The Experience of GP 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, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 January - 31 December 2023

healthwatch
Waltham Forest

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 1,570 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

Top Themes (Page 5)

A broad majority of people receive good quality treatment and nursing care, with good levels of inolvement. According to feedback, patients would like greater levels of service access and communication.

Overall sentiment is 64% positive, 35% negative and 1% neutral, comments suggest.

> **Trends...**
>
> *According to feedback, overall satisfaction has improved by 3% this quarter.*
>
> *Churchill Medical Centre, Harrow Road Practice, Higham Hill Medical Centre and The Allum Medical Centre and The Firs receive a notable volume and ratio of positive comments.*

Service Access (Page 6)

People continue to report difficulties with telephone access, associated problems with booking, and longer than expected waits for routine appointments.

> **Trends...**
>
> *Satisfaction on service access has improved by 8% this quarter, comments suggest. Complaints are down by 12% on waiting times, by 7% on ability to book appointments and by 3% on telephone access.*
>
> *Comments suggest satisfaction at most practices is negative overall.*

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment and nursing care, with good levels of involvement. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are down by 3% on staff attitude and by 2% on treatment and care.

Churchill Medical Centre, Harrow Road Practice, Higham Hill Medical Centre, The Allum Medical Centre and The Firs receive a notable volume and ratio of positive feedback.

Administration and Communication (Pages 9-10)

Many people complain of general administration, and some would like greater levels of support from reception staff, and levels of communication service wide. Repeat prescriptions, test results and staff training are also cited as issues.

Trends...

Complaints are down by 2% on administration, while up by 2% on communication.

Churchill Medical Centre, Harrow Road Practice, Higham Hill Medical Centre, The Allum Medical Centre and The Firs receive a notable volume and ratio of positive feedback.

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 and Conditions/Topics

1.1 Source

 # Issues

Legend: Positive, Neutral, Negative

Bar chart axis values: 0, 500, 1000, 1500, 2000, 2500, 3000, 3500

Categories: Provider Website, Social Media, Website
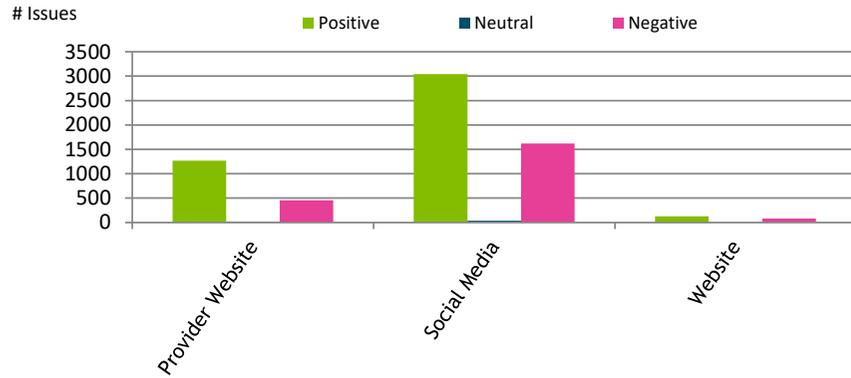
Sources providing the most comments overall

Pie chart:
- Provider Website: 26%
- Social Media: 71%
- Website: 3%
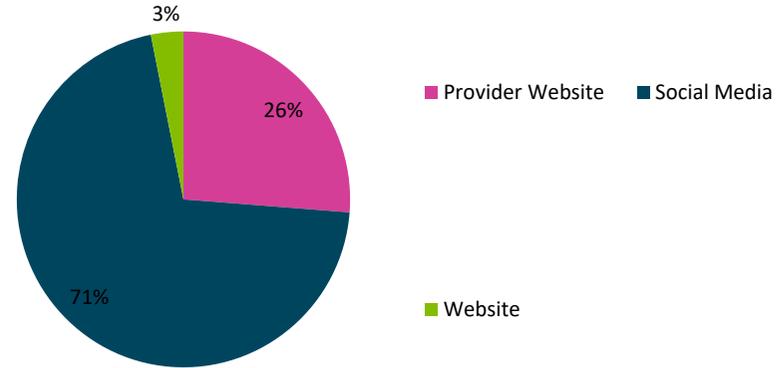
1.2 Stated medical conditions/topics

