# The Experience of GP Services: Leyton Collaborative

A trends analysis report by Healthwatch Waltham Forest



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 October 2023 - 30 September 2024



### 1. Data Source and Conditions/Topics



#### 1.1 Source # Issues 3% Negative Positive Neutral 250 200 Outreach Provider Website 150 100 50 0 Solid Maria Police, Helsing Outerson 67% Social Media Sources providing the most comments overall 1.2 Stated medical conditions/topics # Issues Positive Neutral Negative Asthma Autism 14 8% 12 14% 10 8 7% 6 Cardiology Deafness 4 10% 20 to the state of th 20% Digital and Online Diabetes 8% 24% Mobility Renal Medical conditions/topics receiving the most comments overall

#### 2.1 Overall Themes and Sentiment



### 2.2 Service Access

#### 2.2.1 Service Access: 97 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 35 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 30 32% 36% 40% 25 51% 66% 68% 20 92% 15 67% 64% 57% 10 53% 47% 30% 30% 5 0 Wattanstonwet BoroughtAll EA Network Forest for the set of the south and the sout 800,110,00 Constitution of the state of th Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 60 50 No. of issues 40 30 20 10 0 SNA Nedical Centre The Maron Practice Leventeatheat Practices receiving the most comments overall

### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 116 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 20 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 18 11% 15% 17% 22 16 46% 14 12 10 92% 89% 89% 84% 82% 8 78% 78% 6 50% 4 2 0 to ogo un set Net Land Land EA Network Wattanston West Borough Ann Forest & Leyton Collaborative Viattansone Wattanson Leyton Collaborative Viattanson Wattanson Wattanson Wattanson Contraction of the second second Ceneral Contraction Closed in Per los in choice Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 40 35 30 No. of issues 25 20 15 10 5 0 SWA Wedica Centre The Manor Practice LevionHealthcat Practices receiving the most comments overall

### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 107 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 50 45 40 35 30 25 20 15 10 5 0 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 12% 10% 13% 16% 24% 56% 90% 89% 86% 87% 83% 75% 76% 42% Ed Network Wattenston West BOROUENIAM Forest & Leyton Collaborative Viattansone Watt A State in in it. AN Services Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 35 30 25 No. of issues 20 15 10 5 0 LevionHealthcate SNA Nedical Centre The Maron Practice Practices receiving the most comments overall

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#### 2.5 Administration

Practices receiving the most comments overall

#### 2.5.1 Administration: 91 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 35 21% 26% 29% 30% 36% 41% 30 25 72% 20 79% 74% 15 70% 70% 64% 64% 57% 10 South enorsone waltanson central 28% 5 Forest hrees and health collaborative countries 0 Wattanston Wet Borough AM EA Network Poper Lest Peril Catalon Catalon tealin & Ster, . North Contraction of the second - os Addition of the second Mandal Mandal de les de NOON STORY Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 40 35 30 No. of issues 25 20 15 10 5 0 SWA Wedica Centre The Mano Practice Levion Healthcar

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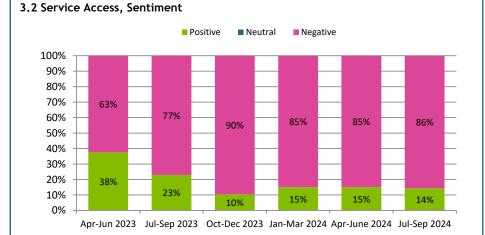
### 2.6 Communication



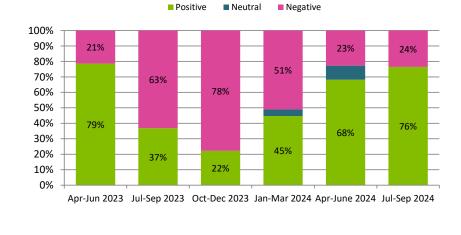
### 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 80% 48% 51% 70% 64% 63% 67% 60% 86% 50% 40% 30% 52% 49% 20% 36% 34% 31% 10% 14% 0% Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024

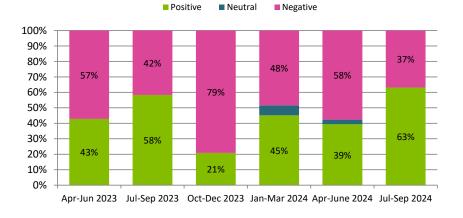
#### 3.1 Overall Sentiment



#### 3.3 Treatment and Care, Sentiment



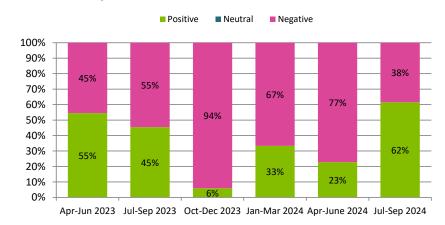
#### 3.4 Staff Attitude, Sentiment



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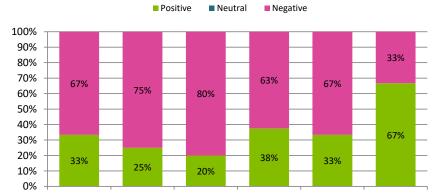
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### 3. Timeline: 18 Month Tracker



