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.

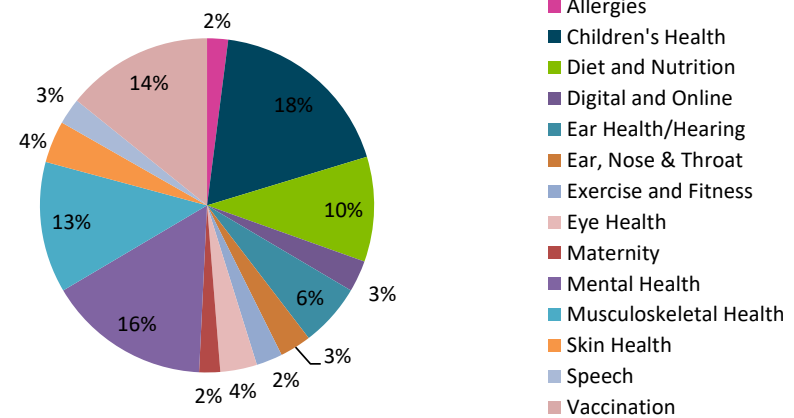**Reporting Period: 1 January - 31 December 2024**

healthwatch
Waltham Forest

1. Data Source and Conditions/Topics

1.1 Source

Issues

Positive | Neutral | Negative
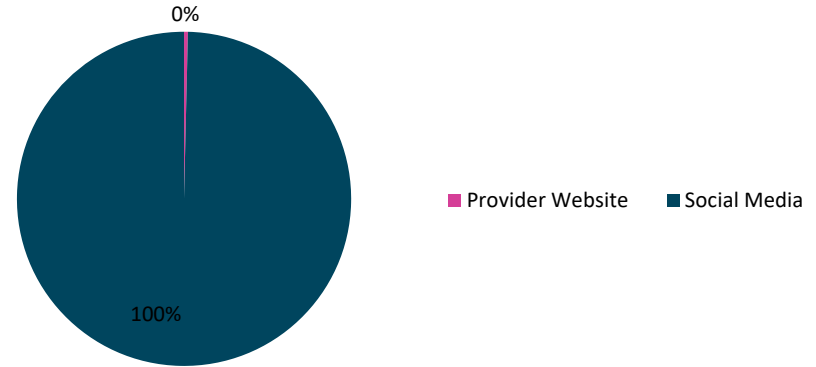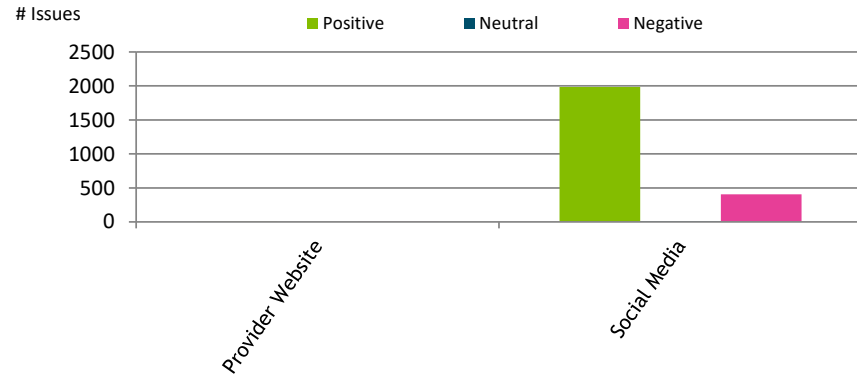
Sources providing the most comments overall

Provider Website | Social Media

0%

100%

1.2 Stated medical conditions/topics

Issues

Positive | Neutral | Negative
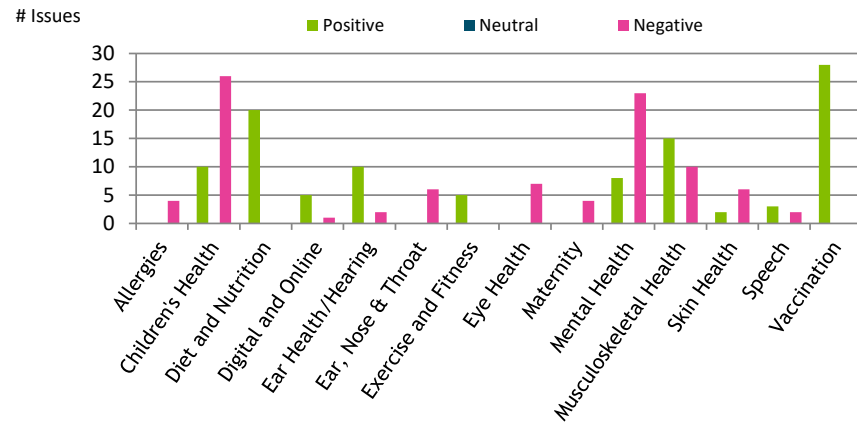
Medical conditions/topics receiving the most comments overall

- Allergies
- Children's Health
- Diet and Nutrition
- Digital and Online
- Ear Health/Hearing
- Ear, Nose & Throat
- Exercise and Fitness
- Eye Health
- Maternity
- Mental Health
- Musculoskeletal Health
- Skin Health
- Speech
- Vaccination

2% 18% 10% 3% 6% 3% 2% 4% 2% 16% 13% 4% 3% 14%

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 2410 issues from 704 people