 # Issues

Legend: Positive, Neutral, Negative

Bar chart axis values: 0, 20, 40, 60, 80, 100, 120, 140

Categories: Asthma, Autism, Cancer, Children's Health, Diabetes, Digital and Online, Ear Health/Hearing, Maternity, Mental Health, Musculoskeletal Health, Neurology, Older People's Health, Skin Health, Vaccination
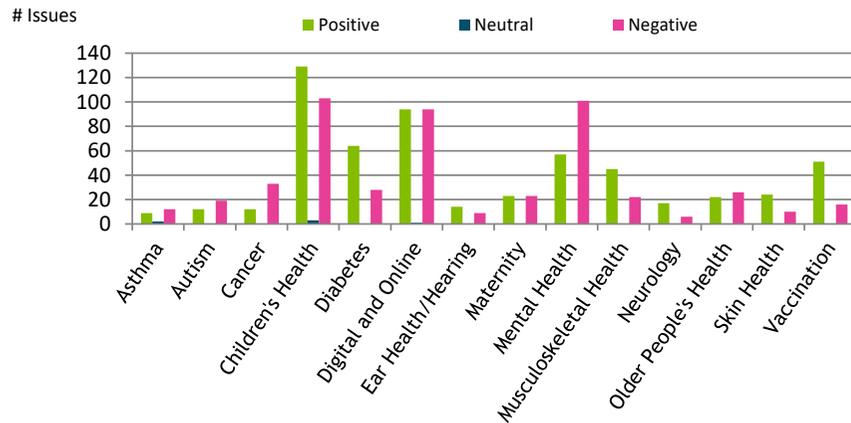
Medical conditions/topics receiving the most comments overall

Pie chart legend and values:
- Asthma: 2%
- Autism: 3%
- Cancer: 4%
- Children's Health: 22%
- Diabetes: 9%
- Digital and Online: 18%
- Ear Health/Hearing: 2%
- Maternity: 4%
- Mental Health: 15%
- Musculoskeletal Health: 6%
- Neurology: 2%
- Older People's Health: 4%
- Skin Health: 3%
- Vaccination: 6%
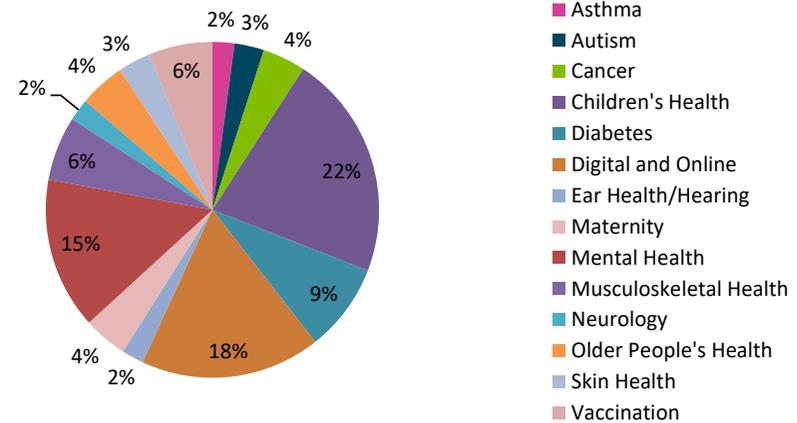
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 7011 issues from 1570 people

