The Experience of GP Services: South Leytonstone

A trends analysis report by Healthwatch Waltham Forest
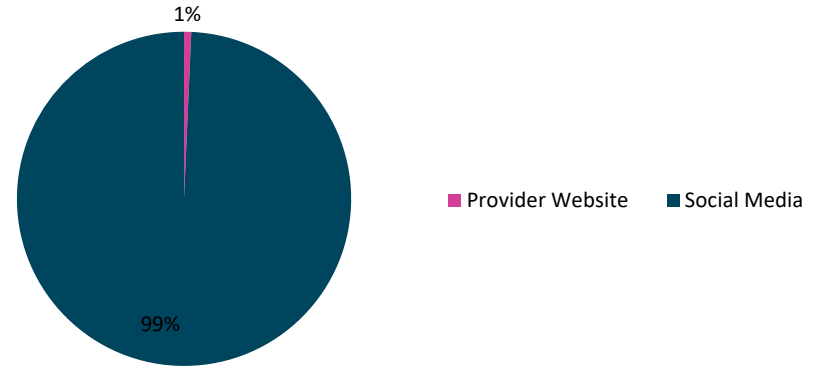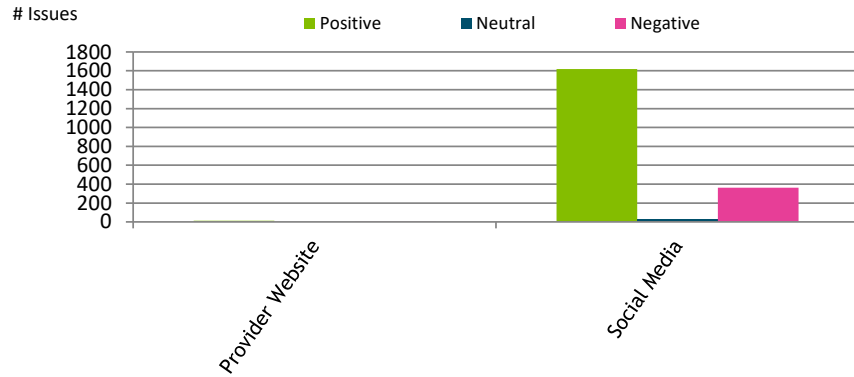

Community*Insight*

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

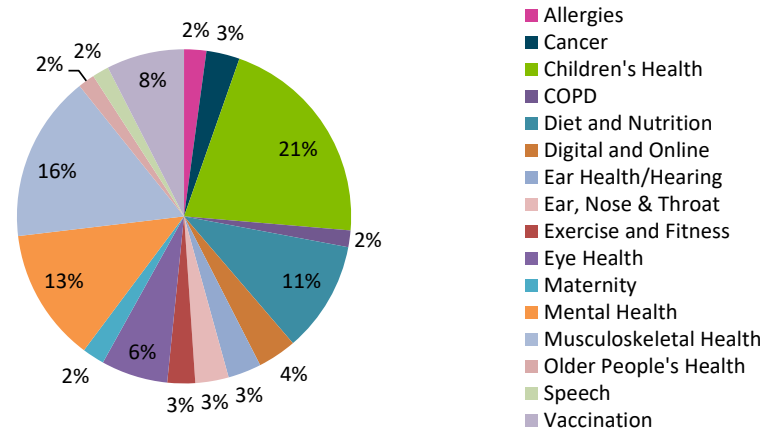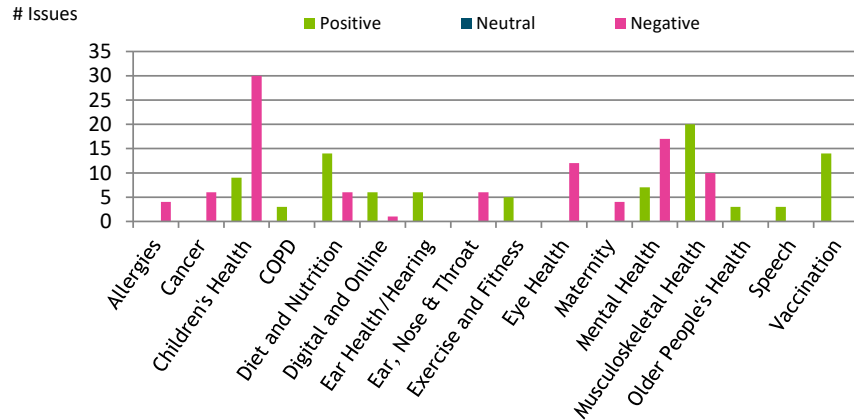**Reporting Period: 1 October 2023 - 30 September 2024**

healthwatch
Waltham Forest

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive | Neutral | Negative

Bar chart with y-axis # Issues (0 to 1800) and x-axis categories: Provider Website, Social Media. Social Media shows a large Positive bar (~1600) and a Negative bar (~350).

Sources providing the most comments overall

Pie chart:
- Provider Website: 1%
- Social Media: 99%

Legend: Provider Website | Social Media

1.2 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Bar chart with y-axis # Issues (0 to 35) and x-axis categories: Allergies, Cancer, Children's Health, COPD, Diet and Nutrition, Digital and Online, Ear Health/Hearing, Ear, Nose & Throat, Exercise and Fitness, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Speech, Vaccination.