Issues

Legend: Positive | Neutral | Negative

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

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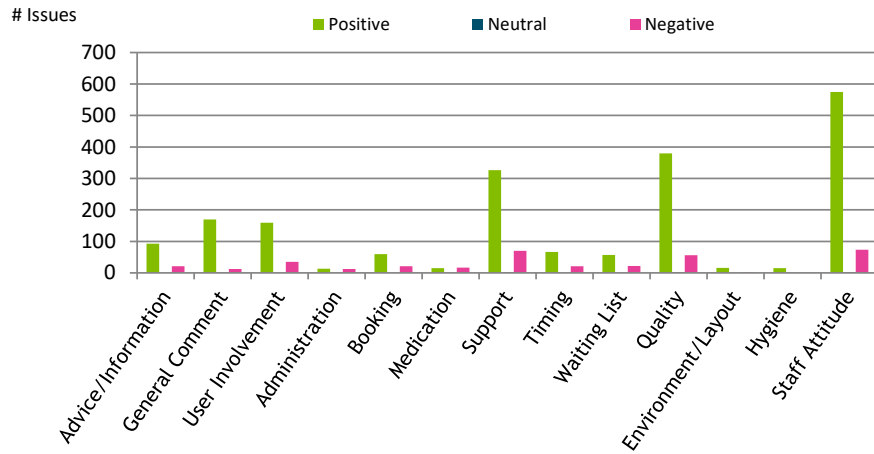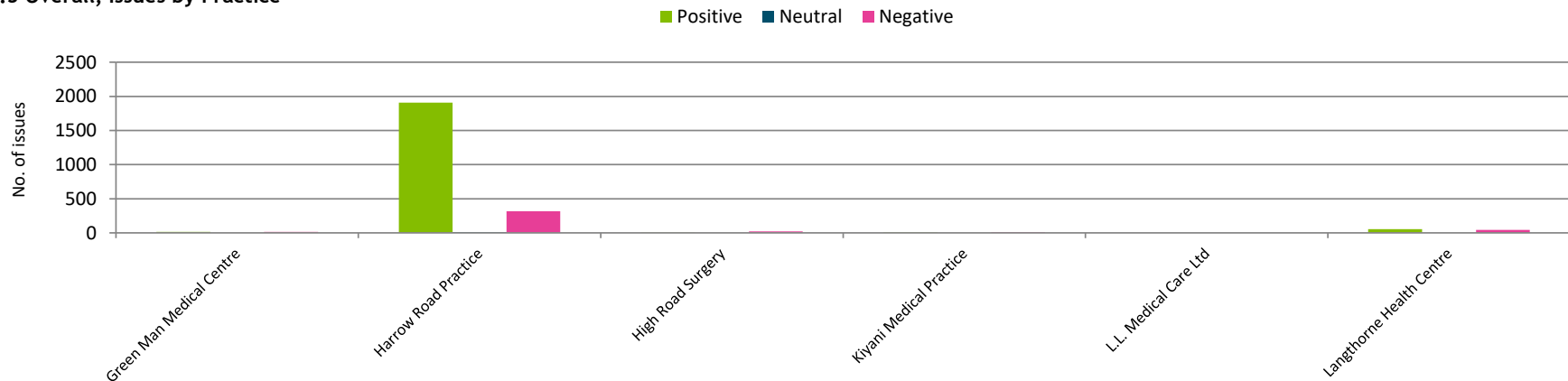
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive | Neutral | Negative

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

PCN	Positive	Negative
Borough (All)	76%	24%
E4 Network	70%	30%
Forest 8	59%	41%
Forest Integrated Health	85%	15%
Leyton Collaborative	36%	63%
South Leytonstone	83%	17%
Walthamstow Central	85%	14%
Walthamstow West	68%	31%
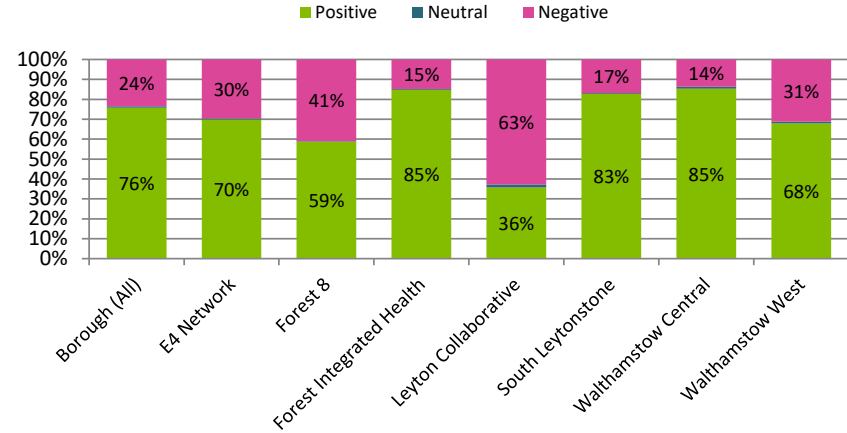
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive | Neutral | Negative

