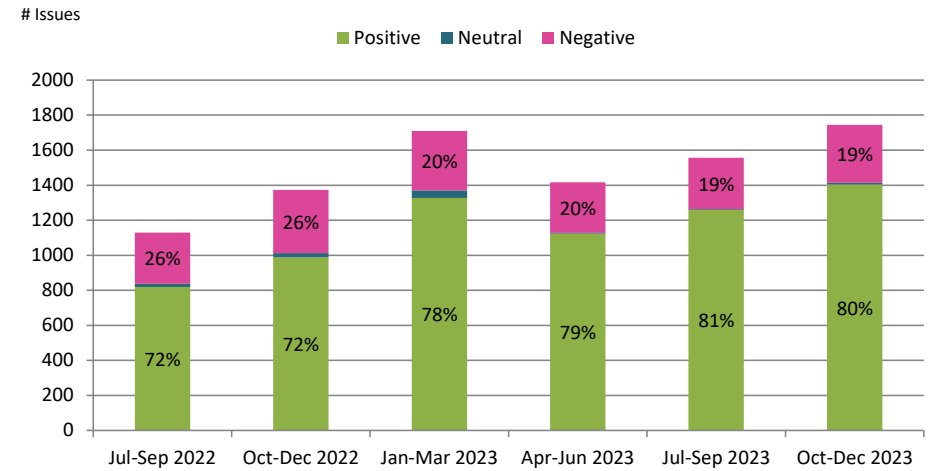Medical conditions receiving the most comments overall

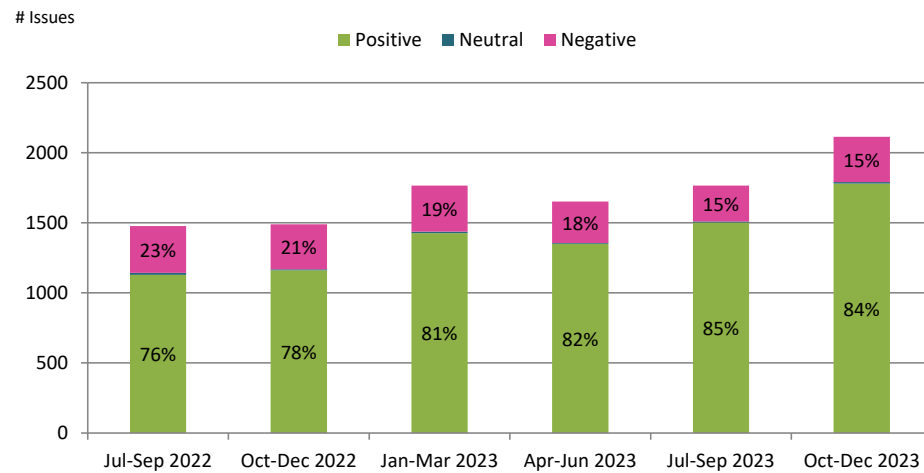# 3. On the whole, how do people feel about Health and Care services?

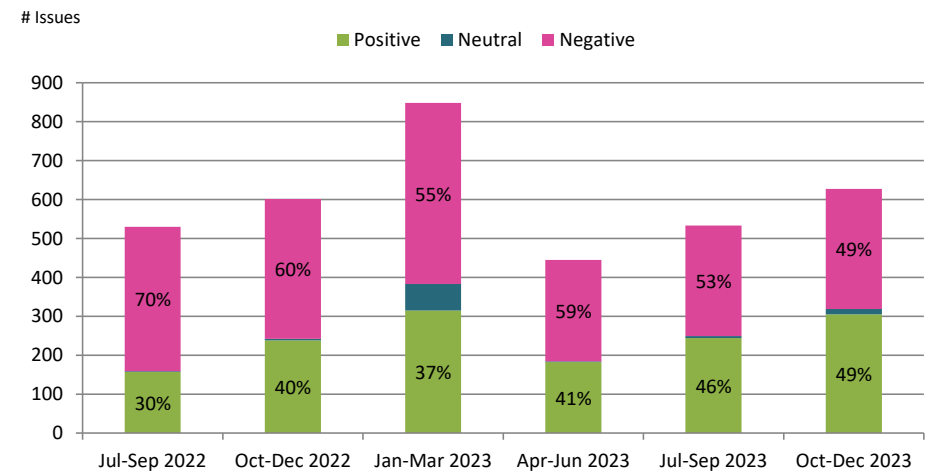## 3.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2022	63%	36%
Oct-Dec 2022	65%	34%
Jan-Mar 2023	68%	28%
Apr-Jun 2023	73%	26%
Jul-Sep 2023	75%	24%
Oct-Dec 2023	75%	24%

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

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2022	72%	26%
Oct-Dec 2022	72%	26%
Jan-Mar 2023	78%	20%
Apr-Jun 2023	79%	20%
Jul-Sep 2023	81%	19%
Oct-Dec 2023	80%	19%

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2022	76%	23%
Oct-Dec 2022	78%	21%
Jan-Mar 2023	81%	19%
Apr-Jun 2023	82%	18%
Jul-Sep 2023	85%	15%
Oct-Dec 2023	84%	15%

3.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2022	30%	70%
Oct-Dec 2022	40%	60%
Jan-Mar 2023	37%	55%
Apr-Jun 2023	41%	59%
Jul-Sep 2023	46%	53%
Oct-Dec 2023	49%	49%

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

4.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Bar chart showing Community Service, Hospital Service, Primary Care Service, Social Care Service (y-axis 0 to 4000)
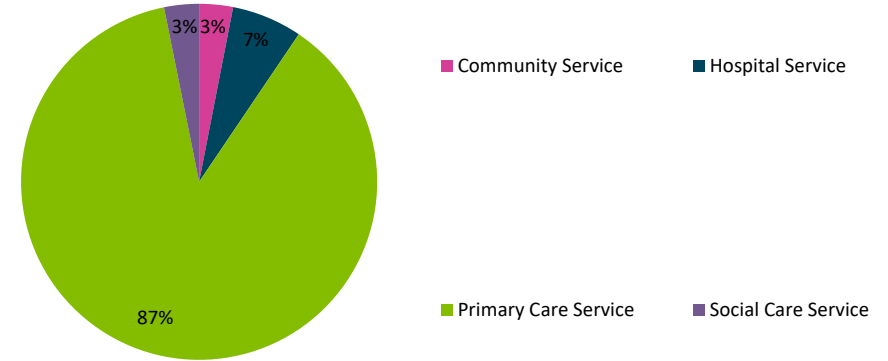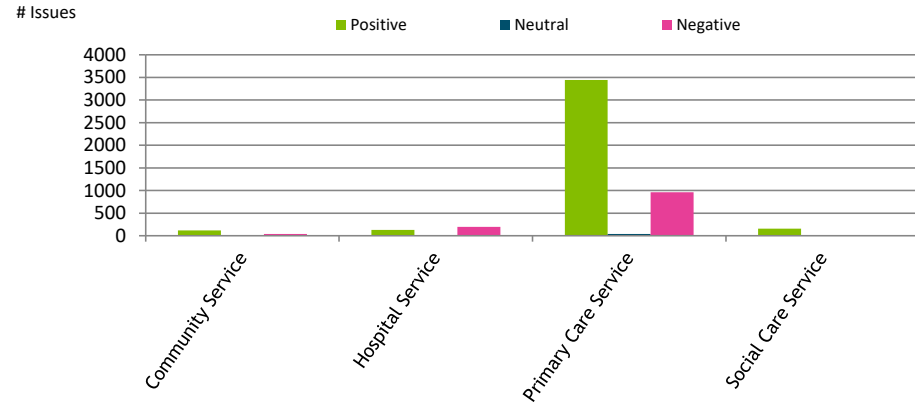
Service sectors receiving the most comments overall

