The Experience of GP Services: Walthamstow Central

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 January - 31 December 2024

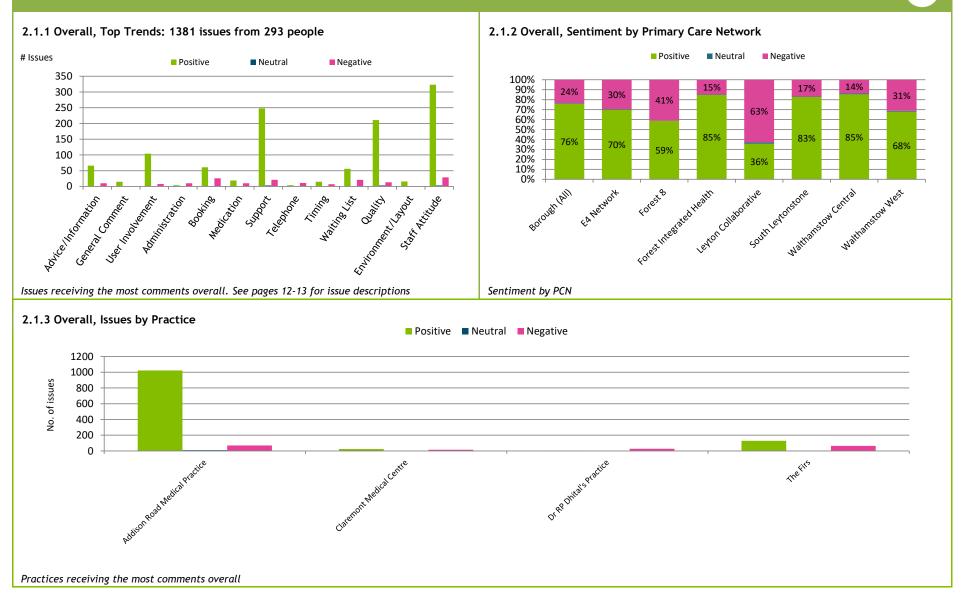


1. Data Source and Conditions/Topics



1.1 Source # Issues Negative Positive Neutral 700 600 500 400 300 200 44% 100 Provider Website Social Media 0 Solid March Sources providing the most comments overall 1.2 Stated medical conditions/topics Alzheimers # Issues 3% Positive Neutral Negative Asthma 2% 2% 505450 4053250 1050 Children's Health 11% Diabetes Digital and Online Ear Health/Hearing 25% 12% Exercise and Fitness Foot Health ten ciercian circles and circl And the second s ore of the second secon light of the start in the second states of the se Setury Hearth At the second second D. Deber Cook Have We we will be a start of the st A Criticity Maternity 11% Mental Health 2% Musculoskeletal Health 21% 2% Older People's Health 3% Sexual Health 1% 1% _/ Vaccination Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 180 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 60 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 50 29% 33% 39% 51% 40 73% 81% 87% 30 _____ 47% 71% 66% 20 60% 50% South ertonstone waltonston central 27% 10 17% Forest megated Health Collaborative South Levon Collaborative South Levon Collaborative Wattanstonwet 0 Borough AM EA Network Concertors -Walinge List 800,110,00 South Street Str elonologie 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 100 90 80 70 60 50 40 30 20 10 No. of issues Ō Addison Bood Wedda Practice Claenon Medical Centre Drepolital's Protice Thefits Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 516 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Negative Neutral 180 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 11% 14% 160 15% 26% 140 42% 120 100 94% 89% 91% 80 85% 84% 73% 60 55% 40 South extensione watternad Forest Integered Health 20 erater, ievor colaborative Wattenston West 0 Borough AM EA Network to interest in the second second Green Indiana, 1 L Sooo rec. money Cloud State of the second state uoie. 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 450 400 350 300 250 No. of issues 200 150 100 50 0 Claemon Medica Leave Addison Road Intedical Practice Dr. R. Dhital's Procise Thefits