Y-axis (No. of issues): 0, 500, 1000, 1500, 2000, 2500

X-axis categories: 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

2.2 Service Access

2.2.1 Service Access: 166 issues detected

Issues

Legend: Positive, Neutral, Negative

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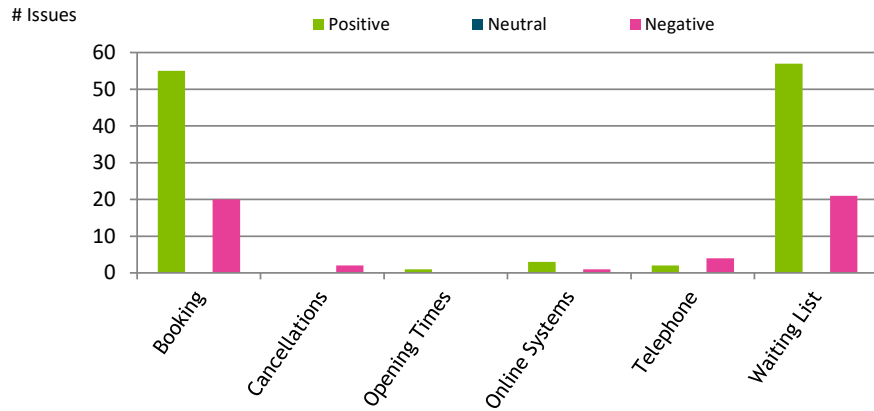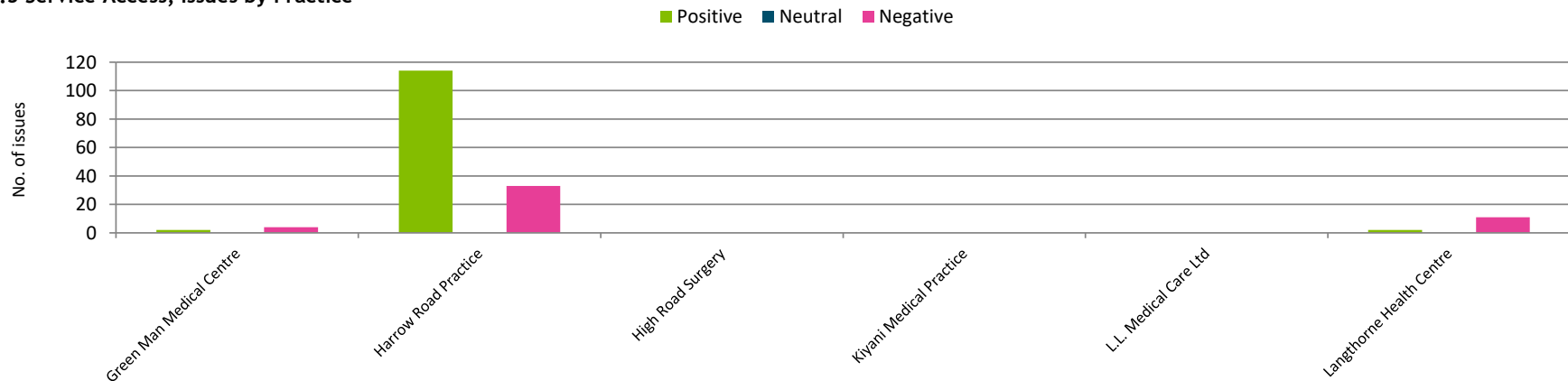
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	47%	51%
E4 Network	17%	81%
Forest 8	27%	73%
Forest Integrated Health	60%	39%
Leyton Collaborative	13%	87%
South Leytonstone	71%	29%
Walthamstow Central	66%	33%
Walthamstow West	50%	49%
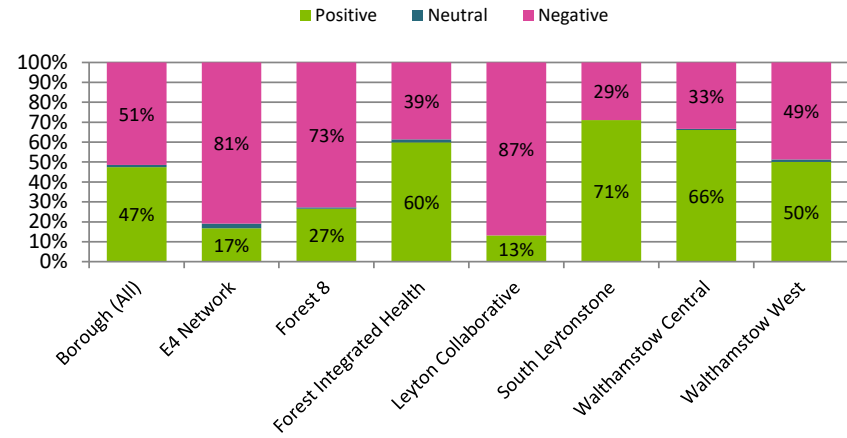
Sentiment by PCN

2.2.3 Service Access, 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
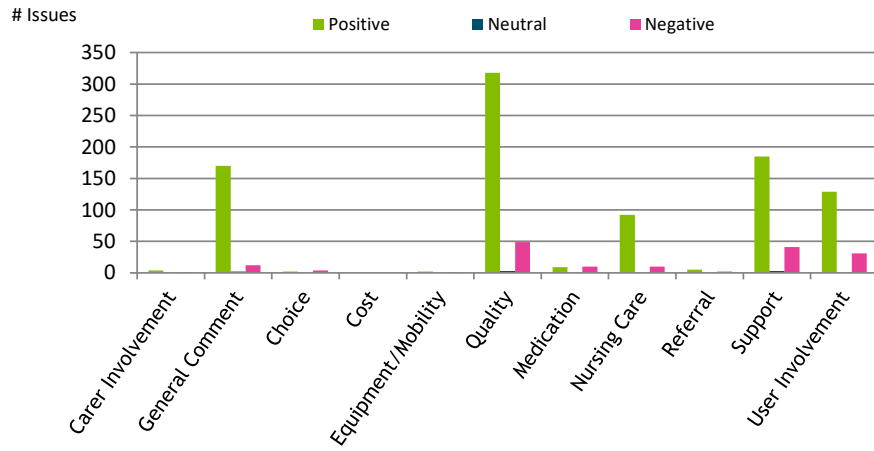
Practices receiving the most comments overall