Pie chart:
- Community Service 3%
- Hospital Service 7%
- Social Care Service 3%
- Primary Care Service 87%

4.2 Service Type

Issues

Legend: Positive | Neutral | Negative

Bar chart showing Routine Screening, A&E, Not Stated, Dentist, GP, Optician, Pharmacy, Care at Home, Nursing Care Home, Residential Care Home (y-axis 0 to 1800)
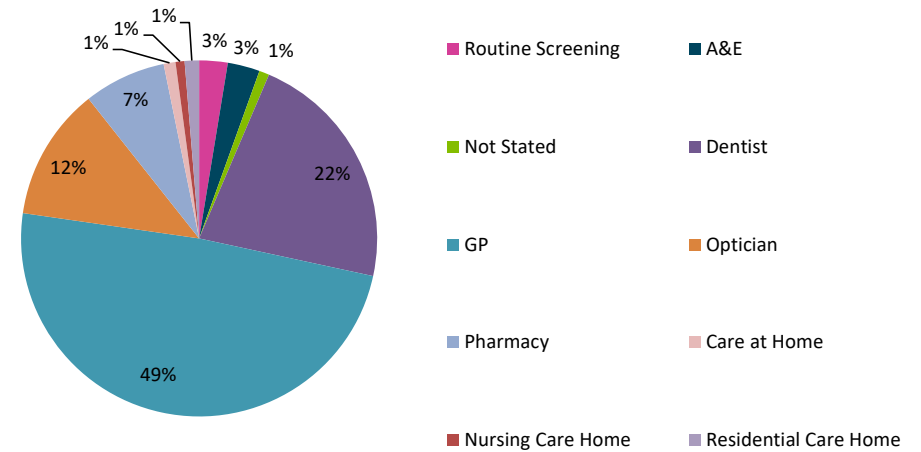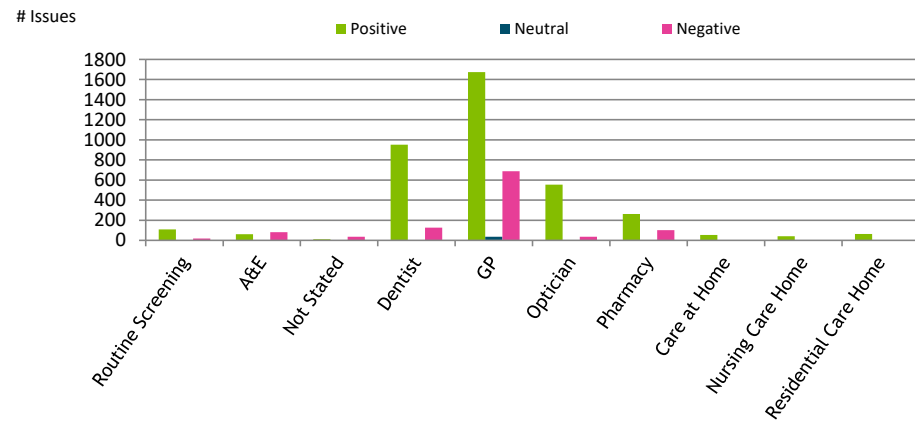
Service type receiving the most comments overall

Pie chart:
- Routine Screening 3%
- A&E 3%
- Not Stated 1%
- Dentist 22%
- GP 49%
- Optician 12%
- Pharmacy 7%
- Care at Home 1%
- Nursing Care Home 1%
- Residential Care Home 1%

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
- ■ Apolline House Dental Practice
- ■ Chingford Mount Dental Practice
- ■ Churchill Medical Centre
- ■ Harrow Road Practice
- ■ Higham Hill Medical Centre
- ■ St James Medical Practice Limited
- ■ The Allum Medical Centre
- ■ The Dental Design Studio
- ■ The Firs
- ■ The Penrhyn Surgery
- ■ Whipps Cross University Hospital
- ■ Window to the Womb

Pie chart values: 10%, 6%, 7%, 4%, 5%, 12%, 4%, 5%, 8%, 6%, 5%, 11%, 12%, 5%

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: 19%, 4%, 70%, 7%

5.1 Trends, GP Services: 2399 issues from 533 people

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart:
- Advice/Information 6%
- General Comment 2%
- User Involvement 10%
- Administration 2%
- Booking 8%
- Medication 1%
- Support 18%
- Telephone 2%
- Timing 2%
- Waiting List 7%
- Choice 1%
- Quality 17%
- Staff Attitude 24%

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

5.2 Sentiment, GP Services

Issues

Legend: Positive, Neutral, Negative

Sentiment, GP Services

Pie chart:
- Positive 70%
- Neutral 1%
- Negative 29%

Legend:
- Positive
- Neutral
- Negative

9

5.3 Trends, Dentists: 1078 issues from 229 people
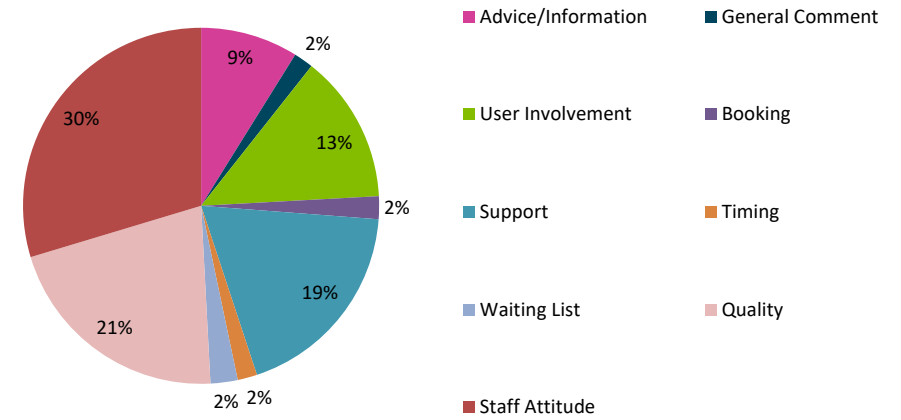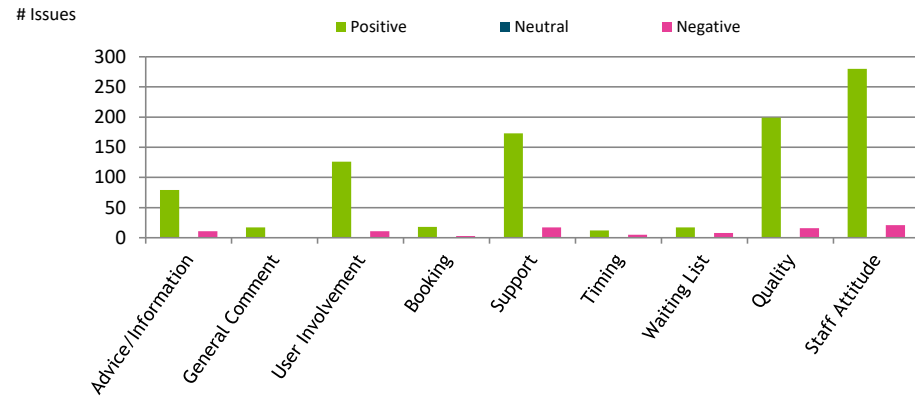
Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Booking, Support, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 9%
- General Comment: 2%
- User Involvement: 13%
- Booking: 2%
- Support: 19%
- Timing: 2%
- Waiting List: 2%
- Quality: 21%
- Staff Attitude: 30%