Legend: Positive, Neutral, Negative

Issues — y-axis: 0, 200, 400, 600, 800, 1000, 1200, 1400

Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude
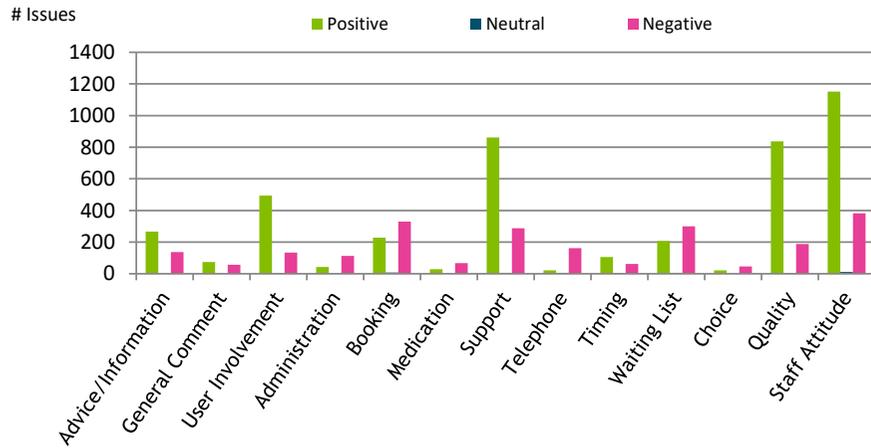
Issues receiving the most comments overall. See pages 14-15 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	64%	35%
Central Walthamstow	72%	27%
E4 Network	79%	21%
Forest 8	49%	49%
Forest Integrated Health	63%	35%
Leyton Collaborative	28%	72%
South Leytonstone	76%	22%
Walthamstow West	64%	35%
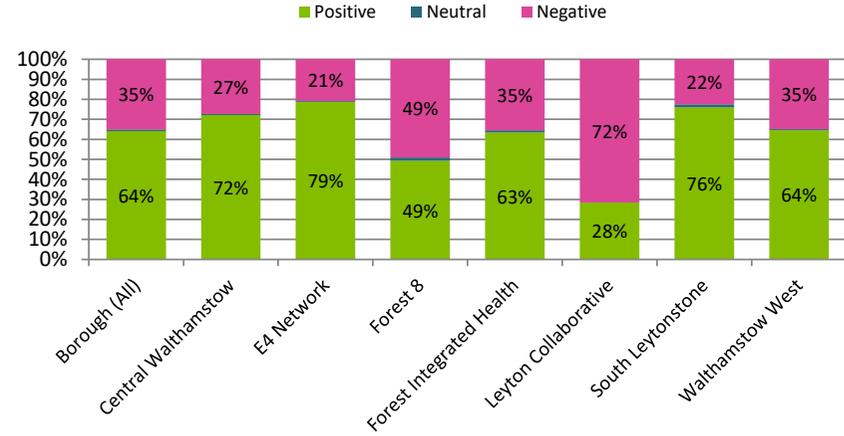
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues — y-axis: 0, 100, 200, 300, 400, 500, 600

Practices: Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr J Samuel & Partners, Dr Jennifer Bailey, Dr Poonam Chand Sharma, Dr RP Dhital's Practice, Dr S Phillips & Dr M Patel, Dr Shantir's Practice, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, Kiyani Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott..., Lime Tree Surgery, Queens Road Medical Centre, Seymour Medical Centre, Sinnot Road Surgery, SMA Medical Centre, St James Medical Practice..., The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community..., Wood Street Health Centre

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 1266 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)	36%	63%
Central Walthamstow	63%	38%
E4 Network	39%	59%
Forest 8	19%	77%
Forest Integrated Health	28%	70%
Leyton Collaborative	16%	84%
South Leytonstone	54%	46%
Walthamstow West	43%	55%
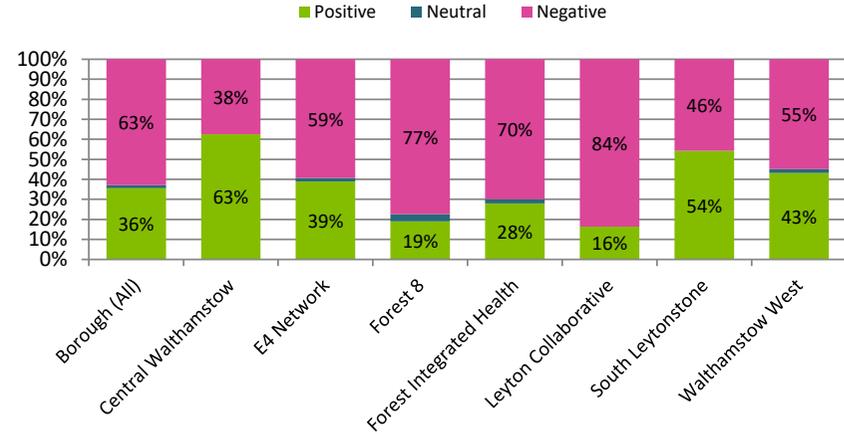
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr J Samuel & Partners, Dr Poonam Chand Sharma, Dr RP Dhital's Practice, Dr S Phillips & Dr M Patel, Dr Shantir's Practice, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, Kiyani Medical Practice, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott..., Lime Tree Surgery, Queens Road Medical Centre, Seymour Medical Centre, SMA Medical Centre, St James Medical Practice..., The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community..., Wood Street Health Centre