Medical conditions/topics receiving the most comments overall

Pie chart percentages: 2%, 3%, 8%, 2%, 2%, 16%, 13%, 2%, 3%, 3%, 3%, 6%, 4%, 11%, 2%, 21%

Legend:
- Allergies
- Cancer
- Children's Health
- COPD
- Diet and Nutrition
- Digital and Online
- Ear Health/Hearing
- Ear, Nose & Throat
- Exercise and Fitness
- Eye Health
- Maternity
- Mental Health
- Musculoskeletal Health
- Older People's Health
- Speech
- Vaccination

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 2025 issues from 590 people

Legend: Positive, Neutral, Negative

Issues — Y-axis: 0 to 600

Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Timing, Waiting List, Quality, Environment/Layout, Hygiene, Staff Attitude
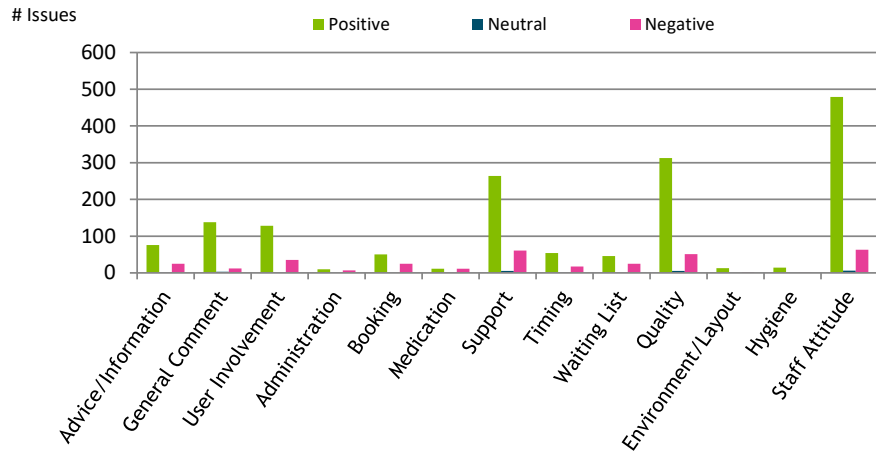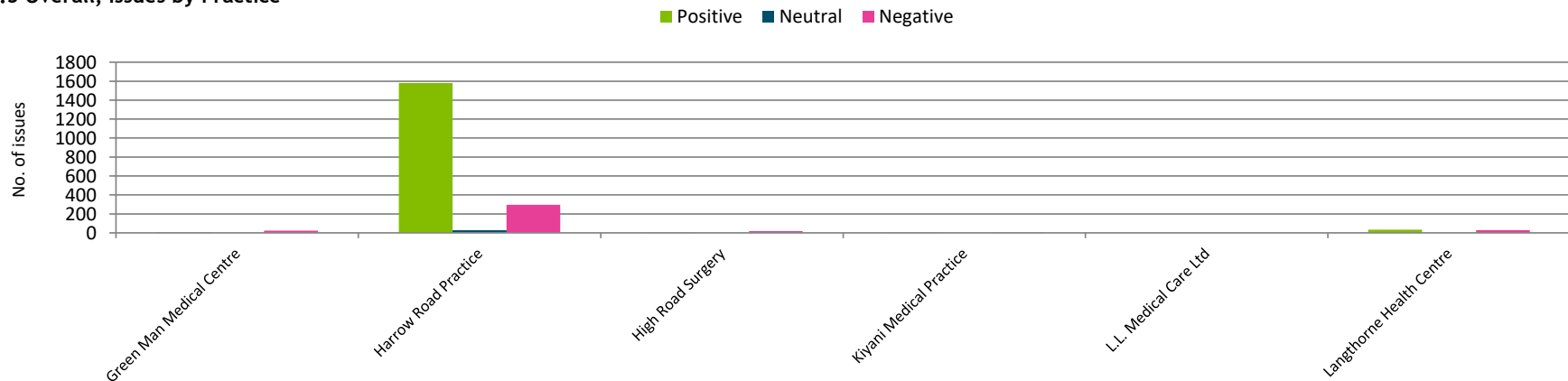
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	75%	24%
E4 Network	76%	23%
Forest 8	65%	34%
Forest Integrated Health	83%	16%
Leyton Collaborative	32%	67%
South Leytonstone	81%	18%
Walthamstow Central	83%	16%
Walthamstow West	69%	31%
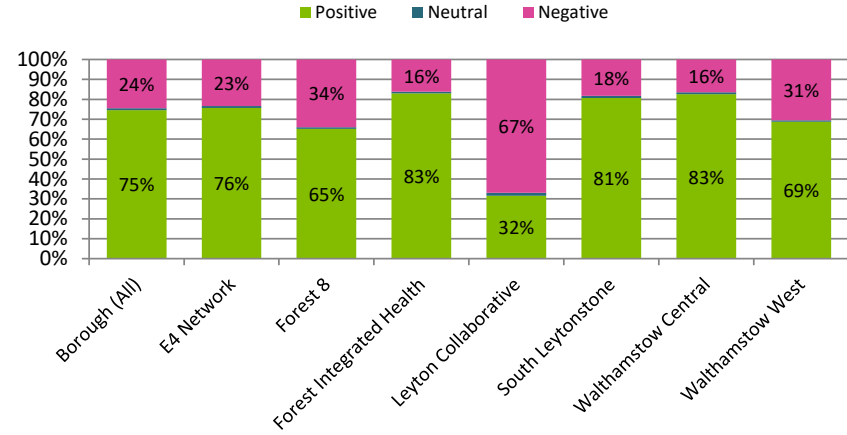
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues — Y-axis: 0 to 1800

Practices: Green Man Medical Centre, Harrow Road Practice, High Road Surgery, Kiyani Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre

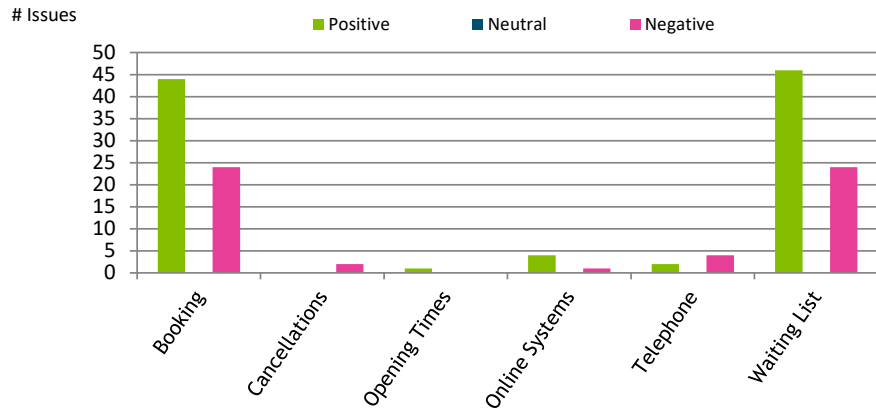*Practices receiving the most comments overall*

2.2 Service Access

2.2.1 Service Access: 152 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List
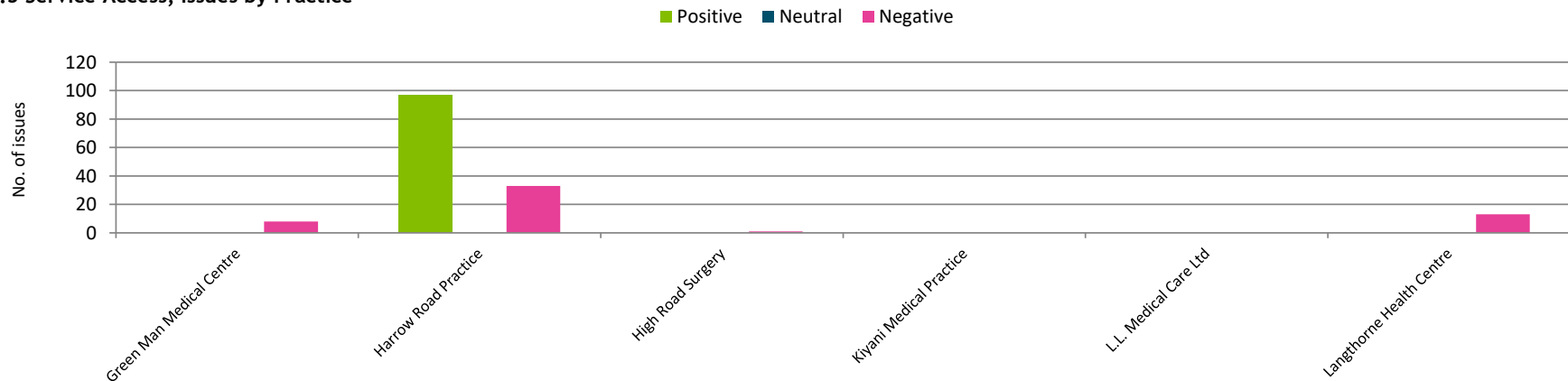
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	47%	51%
E4 Network	30%	66%
Forest 8	30%	68%
Forest Integrated Health	57%	40%
Leyton Collaborative	8%	92%
South Leytonstone	64%	36%
Walthamstow Central	67%	32%
Walthamstow West	53%	46%
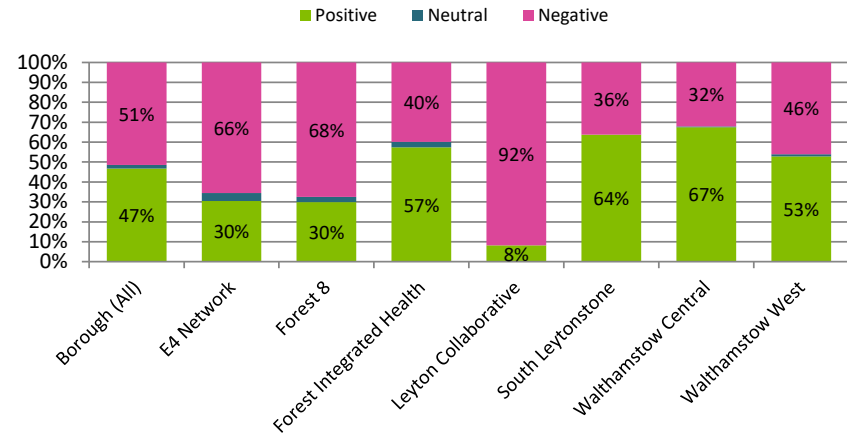
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Green Man Medical Centre, Harrow Road Practice, High Road Surgery, Kiyani Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre
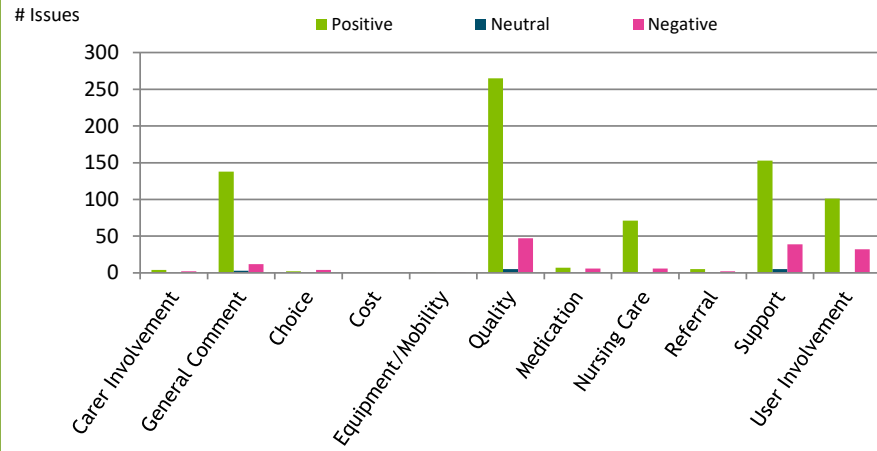
Practices receiving the most comments overall