5.4 Sentiment, Dentists

Issues

Legend: Positive, Neutral, Negative

Sentiment, Dentists

Pie chart:
- Positive: 88%
- Neutral: 0%
- Negative: 12%
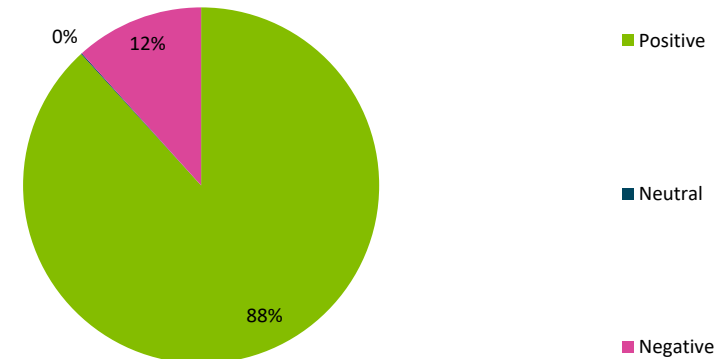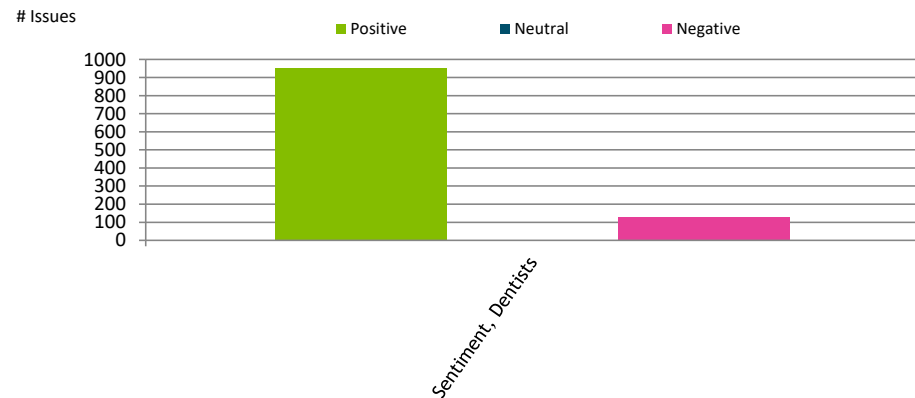
5. Trends: Whipps Cross University Hospital

5.5 Trends, Whipps Cross University Hospital: 296 issues from 74 people
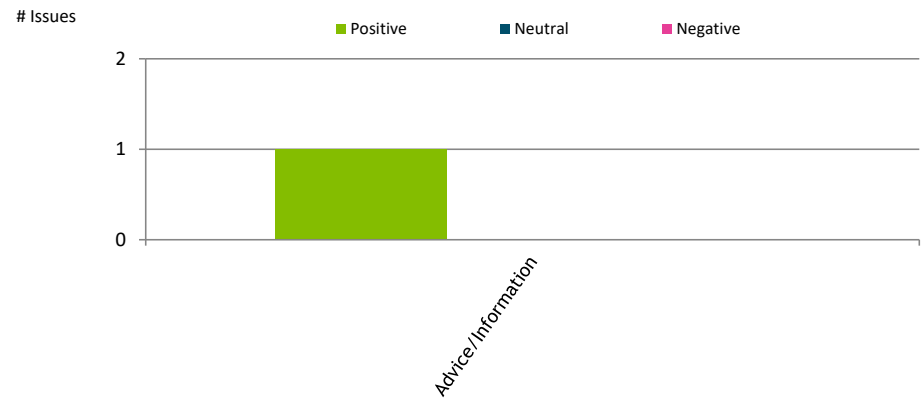
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Planning
- Support
- Telephone
- Timing
- Waiting List
- Quality
- Environment/Layout
- Staff Attitude

Pie values: 1%, 3%, 6%, 22%, 12%, 2%, 2%, 19%, 8%, 3%, 20%, 2%
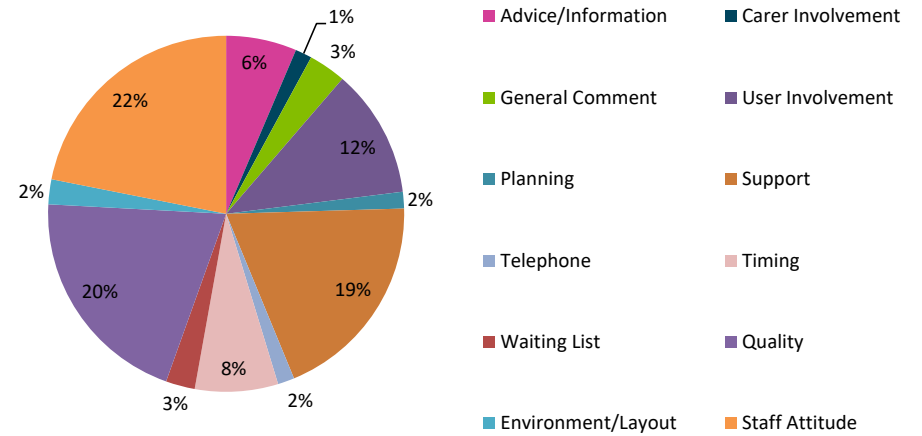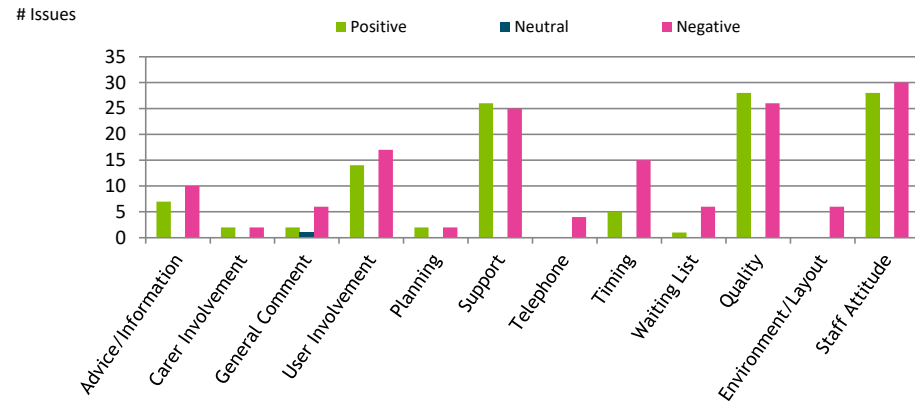
5.6 Sentiment, Whipps Cross University Hospital