Practices receiving the most comments overall

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2.3 Clinical Treatment and Care

2.3.1 Treatment: 2429 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: 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)	76%	23%
Central Walthamstow	76%	23%
E4 Network	90%	10%
Forest 8	66%	34%
Forest Integrated Health	78%	21%
Leyton Collaborative	38%	62%
South Leytonstone	80%	18%
Walthamstow West	77%	23%

Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr J Samuel & Partners, Dr Jennifer Bailey, Dr Poonam Chand Sharma, Dr RP Dhital's Practice, Dr S Phillips & Dr M Patel, Dr Shantir's Practice, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, Kiyani Medical Practice, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott..., Lime Tree Surgery, Queens Road Medical Centre, Sinnot Road Surgery, SMA Medical Centre, St James Medical Practice..., The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community..., Wood Street Health Centre

Practices receiving the most comments overall

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2.4 Staff Attitude

2.4.1 Staff Attitude: 1549 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Receptionists, Clinicians, Nurses
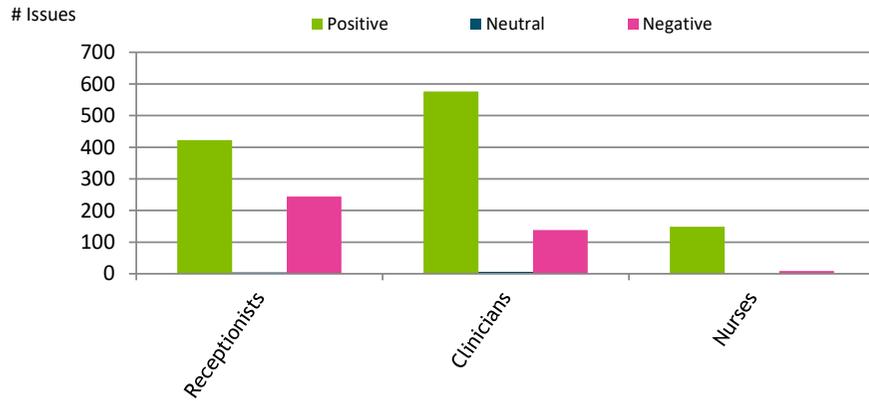
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	74%	25%
Central Walthamstow	84%	16%
E4 Network	88%	12%
Forest 8	63%	36%
Forest Integrated Health	75%	25%
Leyton Collaborative	37%	63%
South Leytonstone	83%	15%
Walthamstow West	70%	29%
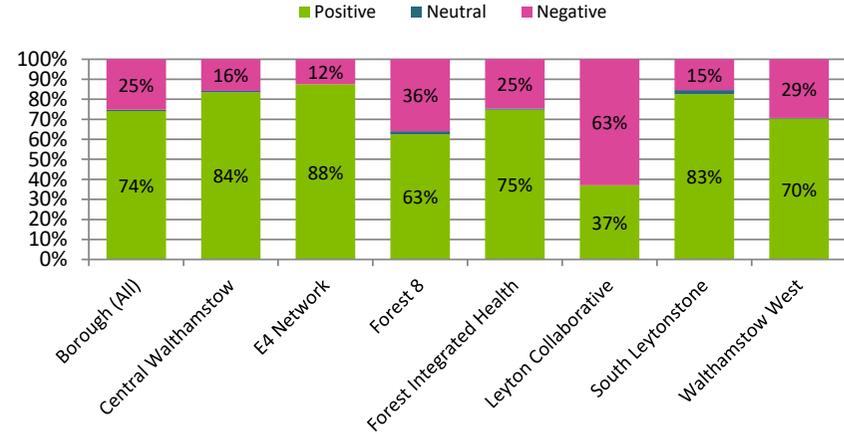
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr J Samuel & Partners, Dr Jennifer Bailey, Dr Poonam Chand Sharma, Dr RP Dhital's Practice, Dr S Phillips & Dr M Patel, Dr Shantri's Practice, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, Kiyani Medical Practice, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott..., Lime Tree Surgery, Queens Road Medical Centre, Sinnot Road Surgery, SMA Medical Centre, St James Medical Practice..., The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community..., Wood Street Health Centre