4

2.3 Clinical Treatment and Care

2.3.1 Treatment: 912 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
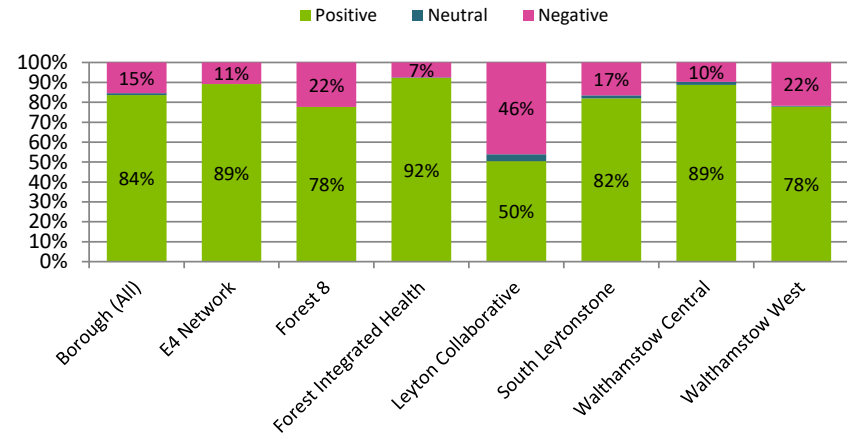
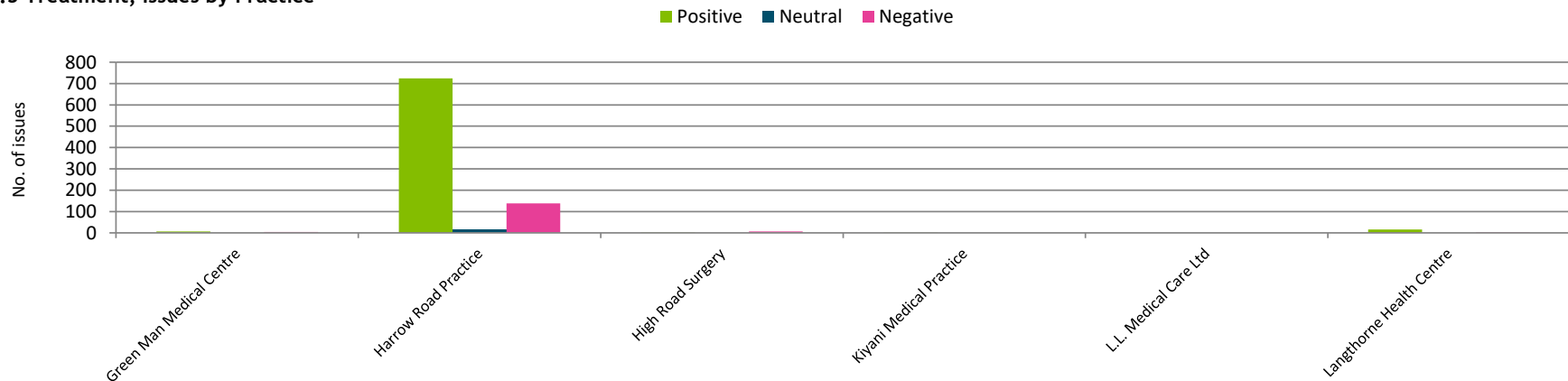*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	84%	15%
E4 Network	89%	11%
Forest 8	78%	22%
Forest Integrated Health	92%	7%
Leyton Collaborative	50%	46%
South Leytonstone	82%	17%
Walthamstow Central	89%	10%
Walthamstow West	78%	22%

Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Green Man Medical Centre, Harrow Road Practice, High Road Surgery, Kiyani Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre
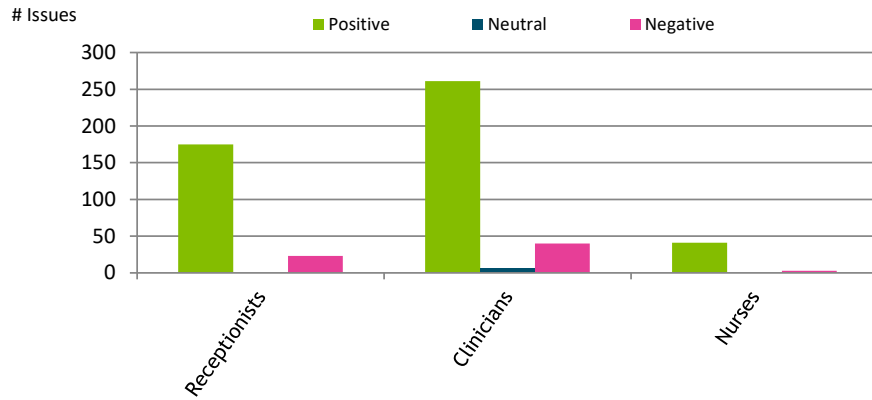
Practices receiving the most comments overall