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, WXH

Pie values: Positive 41%, Neutral 0%, Negative 59%
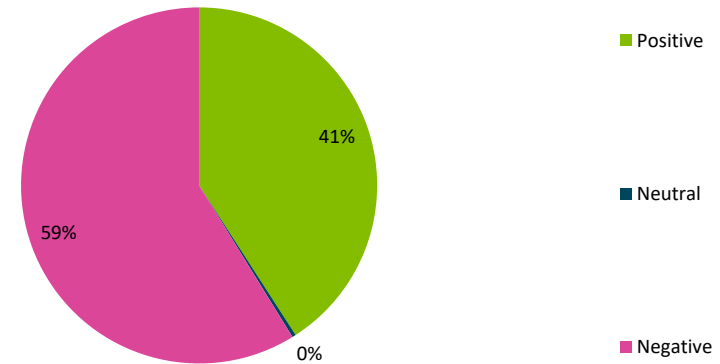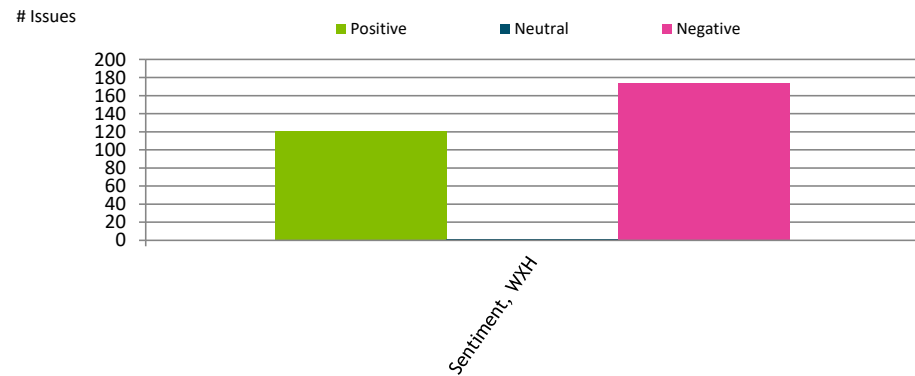
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (1 issues)

Issues

■ Positive   ■ Neutral   ■ Negative

Issues receiving the most comments overall

6.2 Sentiment, Transport
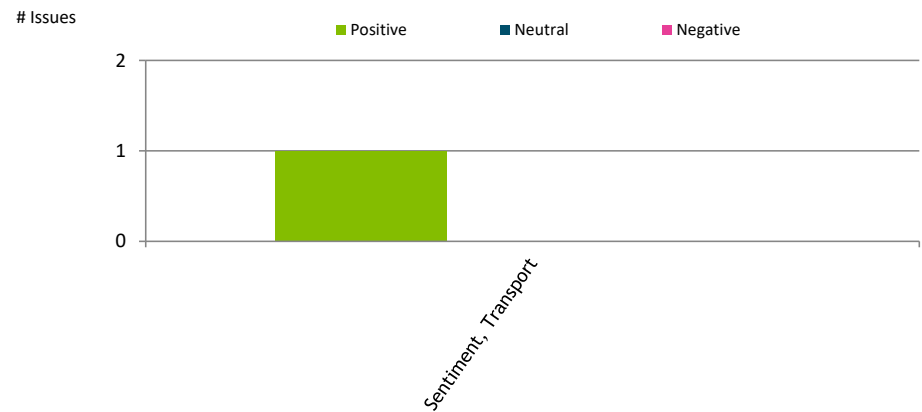
Issues

■ Positive   ■ Neutral   ■ Negative

6.3 Trends, Reception (916 issues)

Issues
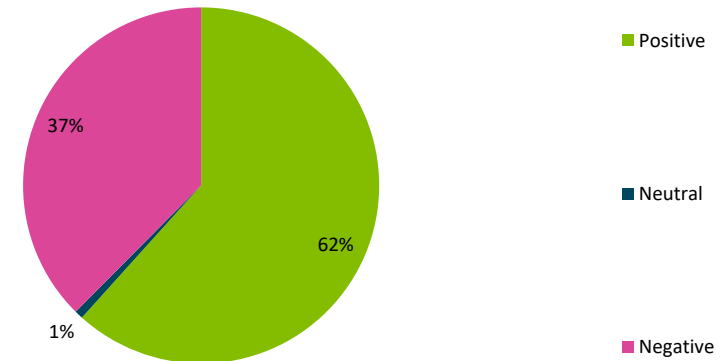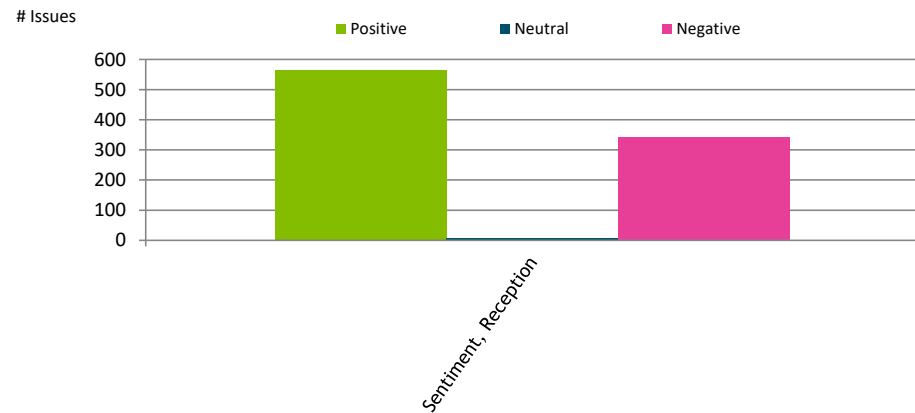
Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 4%
- User Involvement — 4%
- Administration — 4%
- Booking — 4%
- Medication — 3%
- Planning — 3%
- Support — 24%
- Telephone — 7%
- Quality — 8%
- Staff Attitude — 37%
- Complaints — 1%
- Staff Training — 1%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Sentiment, Reception

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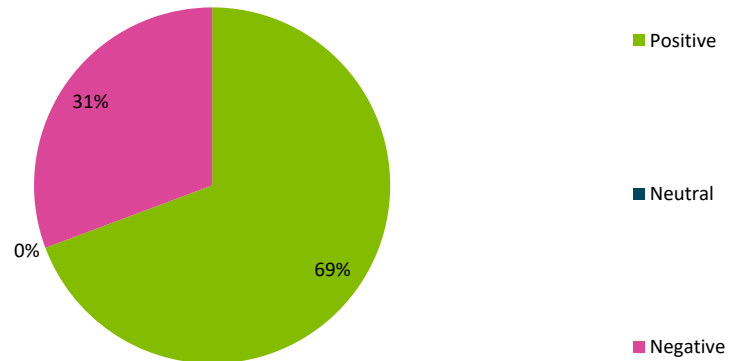- Neutral — 1%
- Negative — 37%