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 352 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 160 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 12% 16% 140 16% 34% 120 52% 100 80 92% 88% 91% 83% 84% 75% 60 66% 46% 40 20 EA Network Wattanston West 0 Borough AM Forest for the set of the south and the sout te contraction of the second Clinic, Clinic Will Sold Will 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 300 250 No. of issues 200 150 100 50 0 Addison Bood Medica Practice Clarenon, Medical Centre Dr. RP Dhital's Practice Thefirs Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 166 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 120 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 19% 26% 100 27% 31% 36% 53% 80 69% 60 80% 74% 73% 69% 63% 40 63% 47% 31% 20 Strain Contraction of the second seco Forest Research Health Collaborative Forth Leytonstone Wattre Wattanstonwet 0 BoroughtAll EA Network Catalon Catalon tealin & Ster, . Medical Action of the second and the second Addition of the second West of the state est state Sugar Contraction of the second 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 140 120 100 No. of issues 80 60 40 20 0 Addison Road Wedden Practice Claenon Medical Centre or PP Dhital's Procine Thefits

Practices receiving the most comments overall

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2.6 Communication

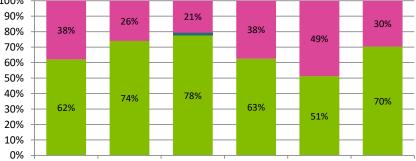
2.6.1 Communication: 80 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 11% 15% 14% 60 19% 32% 50 64% 40 89% 85% 30 85% 81% 78% 68% 63% 20 36% 10 EA Network 0 Cale Contraction of the contract Borough AM Forest & Letton Collaborative Nathanson Waltanson Net Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 70 60 50 No. of issues 40 30 20 10 0 Addison Road Wedden Practice Cosenon Medical Centre Dr. RP Dhild's Procise Thefirs Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

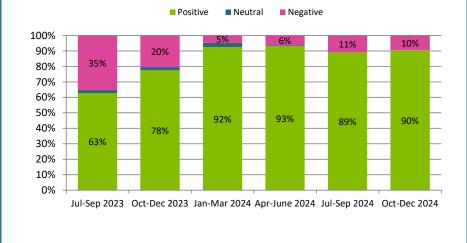
Positive Neutral Negative 100% 12% 11% 13% 90% 20% 23% 34% 80% 70% 60% 50% 86% 88% 86% 40% 80% 75% 66% 30% 20% 10% 0% Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024

3.1 Overall Sentiment



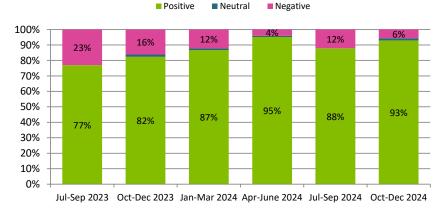


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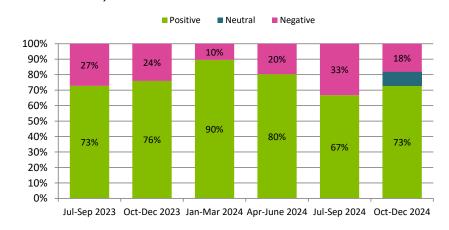
3.3 Treatment and Care, Sentiment