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 922 issues detected

Issues

Legend: Positive, Neutral, Negative

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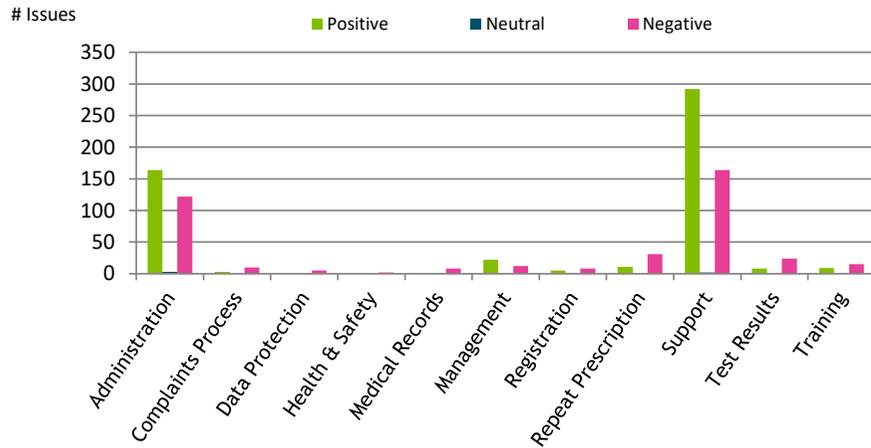
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	56%	43%
Central Walthamstow	74%	26%
E4 Network	72%	27%
Forest 8	41%	56%
Forest Integrated Health	61%	39%
Leyton Collaborative	30%	70%
South Leytonstone	68%	31%
Walthamstow West	56%	43%
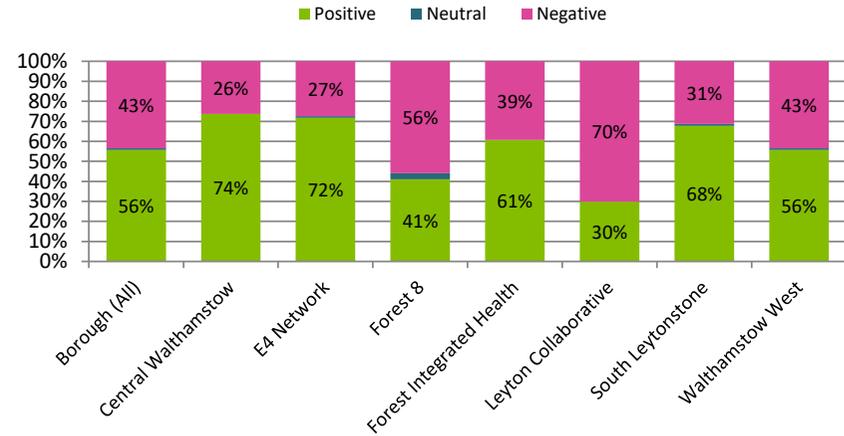
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr J Samuel & Partners, Dr Jennifer Bailey, Dr Poonam Chand Sharma, Dr RP Dhital's Practice, Dr S Phillips & Dr M Patel, Dr Shantiʼs Practice, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, Kiyani Medical Practice, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott..., Lime Tree Surgery, Queens Road Medical Centre, Sinnot Road Surgery, SMA Medical Centre, St James Medical Practice..., The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community..., Wood Street Health Centre