13

6.5 Trends, Diagnosis/Testing (215 issues)
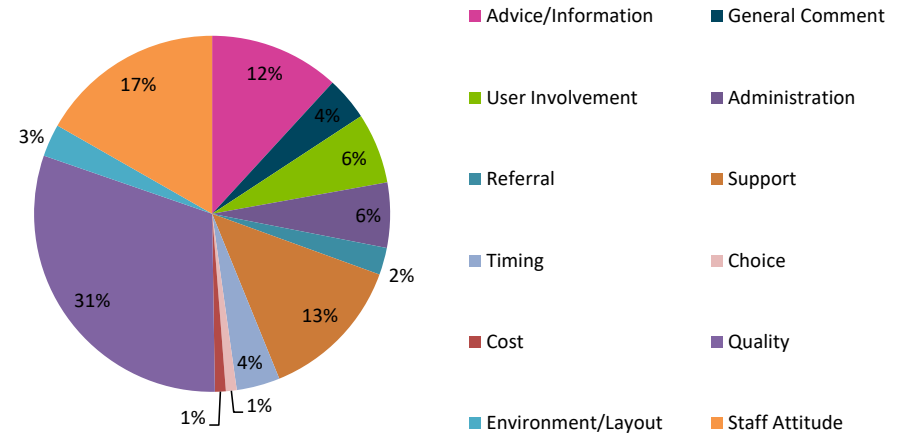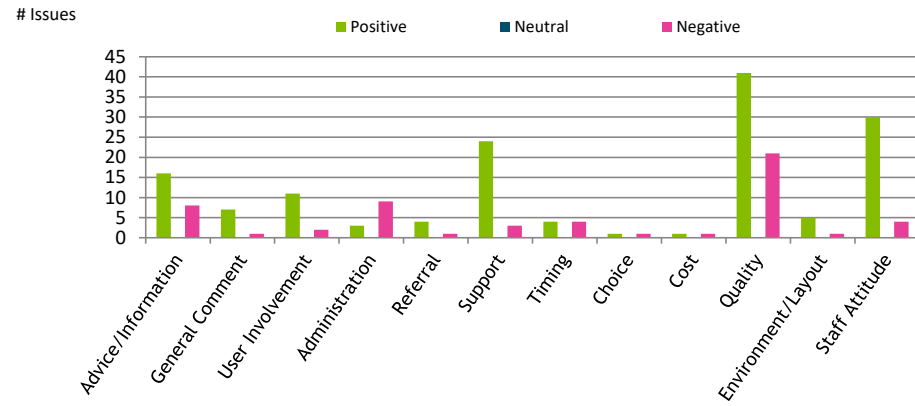
Issues

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing
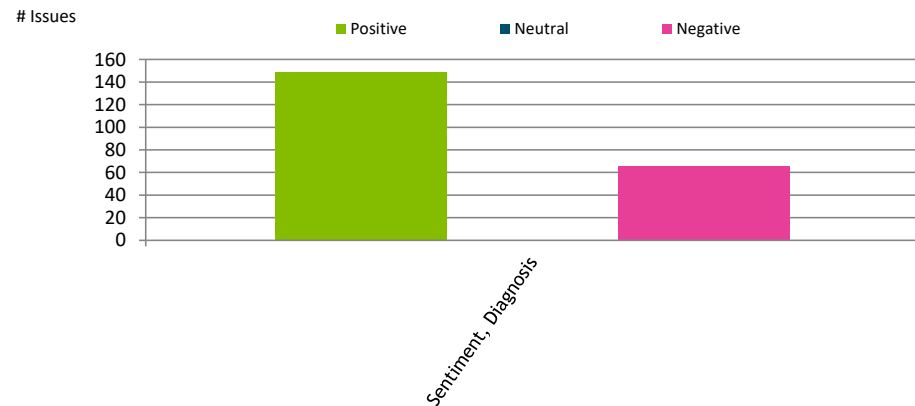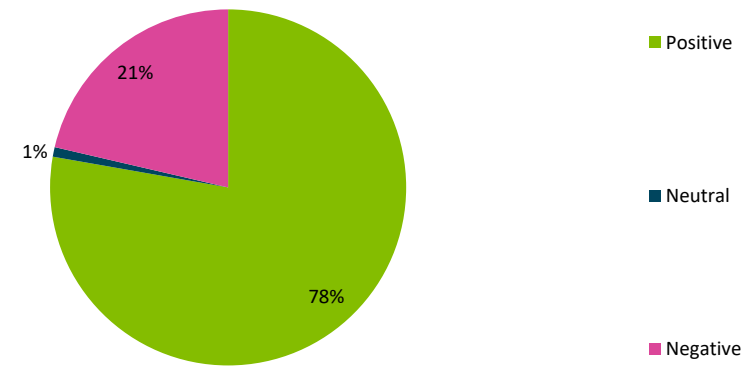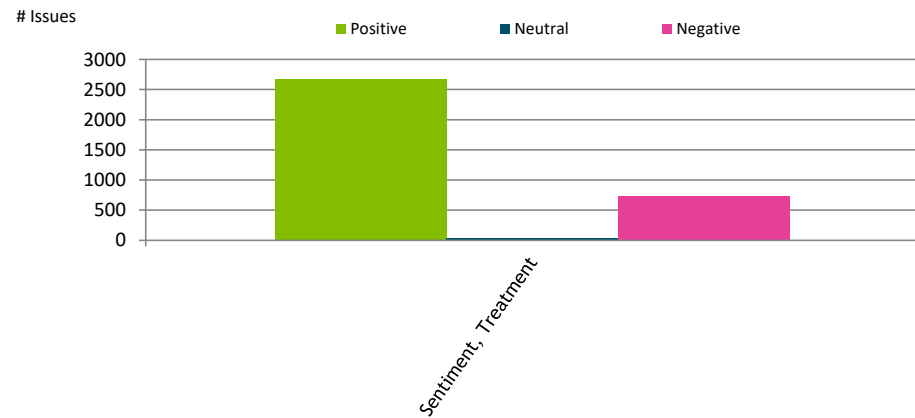
Issues