5

2.4 Staff Attitude

2.4.1 Staff Attitude: 549 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (y-axis: 0 to 300) by staff group:
- Receptionists: Positive ~175, Negative ~23
- Clinicians: Positive ~260, Neutral ~7, Negative ~40
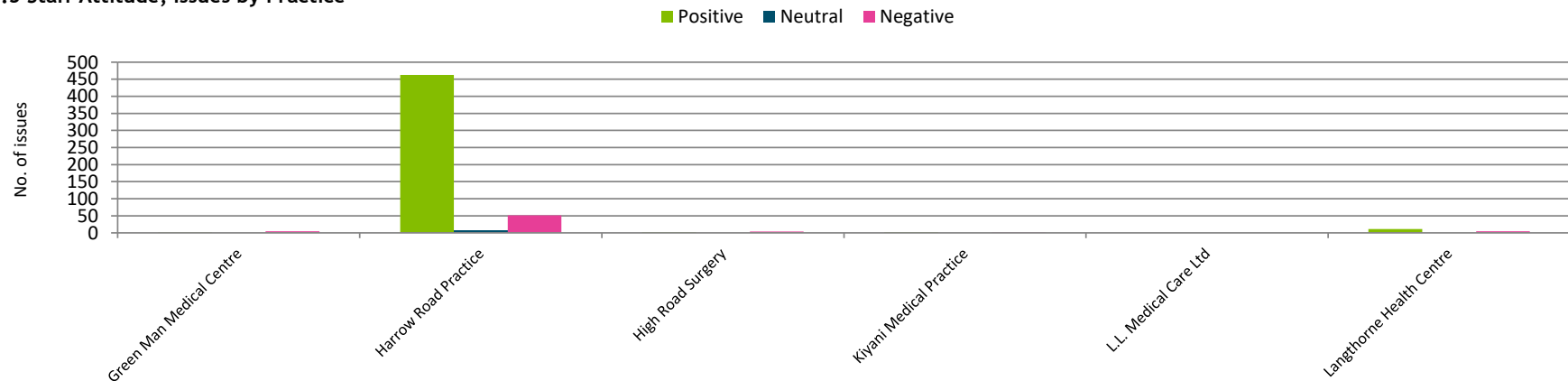- Nurses: Positive ~42, Negative ~3

Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

Stacked bar chart (0%–100%) by PCN:
- Borough (All): Positive 83%, Negative 16%
- E4 Network: Positive 86%, Negative 13%
- Forest 8: Positive 75%, Negative 24%
- Forest Integrated Health: Positive 90%, Negative 9%
- Leyton Collaborative: Positive 42%, Negative 56%
- South Leytonstone: Positive 87%, Negative 12%
- Walthamstow Central: Positive 89%, Negative 10%
- Walthamstow West: Positive 76%, Negative 24%

Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

Bar chart (y-axis: 0 to 500) by practice:
- Green Man Medical Centre: Negative ~5
- Harrow Road Practice: Positive ~460, Neutral ~10, Negative ~55
- High Road Surgery: Negative ~5
- Kiyani Medical Practice
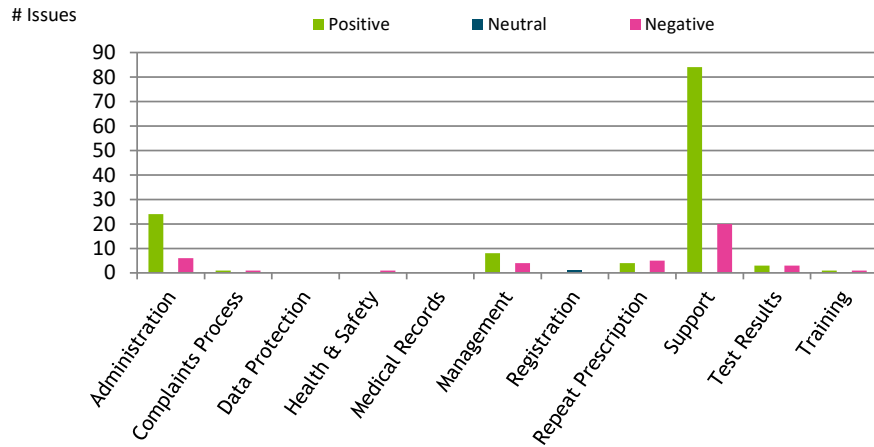- L.L. Medical Care Ltd
- Langthorne Health Centre: Positive ~10, Negative ~5