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 422 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Language/Interpret..., Sensory (Deaf/Blind)
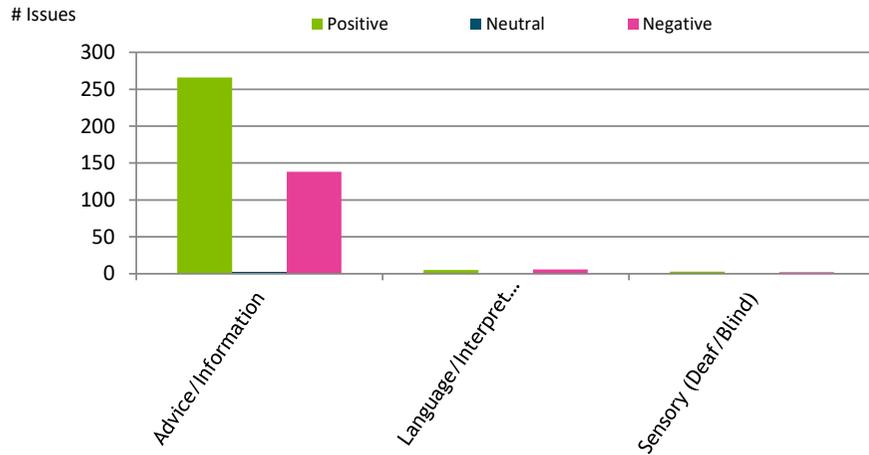
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	65%	35%
Central Walthamstow	63%	38%
E4 Network	83%	17%
Forest 8	54%	46%
Forest Integrated Health	76%	24%
Leyton Collaborative	13%	88%
South Leytonstone	63%	35%
Walthamstow West	62%	37%
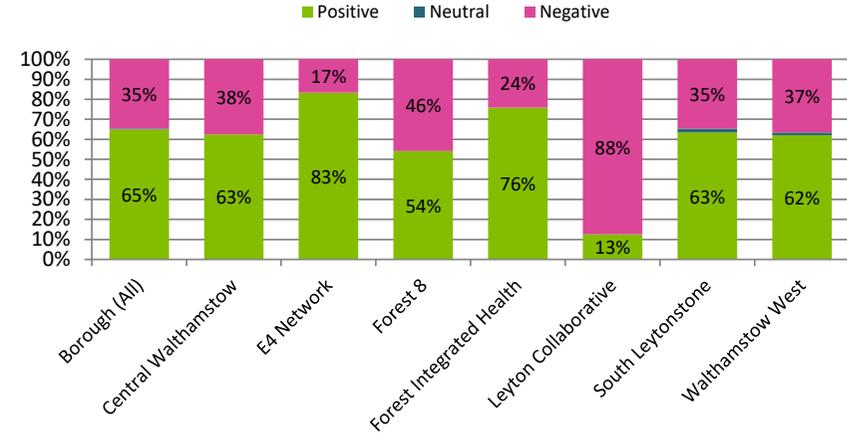
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr J Samuel & Partners, Dr Jennifer Bailey, Dr Poonam Chand Sharma, Dr RP Dhital's Practice, Dr Shantir's Practice, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, Higham Hill Medical Centre, Kingshead Medical Practice, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott..., Lime Tree Surgery, Queens Road Medical Centre, Sinnot Road Surgery, SMA Medical Centre, St James Medical Practice..., The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community..., Wood Street Health Centre