6.7 Trends, Clinical Treatment (3445 issues)
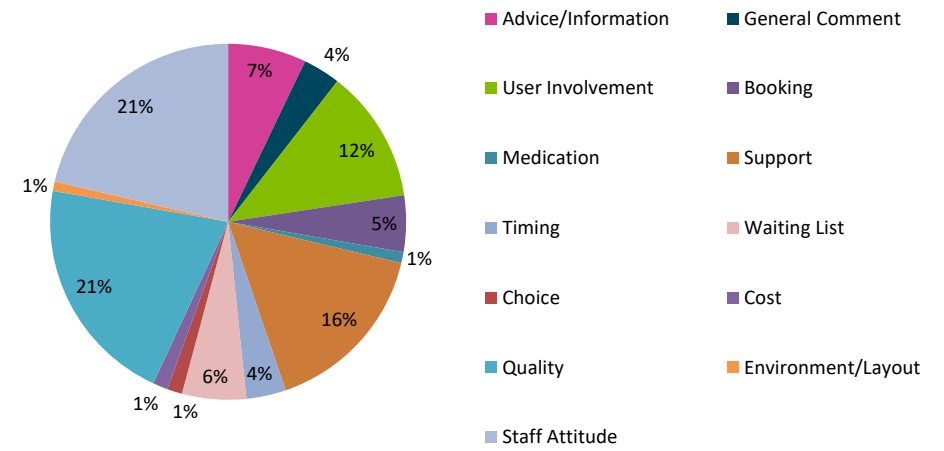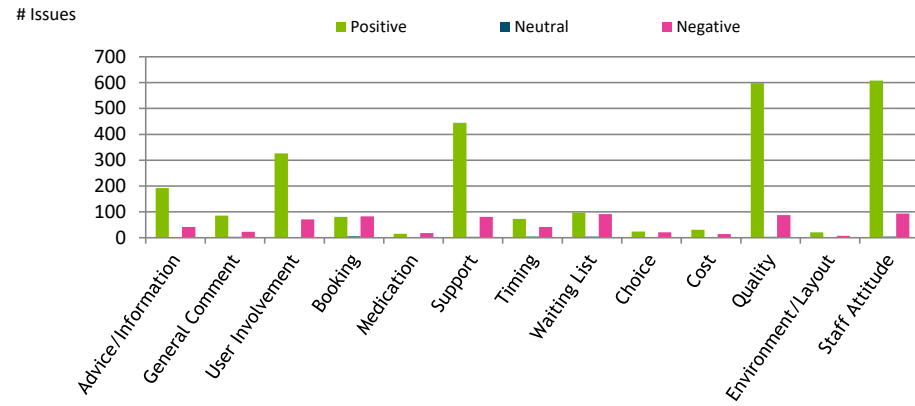
Issues

Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

Issues

6.9 Trends, Clinical Nursing (316 issues)

Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Advice/Information — 6%
- Carer Involvement — 0%
- User Involvement — 18%
- Support — 23%
- Timing — 1%
- Waiting List — 1%
- Quality — 23%
- Staff Attitude — 27%
- Staff Training — 1%
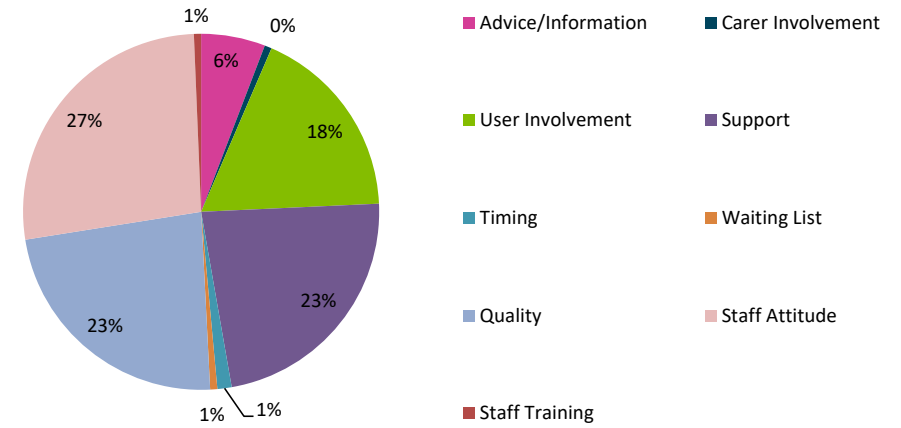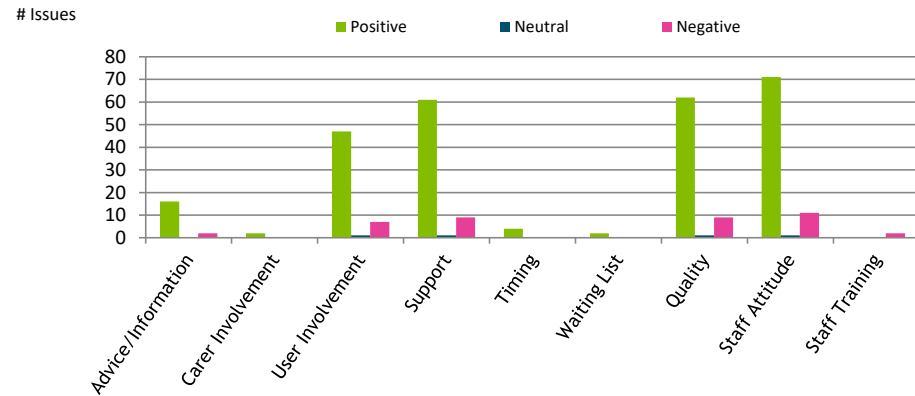
Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Nursing Care

Pie chart:
- Positive — 86%
- Neutral — 1%
- Negative — 13%
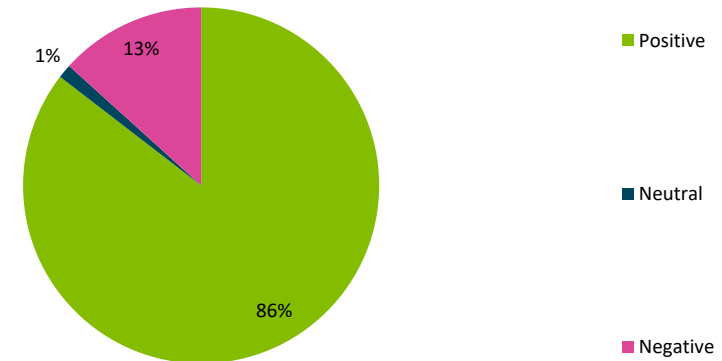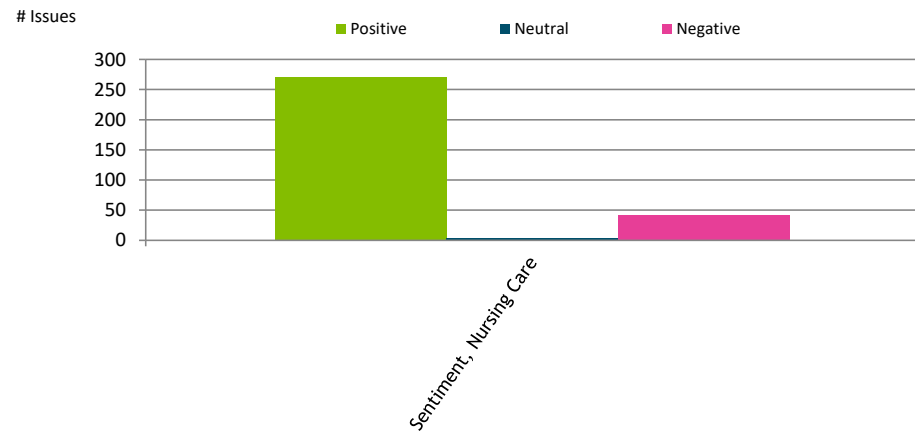
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (2 issues)