Practices receiving the most comments overall

6

2.5 Administration

2.5.1 Administration: 167 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Management, Registration, Repeat Prescription, Support, Test Results, Training
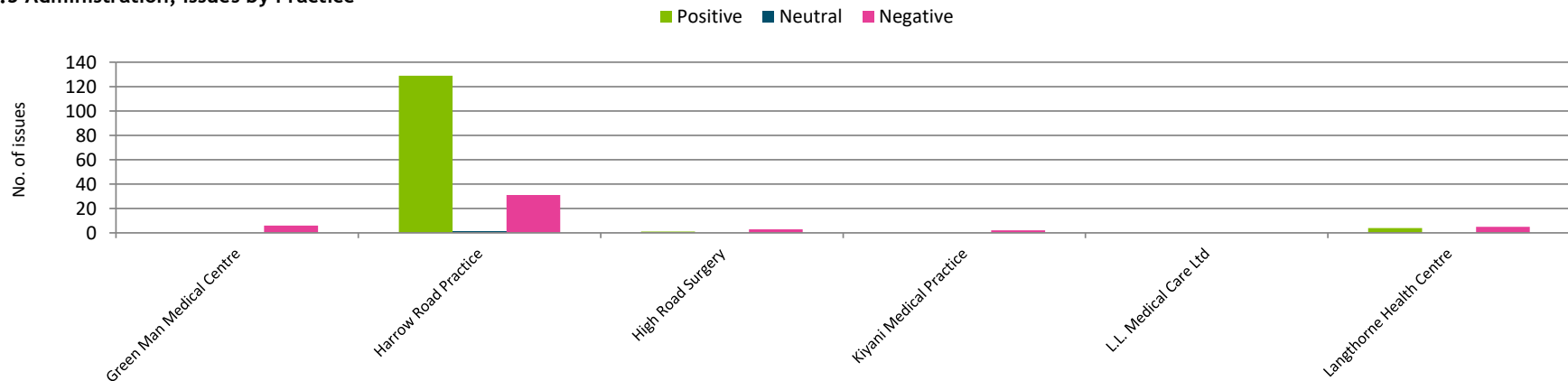
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	64%	36%
E4 Network	70%	29%
Forest 8	57%	41%
Forest Integrated Health	70%	30%
Leyton Collaborative	28%	72%
South Leytonstone	74%	26%
Walthamstow Central	79%	21%
Walthamstow West	64%	36%
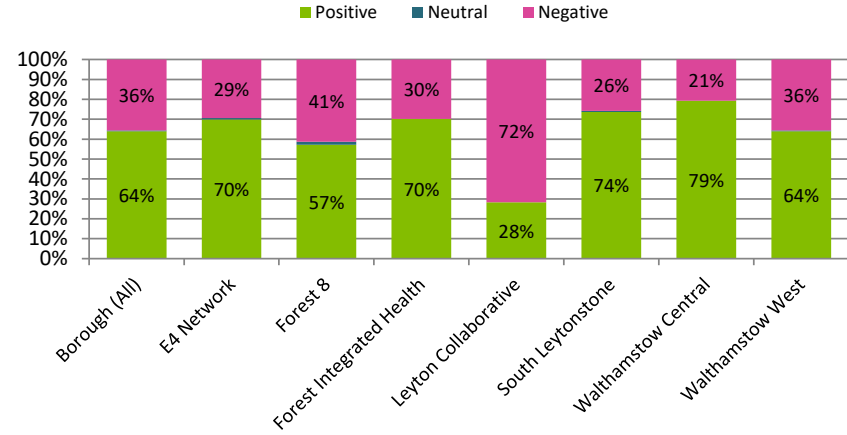
Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Green Man Medical Centre, Harrow Road Practice, High Road Surgery, Kiyani Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre
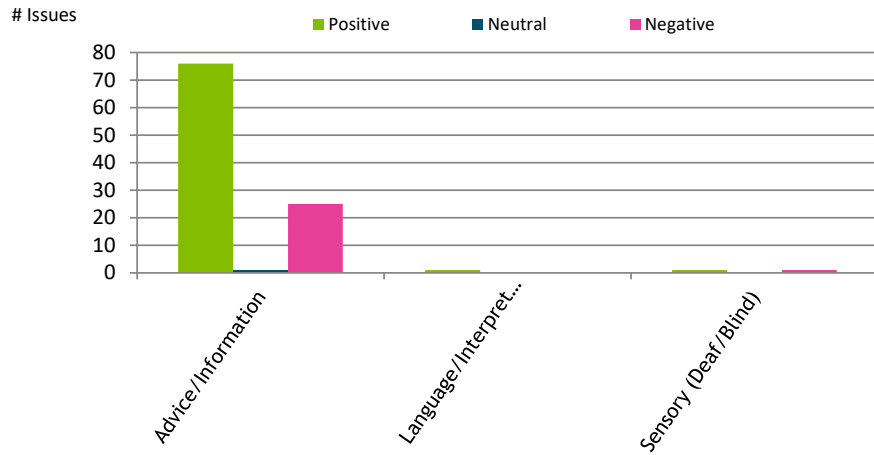
Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 105 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing issues by category:
- Advice/Information: ~76 Positive, ~1 Neutral, ~25 Negative
- Language/Interpret...: ~1 Positive
- Sensory (Deaf/Blind): ~1 Positive, ~1 Negative
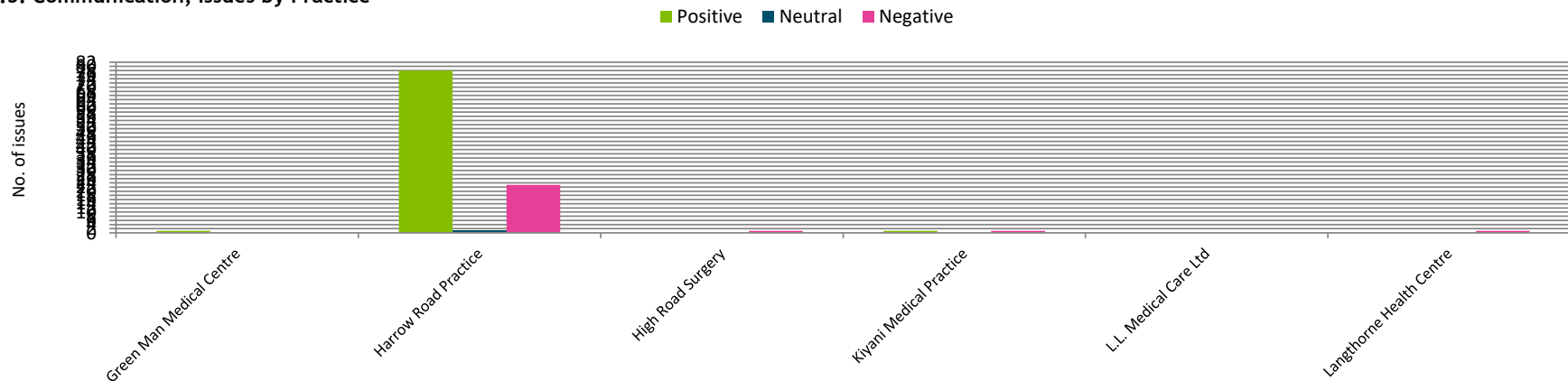
Y-axis: 0, 10, 20, 30, 40, 50, 60, 70, 80

Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Chart (percentages):
PCN	Positive	Negative
Borough (All)	75%	24%
E4 Network	86%	14%
Forest 8	74%	26%
Forest Integrated Health	87%	13%
Leyton Collaborative	29%	71%
South Leytonstone	75%	24%
Walthamstow Central	78%	20%
Walthamstow West	64%	36%

Y-axis: 0%, 10%, 20%, 30%, 40%, 50%, 60%, 70%, 80%, 90%, 100%
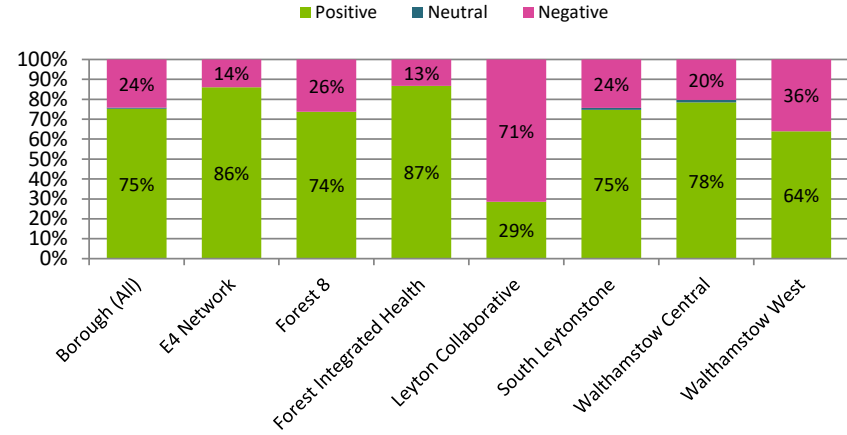
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Chart showing practices:
- Green Man Medical Centre
- Harrow Road Practice
- High Road Surgery
- Kiyani Medical Practice
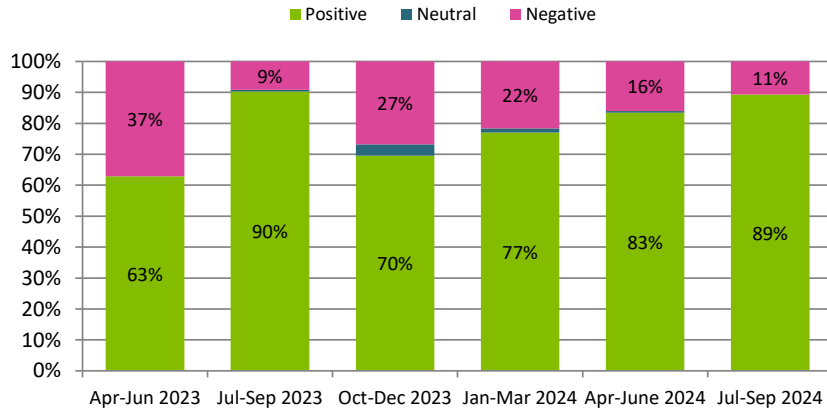- L.L. Medical Care Ltd
- Langthorne Health Centre

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024
Positive	63%	90%	70%	77%	83%	89%
Negative	37%	9%	27%	22%	16%	11%

3.2 Service Access, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024
Positive	25%	82%	52%	57%	69%	74%
Negative	75%	18%	48%	43%	31%	26%
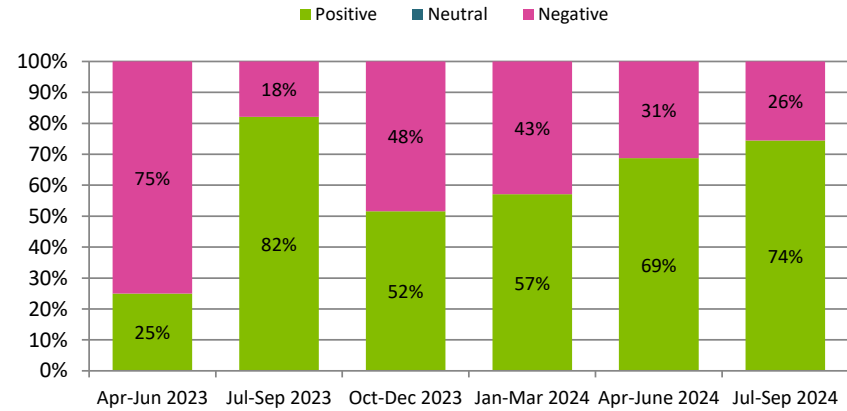
3.3 Treatment and Care, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024
Positive	69%	92%	70%	79%	83%	92%
Negative	31%	8%	26%	19%	17%	8%