4

2.3 Clinical Treatment and Care

2.3.1 Treatment: 1085 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

Y-axis: 0, 50, 100, 150, 200, 250, 300, 350
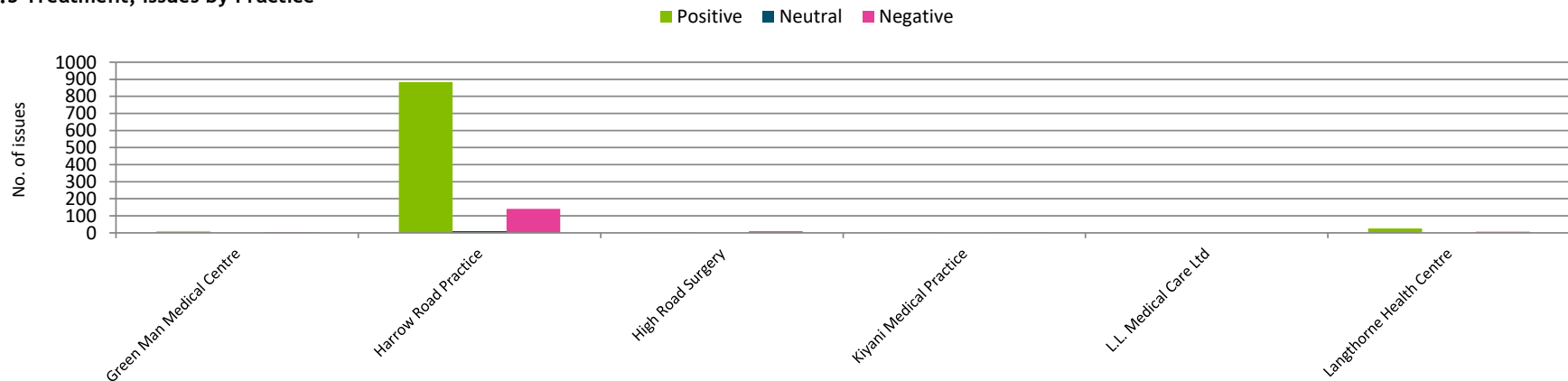
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	85%	14%
E4 Network	89%	11%
Forest 8	73%	26%
Forest Integrated Health	94%	6%
Leyton Collaborative	55%	42%
South Leytonstone	84%	15%
Walthamstow Central	91%	8%
Walthamstow West	77%	22%
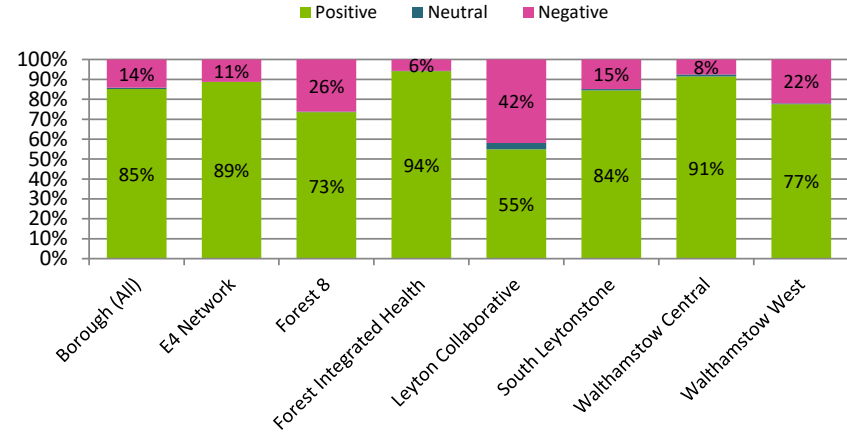
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700, 800, 900, 1000

Categories (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

2.4 Staff Attitude

2.4.1 Staff Attitude: 653 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Receptionists, Clinicians, Nurses
Y-axis: 0, 50, 100, 150, 200, 250, 300, 350
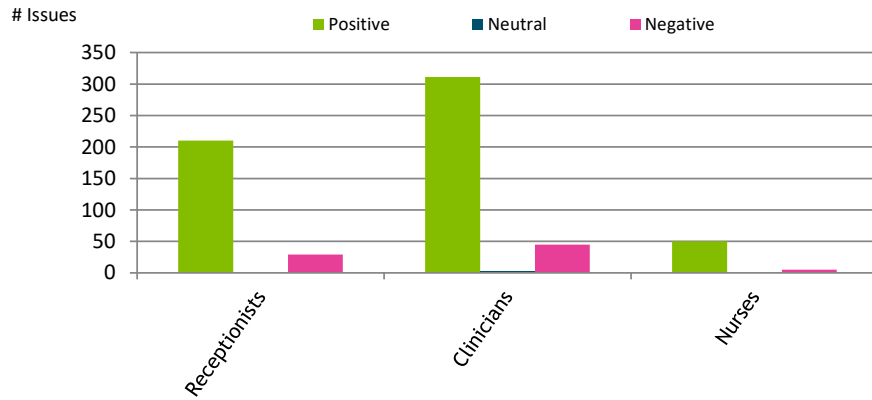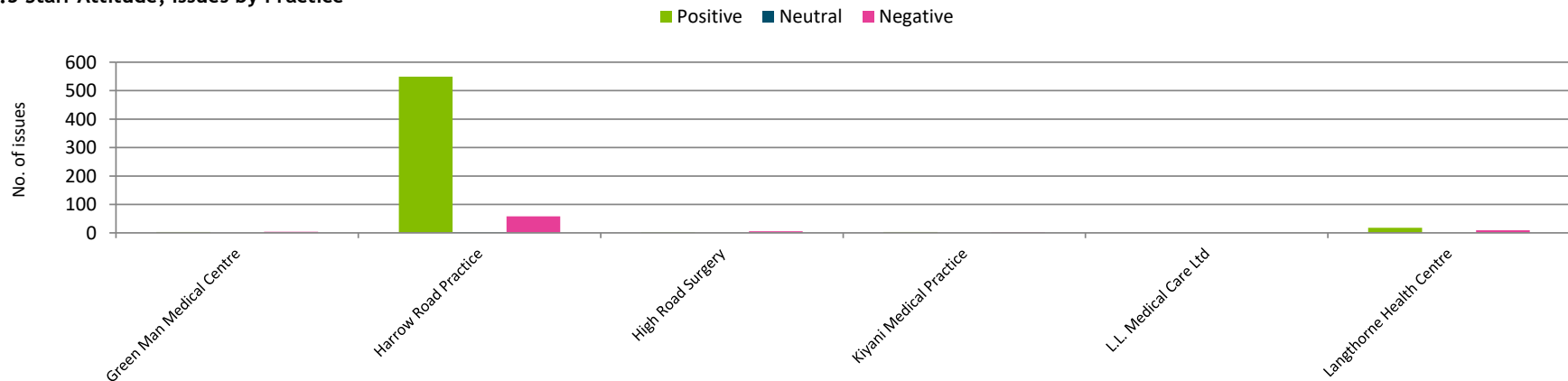
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