Issues

- ■ Positive
- ■ Neutral
- ■ Negative

Advice/Information
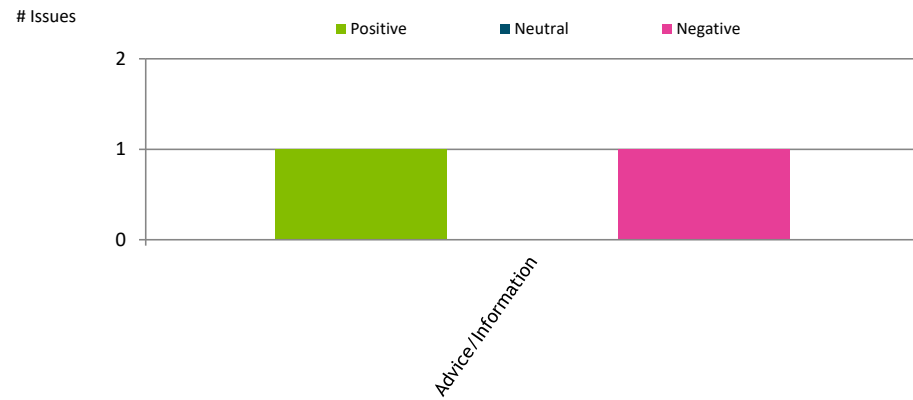
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

- ■ Positive
- ■ Neutral
- ■ Negative

Sentiment, Discharge

- ■ Positive
- ■ Neutral
- ■ Negative

50%   50%

0%
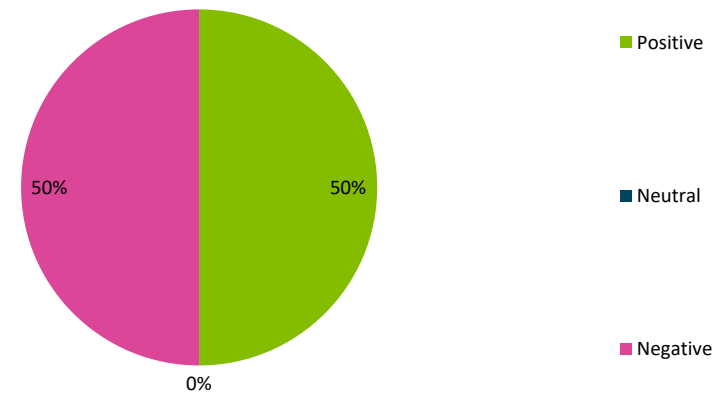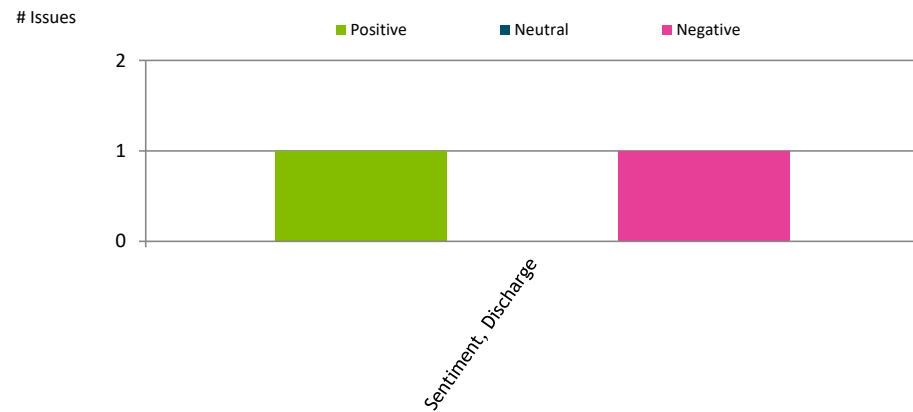
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (33 issues)
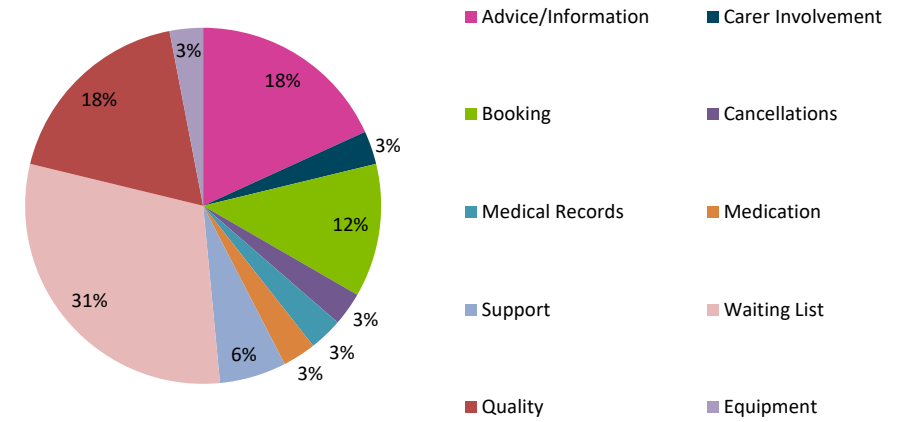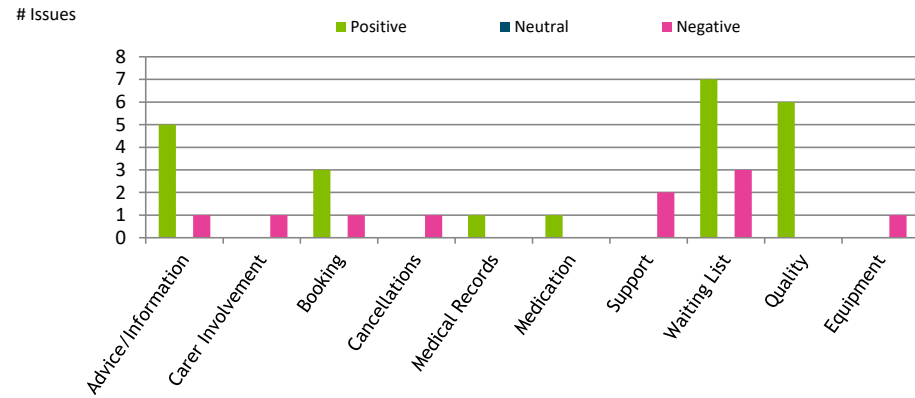
Issues

Legend: Positive — Neutral — Negative

Bar chart categories: Advice/Information, Carer Involvement, Booking, Cancellations, Medical Records, Medication, Support, Waiting List, Quality, Equipment

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 18%
- Carer Involvement — 3%
- Booking — 12%
- Cancellations — 3%
- Medical Records — 3%
- Medication — 3%
- Support — 6%
- Waiting List — 31%
- Quality — 18%
- Equipment — 3%