Practices receiving the most comments overall

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3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	50%	45%	46%	38%	32%	29%
Positive	49%	54%	53%	61%	67%	70%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	78%	72%	69%	68%	63%	53%
Positive	21%	27%	29%	32%	36%	44%
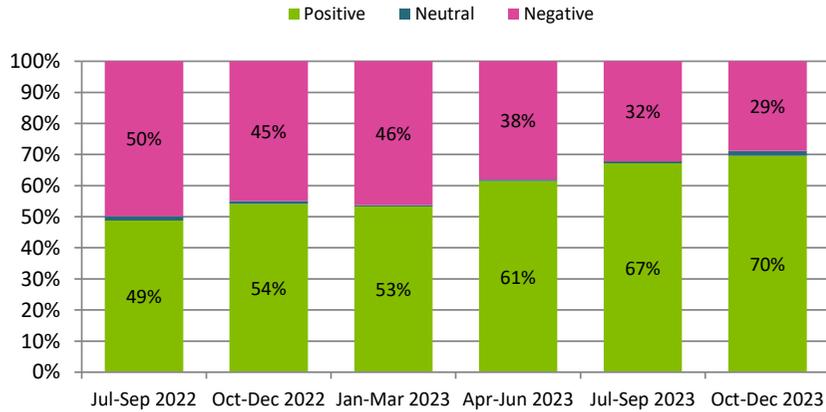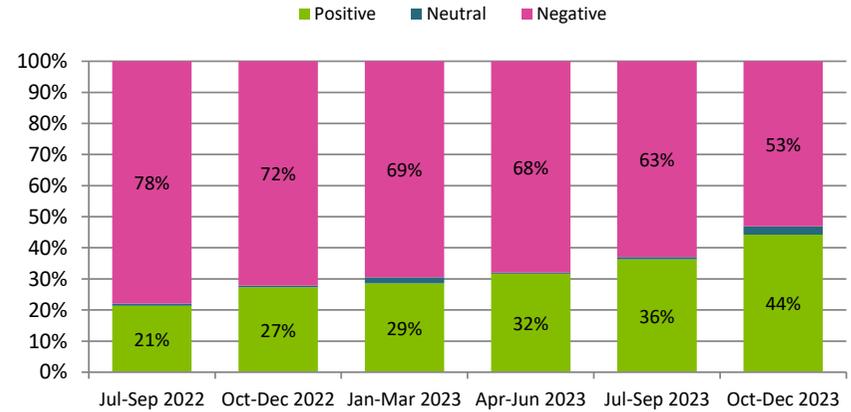
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	40%	29%	34%	23%	23%	21%
Positive	58%	69%	66%	77%	77%	78%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	38%	33%	34%	31%	22%	19%
Positive	61%	67%	66%	68%	77%	79%
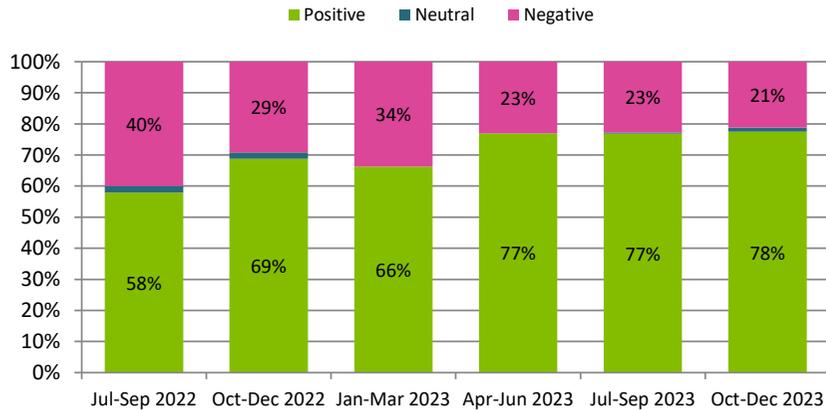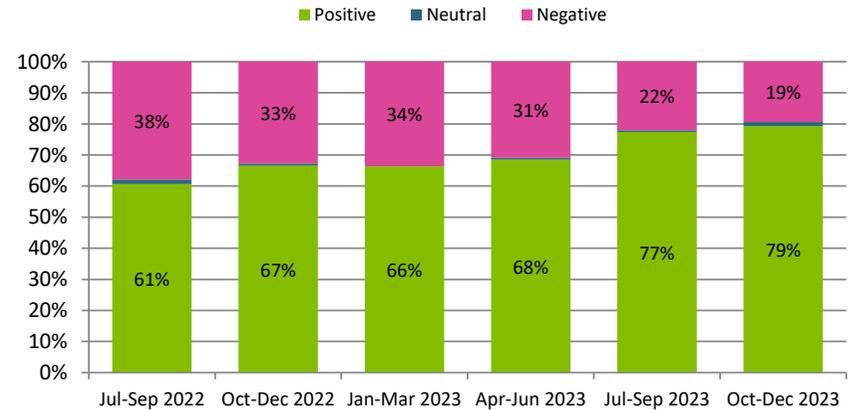
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	51%	53%	57%	46%	38%	36%
Positive	48%	47%	43%	53%	61%	63%