PCN	Positive	Negative
Borough (All)	83%	16%
E4 Network	84%	16%
Forest 8	66%	34%
Forest Integrated Health	92%	8%
Leyton Collaborative	46%	52%
South Leytonstone	88%	12%
Walthamstow Central	91%	8%
Walthamstow West	75%	24%
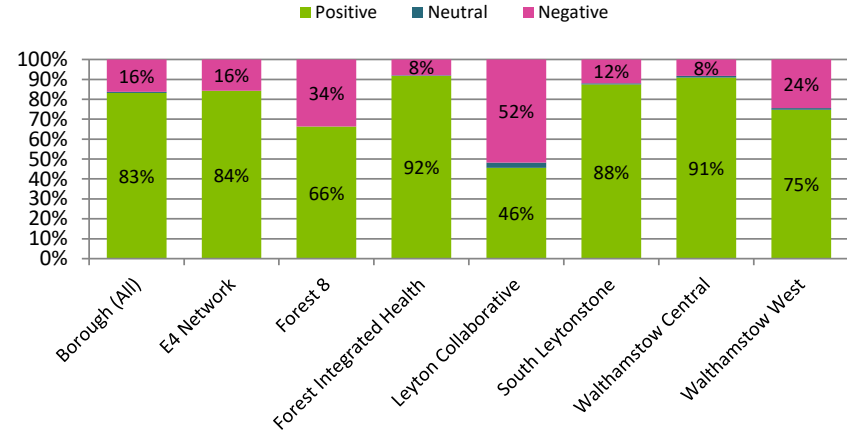
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

Y-axis: 0, 100, 200, 300, 400, 500, 600

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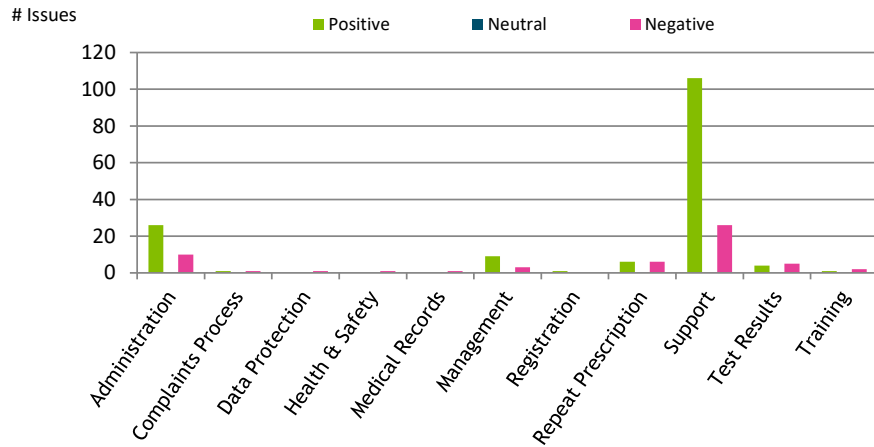
Practices receiving the most comments overall
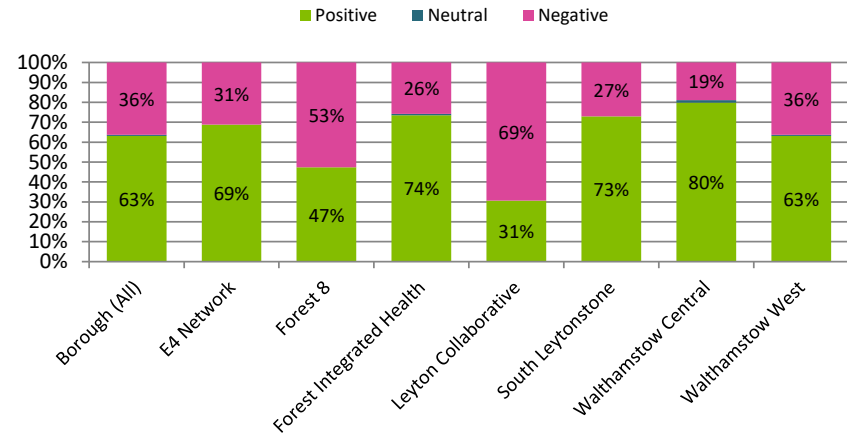
2.5 Administration