6.14 Sentiment, Follow On

Issues

Legend: Positive — Neutral — Negative

Bar chart: Sentiment, Follow On

Pie chart:
- Positive — 70%
- Neutral — 0%
- Negative — 30%
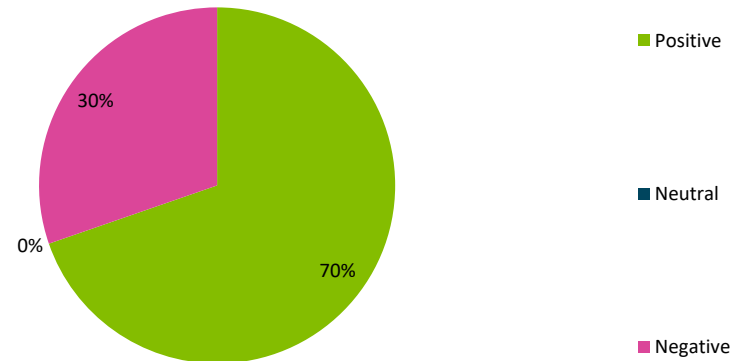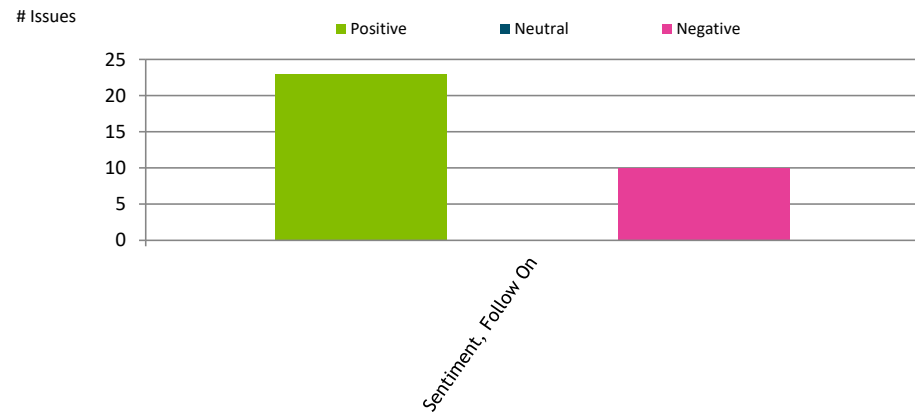
6.15 Trends, Community (165 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Administration, Medication, Support, Choice, Nutrition, Quality, Stimulation, Environment/Layout, Hygiene, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- Booking
- Cancellations
- Medical Records
- Medication
- Support
- Waiting List
- Quality
- Equipment

Pie chart values: 18%, 3%, 12%, 3%, 3%, 3%, 6%, 31%, 18%, 3%

6.16 Sentiment, Community

Issues

Legend: Positive | Neutral | Negative

Bar chart category: Sentiment, Follow On

Pie chart legend:
- Positive
- Neutral
- Negative

Pie chart values: 95%, 1%, 4%
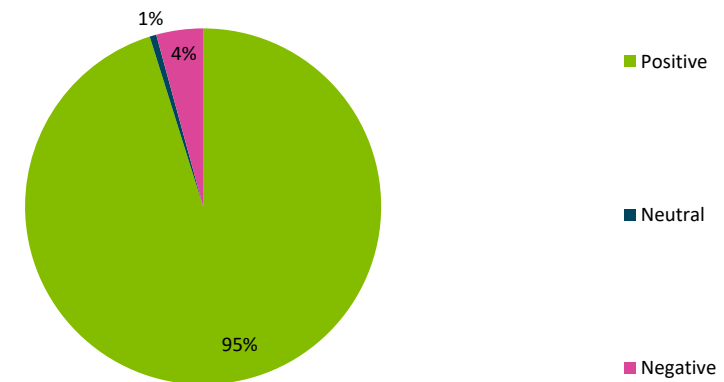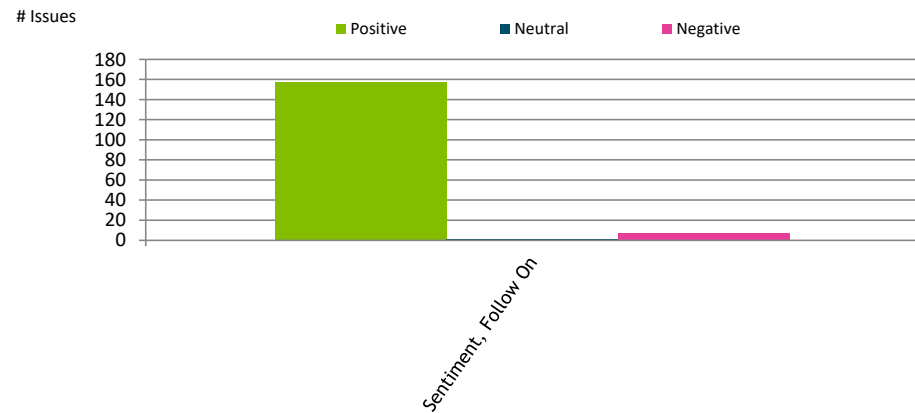
7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	252	1	78	331
	Carer Involvement	*Involvement or influence of carers and family members.*	36	0	6	42
	Peer Involvement	*Involvement or Influence of friends.*	1	0	0	1
	General Comment	*A generalised statement (ie; "The doctor was good.")*	93	4	24	121
	User Involvement	*Involvement or influence of the service user.*	427	4	88	519
Systems	Administration	*Administrative processes and delivery.*	19	0	41	60
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	107	5	97	209
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	9	9
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	23	0	9	32
	Medical Records	*Management of medical records.*	1	0	4	5
	Medication	*Prescription and management of medicines.*	27	0	33	60
	Opening Times	*Opening times of a service.*	2	0	7	9
	Planning	*Leadership and general organisation.*	15	0	11	26
	Registration	*Ability to register for a service.*	2	1	7	10
	Support	*Levels of support provided.*	704	6	158	868
	Telephone	*Ability to contact a service by telephone.*	9	1	58	68
	Timing	*Physical timing (ie; length of wait at appointments).*	83	4	48	135
	Waiting List	*Length of wait while on a list.*	106	4	96	206
Values	Choice	*General choice.*	28	0	22	50
	Cost	*General cost.*	32	0	19	51
	Language	*Language, including terminology.*	4	0	6	10
	Nutrition	*Provision of sustainance.*	7	0	1	8
	Privacy	*Privacy, personal space and property.*	1	0	4	5
	Quality	*General quality of a service, or staff.*	793	4	135	932
	Sensory	*Deaf/blind or other sensory issues.*	2	0	2	4
	Stimulation	*General stimulation, including access to activities.*	7	0	2	9

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			\# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	2	1	4	7
	Environment/Layout	*Physical environment of a service.*	31	0	11	42
	Equipment	*General equipment issues.*	10	0	6	16
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	3	4
	Hygiene	*Levels of hygiene and general cleanliness.*	23	0	2	25
	Mobility	*Physical mobility to, from and within services.*	1	0	2	3
	Travel/Parking	*Ability to travel or park.*	0	0	1	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	4	4
	Security/Conduct	*General security of a service, including conduct of staff.*	2	0	3	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	987	7	189	1183
	Complaints	*Ability to log and resolve a complaint.*	2	0	4	6
	Staff Training	*Training of staff.*	5	0	10	15
	Staffing Levels	*General availability of staff.*	0	0	2	2
	Total:		**3845**	**42**	**1207**	**5094**

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