3.2 Service Access, Sentiment



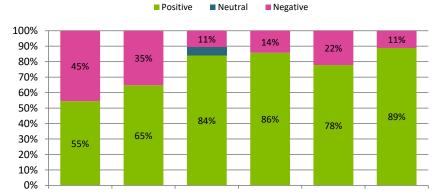
3.4 Staff Attitude, Sentiment

3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment

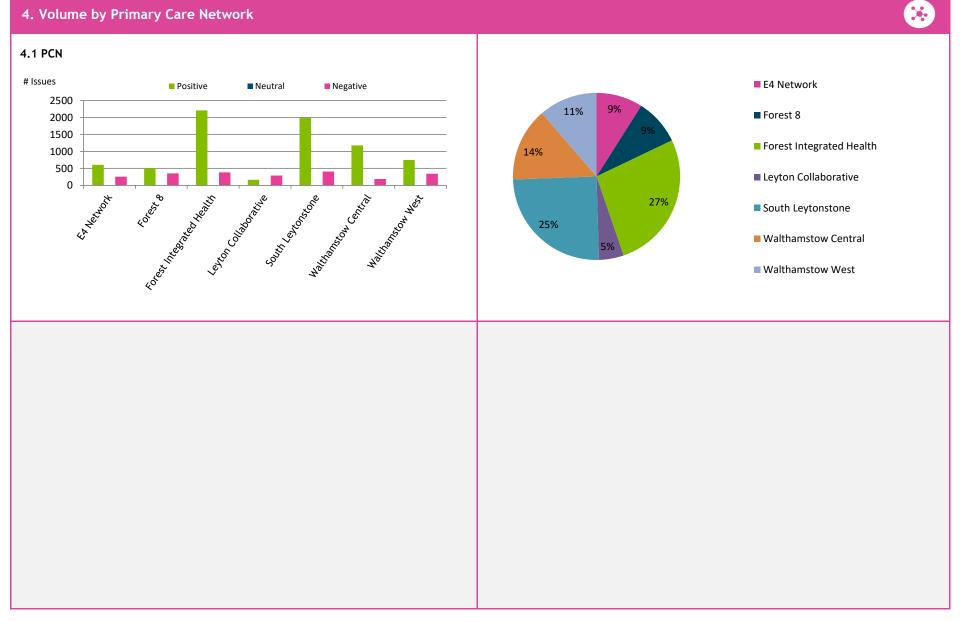




Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024

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4. Volume by Primary Care Network



5. Data Table: Number of issues

	Issue Name	Descriptor		# Issues			
			Positive	Neutral	Negative	Total	
rers	Advice/Information	Communication, including access to advice and information.	66	1	10	77	
Cal	Carer Involvement	Involvement of carers, friends or family members.	2	0	0	2	
nts/	General Comment	A generalised statement (ie; "The doctor was good.")	15	0	1	16	
Patients/Carers	User Involvement	Involvement of the service user.	104	1	8	113	
	Administration	Administrative processes and delivery.	4	0	10	14	
	Booking	Ability to book, reschedule or cancel appointments.	61	1	26	88	
	Cancellations	Cancellation of appointment by the service provider.	0	0	1	1	
	Data Protection	General data protection (including GDPR).	0	0	0	0	
S	Referral	Referral to a service.	11	0	0	11	
Systems	Medical Records	Management of medical records.	0	0	0	0	
yst	Medication	Prescription and management of medicines.	19	0	10	29	
S	Opening Times	Opening times of a service.	0	0	2	2	
	Planning	Leadership and general organisation.	1	0	3	4	
	Registration	Ability to register for a service.	2	0	1	3	
	Support	Levels of support provided.	248	3	21	272	
	Telephone	Ability to contact a service by telephone.	4	0	11	15	
	Timing	Physical timing (ie; length of wait at appointments).	15	1	7	23	
	Waiting List	Length of wait while on a list.	56	0	21	77	
	Choice	General choice.	3	0	3	6	
	Cost	General cost.	0	0	1	1	
S	Language	Language, including terminology.	2	0	0	2	
Values	Nutrition	Provision of sustainance.	0	0	1	1	
Š	Privacy	Privacy, personal space and property.	0	0	0	0	
	Quality	General quality of a service, or staff.	211	3	13	227	
	Sensory	Deaf/blind or other sensory issues.	0	0	1	1	
	Stimulation	General stimulation, including access to activities.	2	0	0	2	

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).		1	0	1	2		
Environment/Layout	Physical environment of a service.		16	0	1	17		
Equipment	General equipment issues.		1	0	0	1		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0		
Hygiene	Levels of hygiene and general cleanliness.		12	0	0	12		
Mobility	Physical mobility to, from and within services.		0	0	0	0		
Travel/Parking	Ability to travel or park.		0	0	0	0		
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	0	0		
Staff Attitude	Attitude, compassion and empathy of staff.		323	3	29	355		
Complaints	Ability to log and resolve a complaint.		0	0	1	1		
Staff Training	Training of staff.		0	0	2	2		
Staffing Levels	General availability of staff.		0	0	0	0		
		Total:	1179	13	189	1381		

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