#### 3.5 Administration, Sentiment



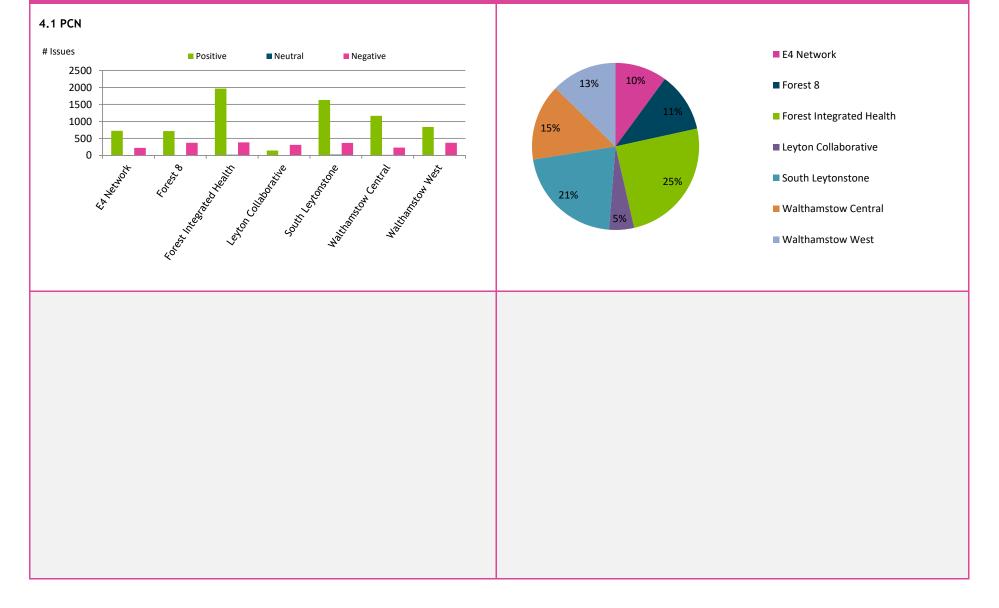


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Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024

### 4. Volume by Primary Care Network





### 5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues				
<i>(</i> 0			Positive	Neutral	Negative	Total	
Patients/Carers	Advice/Information	Communication, including access to advice and information.	6	0	14	20	
	Carer Involvement	Involvement of carers, friends or family members.	1	0	0	1	
	General Comment	A generalised statement (ie; "The doctor was good.")	3	0	9	12	
Patier	User Involvement	Involvement of the service user.	12	0	12	24	
	Administration	Administrative processes and delivery.	1	0	6	7	
Systems	Booking	Ability to book, reschedule or cancel appointments.	4	0	39	43	
	Cancellations	Cancellation of appointment by the service provider.	0	0	1	1	
	Data Protection	General data protection (including GDPR).	0	0	2	2	
	Referral	Referral to a service.	1	0	0	1	
	Medical Records	Management of medical records.	0	0	1	1	
	Medication	Prescription and management of medicines.	3	0	12	15	
	Opening Times	Opening times of a service.	0	0	2	2	
	Planning	Leadership and general organisation.	0	0	2	2	
	Registration	Ability to register for a service.	0	0	0	0	
	Support	Levels of support provided.	36	2	47	85	
	Telephone	Ability to contact a service by telephone.	0	0	15	15	
	Timing	Physical timing (ie; length of wait at appointments).	2	0	9	11	
	Waiting List	Length of wait while on a list.	4	0	33	37	
	Choice	General choice.	1	0	3	4	
	Cost	General cost.	0	0	0	0	
Values	Language	Language, including terminology.	0	0	0	0	
	Nutrition	Provision of sustainance.	0	0	0	0	
	Privacy	Privacy, personal space and property.	0	0	3	3	
	Quality	General quality of a service, or staff.	27	2	23	52	
	Sensory	Deaf/blind or other sensory issues.	0	0	1	1	
	Stimulation	General stimulation, including access to activities.	0	0	0	0	

### 5. Data Table: Number of issues

Issue Name	Descriptor		# Issues					
			Positive	Neutral	Negative	Total		
Catchment/Distance	Distance to a service (and catchment area for eligability).		0	0	0	0		
Environment/Layout	Physical environment of a service.		0	0	2	2		
Equipment	General equipment issues.		0	0	0	0		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0		
Hygiene	Levels of hygiene and general cleanliness.		0	0	0	0		
Mobility	Physical mobility to, from and within services.		0	0	1	1		
Travel/Parking	Ability to travel or park.		0	0	0	0		
Omission	General omission (ie; transport did not arrive).		0	0	6	6		
Security/Conduct	General security of a service, including conduct of staff.		0	0	1	1		
Staff Attitude	Attitude, compassion and empathy of staff.		45	3	59	107		
Complaints	Ability to log and resolve a complaint.		0	0	2	2		
Staff Training	Training of staff.		0	0	2	2		
Staffing Levels	General availability of staff.		0	0	3	3		
		Total:	146	7	310	463		

#### Disclaimer:

Environment

Staff

The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Community Insight CRM