2.5.1 Administration: 210 issues detected
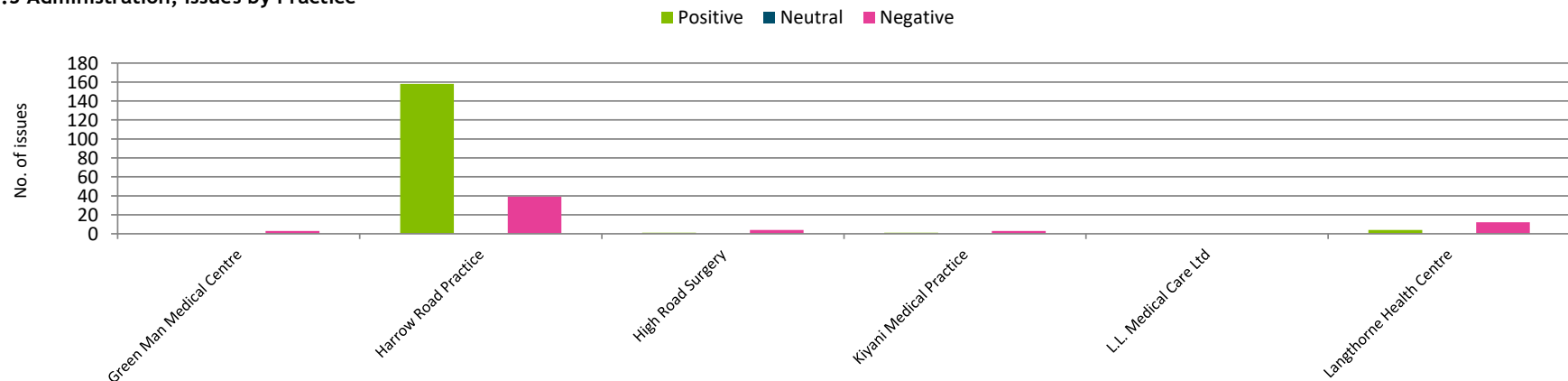
Issues

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

2.5.2 Administration, Sentiment by Primary Care Network

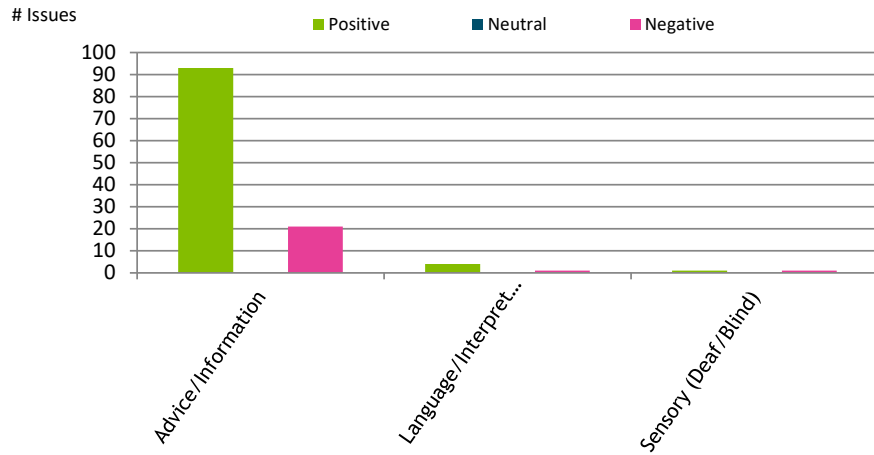*Sentiment by PCN*

2.5.3 Administration, Issues by Practice

No. of issues

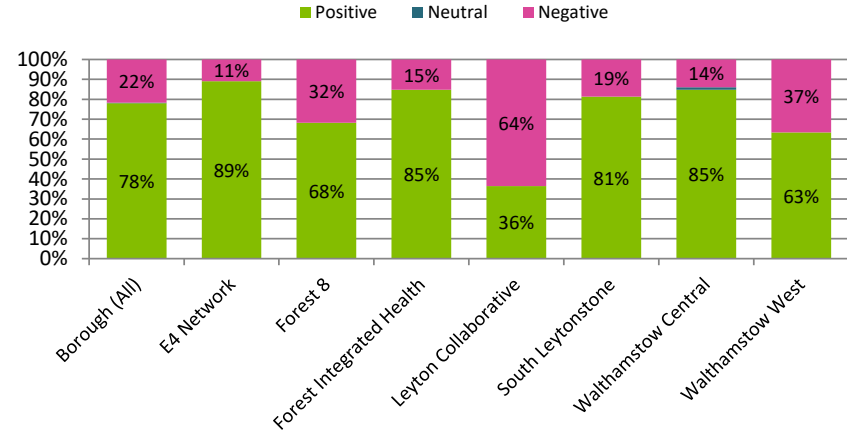*Practices receiving the most comments overall*