3.6 Communication, Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	33%	43%	43%	32%	31%	33%
Positive	67%	53%	57%	66%	69%	66%

3.7 Booking, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	69%	60%	53%
Positive	30%	39%	43%

3.8 Telephone, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	97%	83%	80%
Positive	3%	17%	18%

3.9 Online Access, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	50%	64%	36%
Positive	50%	36%	64%

3.10 Waiting List, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	64%	60%	48%
Positive	35%	39%	50%

3.11 Involvement Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	30%	18%	20%
Positive	68%	82%	78%

3.12 Support, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	30%	23%	21%
Positive	69%	77%	78%

3.13 Staff Attitude, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	33%	22%	19%
Positive	67%	78%	80%

3.14 Quality, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	23%	15%	16%
Positive	77%	85%	83%

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Central Walthamstow: 13%
- E4 Network: 15%
- Forest 8: 13%
- Forest Integrated Health: 22%
- Leyton Collaborative: 6%
- South Leytonstone: 14%
- Walthamstow West: 17%

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.*	266	2	138	406
	Carer Involvement	*Involvement of carers, friends or family members.*	23	0	7	30
	General Comment	*A generalised statement (ie; "The doctor was good.")*	74	1	56	131
	User Involvement	*Involvement of the service user.*	494	4	134	632
Systems	Administration	*Administrative processes and delivery.*	42	3	112	157
	Booking	*Ability to book, reschedule or cancel appointments.*	228	8	329	565
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	9	9
	Data Protection	*General data protection (including GDPR).*	0	0	5	5
	Referral	*Referral to a service.*	37	1	23	61
	Medical Records	*Management of medical records.*	0	0	8	8
	Medication	*Prescription and management of medicines.*	28	0	68	96
	Opening Times	*Opening times of a service.*	3	0	4	7
	Planning	*Leadership and general organisation.*	25	0	12	37
	Registration	*Ability to register for a service.*	5	1	10	16
	Support	*Levels of support provided.*	861	6	288	1155
	Telephone	*Ability to contact a service by telephone.*	21	6	161	188
	Timing	*Physical timing (ie; length of wait at appointments).*	106	4	62	172
	Waiting List	*Length of wait while on a list.*	207	6	300	513
Values	Choice	*General choice.*	21	1	46	68
	Cost	*General cost.*	0	0	17	17
	Language	*Language, including terminology.*	5	0	6	11
	Nutrition	*Provision of sustainance.*	0	0	1	1
	Privacy	*Privacy, personal space and property.*	0	0	5	5
	Quality	*General quality of a service, or staff.*	836	4	188	1028
	Sensory	*Deaf/blind or other sensory issues.*	3	0	2	5
	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).*	2	0	5	7
	Environment/Layout	*Physical environment of a service.*	15	0	8	23
	Equipment	*General equipment issues.*	4	0	4	8
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	3	4
	Hygiene	*Levels of hygiene and general cleanliness.*	18	0	4	22
	Mobility	*Physical mobility to, from and within services.*	1	0	2	3
	Travel/Parking	*Ability to travel or park.*	3	1	2	6
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	16	16
	Security/Conduct	*General security of a service, including conduct of staff.*	1	1	9	11
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1152	11	382	1545
	Complaints	*Ability to log and resolve a complaint.*	3	0	10	13
	Staff Training	*Training of staff.*	9	1	15	25
	Staffing Levels	*General availability of staff.*	0	0	4	4
	Total:		**4494**	**61**	**2456**	**7011**