3.4 Staff Attitude, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024
Positive	73%	93%	80%	84%	88%	92%
Negative	27%	6%	17%	15%	11%	8%
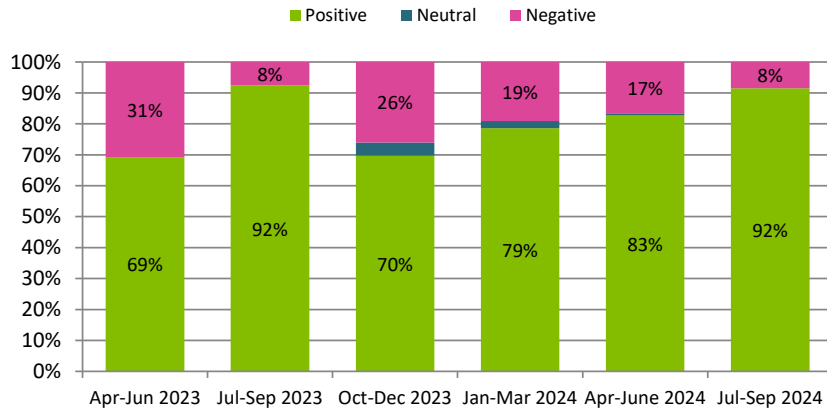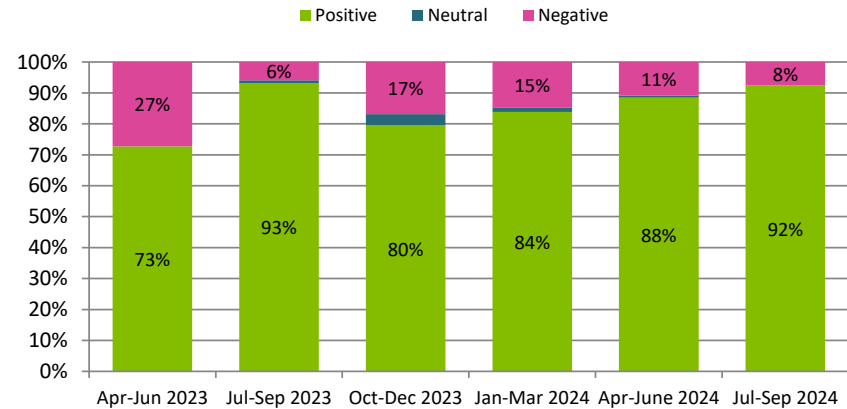
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024
Negative	67%	14%	32%	23%	20%	26%
Positive	33%	86%	64%	77%	80%	74%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024
Negative	60%	19%	50%	32%	13%	5%
Positive	40%	81%	44%	68%	88%	95%

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

Categories: E4 Network, Forest 8, Forest Integrated Health, Leyton Collaborative, South Leytonstone, Walthamstow Central, Walthamstow West

Pie chart:
- E4 Network — 10%
- Forest 8 — 11%
- Forest Integrated Health — 25%
- Leyton Collaborative — 5%
- South Leytonstone — 21%
- Walthamstow Central — 15%
- Walthamstow West — 13%

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	76	1	25	102
	Carer Involvement	*Involvement of carers, friends or family members.*	5	0	2	7
	General Comment	*A generalised statement (ie; "The doctor was good.")*	138	3	12	153
	User Involvement	*Involvement of the service user.*	128	1	35	164
Systems	Administration	*Administrative processes and delivery.*	10	0	7	17
	Booking	*Ability to book, reschedule or cancel appointments.*	50	0	25	75
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	2	2
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	6	0	2	8
	Medical Records	*Management of medical records.*	0	0	0	0
	Medication	*Prescription and management of medicines.*	11	0	11	22
	Opening Times	*Opening times of a service.*	1	0	0	1
	Planning	*Leadership and general organisation.*	8	0	4	12
	Registration	*Ability to register for a service.*	0	1	0	1
	Support	*Levels of support provided.*	264	5	61	330
	Telephone	*Ability to contact a service by telephone.*	2	0	4	6
	Timing	*Physical timing (ie; length of wait at appointments).*	54	1	17	72
	Waiting List	*Length of wait while on a list.*	46	0	25	71
Values	Choice	*General choice.*	2	0	4	6
	Cost	*General cost.*	0	0	0	0
	Language	*Language, including terminology.*	3	0	0	3
	Nutrition	*Provision of sustainance.*	1	0	0	1
	Privacy	*Privacy, personal space and property.*	0	0	0	0
	Quality	*General quality of a service, or staff.*	313	5	51	369
	Sensory	*Deaf/blind or other sensory issues.*	1	0	1	2
	Stimulation	*General stimulation, including access to activities.*	0	0	1	1

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	5	0	0	5
	Environment/Layout	*Physical environment of a service.*	13	0	2	15
	Equipment	*General equipment issues.*	0	0	6	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	1	1
	Hygiene	*Levels of hygiene and general cleanliness.*	14	0	1	15
	Mobility	*Physical mobility to, from and within services.*	1	0	1	2
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	0	0
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	3	3
	Staff Attitude	*Attitude, compassion and empathy of staff.*	479	6	63	548
	Complaints	*Ability to log and resolve a complaint.*	1	0	1	2
	Staff Training	*Training of staff.*	1	0	1	2
	Staffing Levels	*General availability of staff.*	0	0	1	1
	Total:		**1633**	**23**	**369**	**2025**

Disclaimer:

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