7

2.6 Communication

2.6.1 Communication: 121 issues detected

Issues

Legend: Positive | Neutral | Negative

Chart: bar chart showing issues by category
- Advice/Information: Positive ~92, Negative ~21
- Language/Interpret...: Positive ~4, Negative ~1
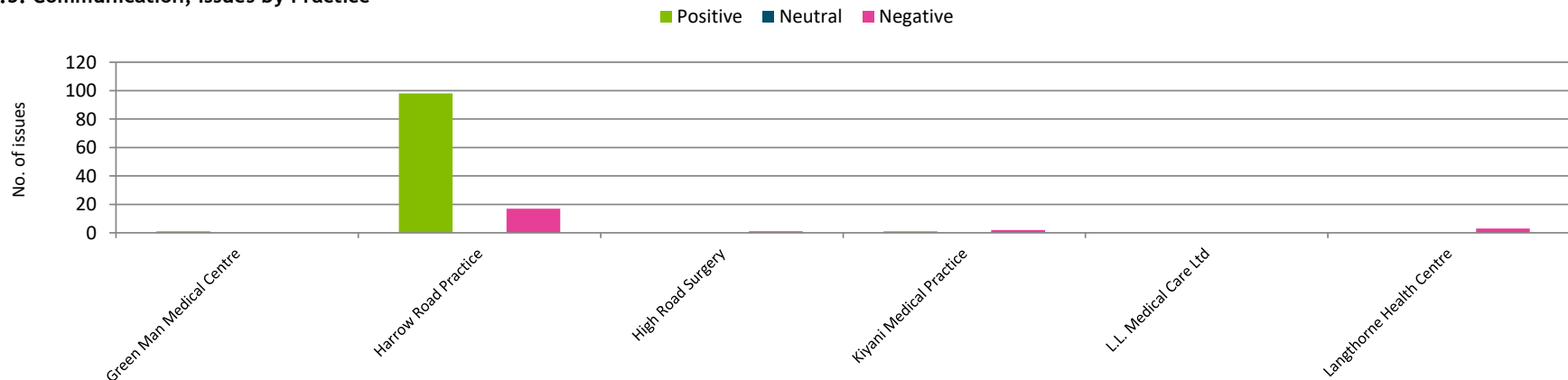- Sensory (Deaf/Blind): Positive ~1, Negative ~1

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: 100% stacked bar chart
- Borough (All): 78% Positive, 22% Negative
- E4 Network: 89% Positive, 11% Negative
- Forest 8: 68% Positive, 32% Negative
- Forest Integrated Health: 85% Positive, 15% Negative
- Leyton Collaborative: 36% Positive, 64% Negative
- South Leytonstone: 81% Positive, 19% Negative
- Walthamstow Central: 85% Positive, 14% Negative
- Walthamstow West: 63% Positive, 37% Negative

Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive | Neutral | Negative

No. of issues

Chart: bar chart by practice
- Green Man Medical Centre: Positive ~1
- Harrow Road Practice: Positive ~98, Negative ~17
- High Road Surgery: Negative ~1
- Kiyani Medical Practice: Positive ~2, Negative ~2
- L.L. Medical Care Ltd
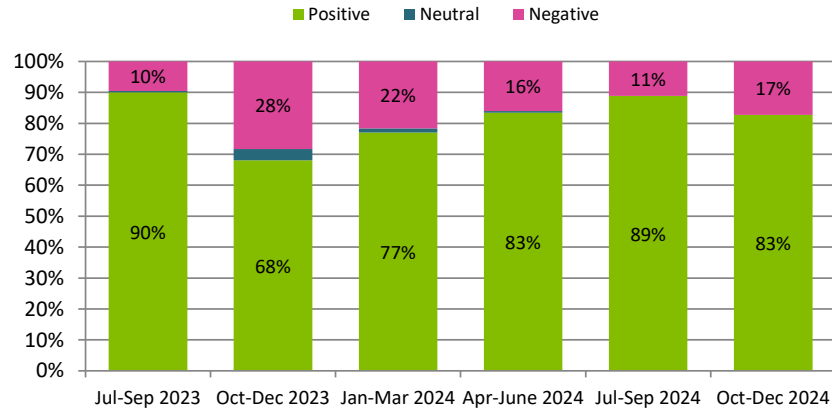- Langthorne Health Centre: Negative ~3

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2023	90%	10%
Oct-Dec 2023	68%	28%
Jan-Mar 2024	77%	22%
Apr-June 2024	83%	16%
Jul-Sep 2024	89%	11%
Oct-Dec 2024	83%	17%

3.2 Service Access, Sentiment

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2023	77%	23%
Oct-Dec 2023	48%	52%
Jan-Mar 2024	57%	43%
Apr-June 2024	69%	31%
Jul-Sep 2024	74%	26%
Oct-Dec 2024	82%	18%

3.3 Treatment and Care, Sentiment

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2023	93%	8%
Oct-Dec 2023	70%	26%
Jan-Mar 2024	79%	19%
Apr-June 2024	83%	17%
Jul-Sep 2024	92%	8%
Oct-Dec 2024	85%	15%

3.4 Staff Attitude, Sentiment

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2023	93%	6%
Oct-Dec 2023	79%	18%
Jan-Mar 2024	84%	15%
Apr-June 2024	88%	11%
Jul-Sep 2024	92%	8%
Oct-Dec 2024	86%	14%
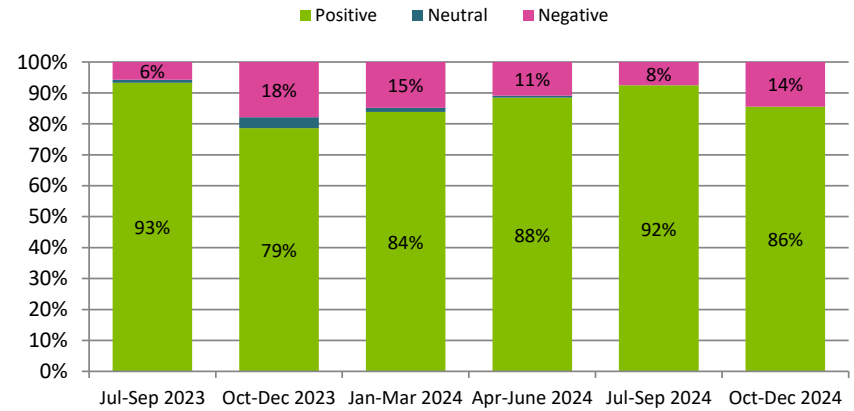
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul-Sep 2023	87%	13%
Oct-Dec 2023	56%	40%
Jan-Mar 2024	77%	23%
Apr-June 2024	80%	20%
Jul-Sep 2024	74%	26%
Oct-Dec 2024	67%	33%

3.6 Communication, Sentiment

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul-Sep 2023	82%	18%
Oct-Dec 2023	41%	53%
Jan-Mar 2024	68%	32%
Apr-June 2024	88%	13%
Jul-Sep 2024	95%	5%
Oct-Dec 2024	90%	10%
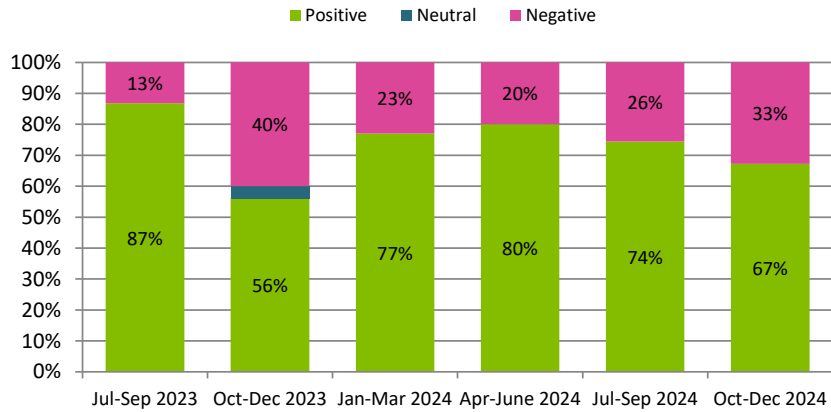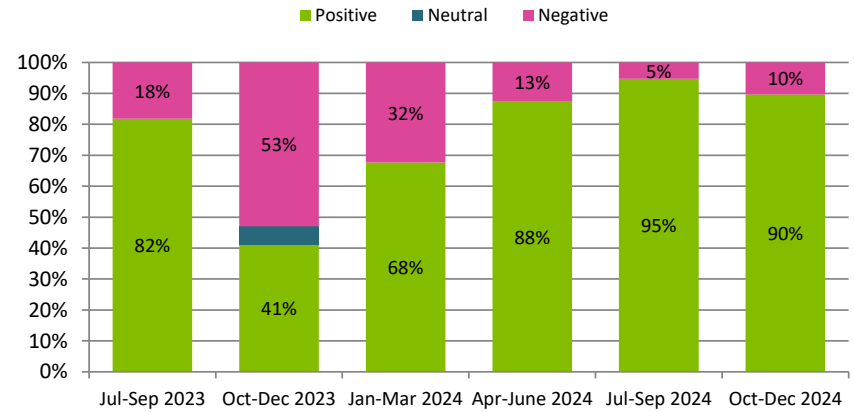
4. Volume by Primary Care Network

4.1 PCN

Issues — Positive, Neutral, Negative (bar chart)

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

Pie chart:
- E4 Network — 9%
- Forest 8 — 9%
- Forest Integrated Health — 27%
- Leyton Collaborative — 5%
- South Leytonstone — 25%
- Walthamstow Central — 14%
- Walthamstow West — 11%

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	93	0	21	114
	Carer Involvement	*Involvement of carers, friends or family members.*	5	0	1	6
	General Comment	*A generalised statement (ie; "The doctor was good.")*	170	2	12	184
	User Involvement	*Involvement of the service user.*	159	0	35	194
Systems	Administration	*Administrative processes and delivery.*	13	0	12	25
	Booking	*Ability to book, reschedule or cancel appointments.*	60	0	21	81
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	2	2
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	7	0	2	9
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	15	0	17	32
	Opening Times	*Opening times of a service.*	1	0	0	1
	Planning	*Leadership and general organisation.*	9	0	3	12
	Registration	*Ability to register for a service.*	1	0	0	1
	Support	*Levels of support provided.*	326	3	70	399
	Telephone	*Ability to contact a service by telephone.*	2	0	4	6
	Timing	*Physical timing (ie; length of wait at appointments).*	67	0	21	88
	Waiting List	*Length of wait while on a list.*	57	0	22	79
Values	Choice	*General choice.*	2	0	4	6
	Cost	*General cost.*	0	0	0	0
	Language	*Language, including terminology.*	6	0	1	7
	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.*	380	3	56	439
	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).*	6	0	0	6
	Environment/Layout	*Physical environment of a service.*	16	0	3	19
	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.*	15	0	1	16
	Mobility	*Physical mobility to, from and within services.*	2	0	1	3
	Travel/Parking	*Ability to travel or park.*	1	0	0	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.*	0	0	5	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	575	3	74	652
	Complaints	*Ability to log and resolve a complaint.*	1	0	1	2
	Staff Training	*Training of staff.*	1	0	2	3
	Staffing Levels	*General availability of staff.*	0	0	1	1
	Total:		**1992**	**11**	**407**	**2410**

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