# The Experience of GP Services

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.

Qualitative Feedback, 1 January - 31 December 2024



# Index and overview of findings

## Data Source (Page 4)

This report is based on the experience of 2,374 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.

Overall sentiment is 76% positive and 24% negative, comments suggest.

Trends...

According to feedback, overall satisfaction has declined by 3% this quarter.

Addison Road Medical Practice, Harrow Road Practice and Lime Tree Surgery 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 declined by 2% this quarter, comments suggest. Complaints are down by 7% on telephone access, while up by 6% on ability to book appointments and waiting times.

Addison Road Medical Practice, Harrow Road Practice and Lime Tree Surgery receive a notable volume and ratio of positive comments.

### 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 up by 3% on treatment and care and by 2% on staff attitude.

Addison Road Medical Practice, Harrow Road Practice and Lime Tree Surgery receive a notable volume and ratio of positive comments.

## 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...

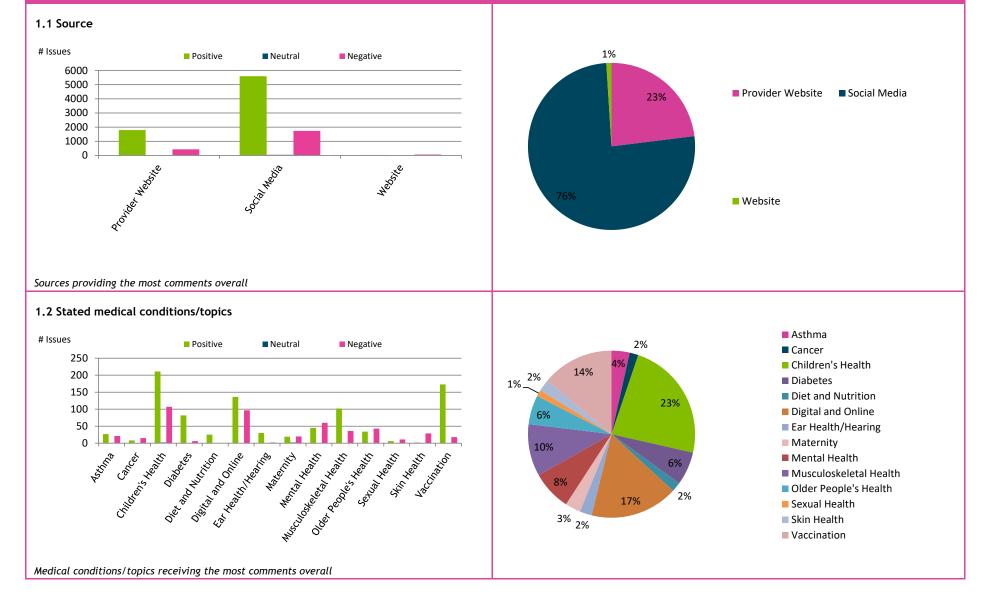
Complaints are down by 2% on administration and by 1% on communication.

Addison Road Medical Practice, Crawley Road Medical Centre, Harrow Road Practice, Lime Tree Surgery and The Allum Medical Centre receive a notable volume and ratio of positive feedback.

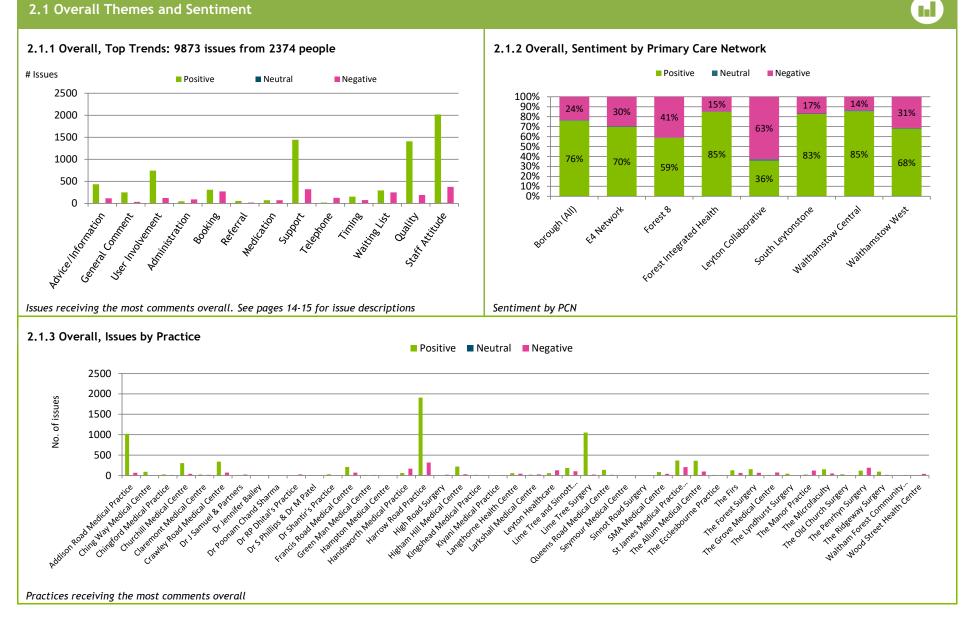
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

### 1. Data Source and Conditions/Topics





### 2.1 Overall Themes and Sentiment



### 2.2 Service Access

#### 2.2.1 Service Access: 1286 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 350 100% 90% 300 29% 33% 80% 39% 51% 250 70% 60% 50% 73% 81% 200 87% 40% 30% 20% 10% 150 71% 66% 60% 100 50% 479 27% 50 17% 0% Forest messed health Waltanson entral Leton Collaborative Southertonstone 0 Borough Ann EA Network Wattanston West Carlon Carlons or interest of the second seco Onine Strenger W altige List 800 1110 00 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 120 100 No. of issues 80 60 40 20 0 Walton forst Committy Chine Way Nedica Centre Chine od wedda Practice Cosenon webling contre Crawley Road Weddel Centre Dr Pooren Cherd Stands Dr5phillsen on Marel Francis Road Medical Centre Green Man Medica Centre Horoton webcal centre Haddsworth Webling Fratice Harrow Real Practice History HIN Medica Centre King-Sead week a Practice Kyen Medical Produce Landhone teath centre Line Tree and Simple. Overs Road Medical Centre semour weba centre Stanes headed Partice. The Allin Medical Centre The Ecdemonte Pradue The Gove Medica Lentre The Rules and Surgery Wood Steel Health Centre Addison Road Medical Practice Churchinged called D1-Same Partes Dreg Divers Practice Lenon Heatmale The Wanter Surgery The Old Church Surgery 5Ma Medica Centre The Pentin Suger The Manor Practice The Micoleulus Practices receiving the most comments overall

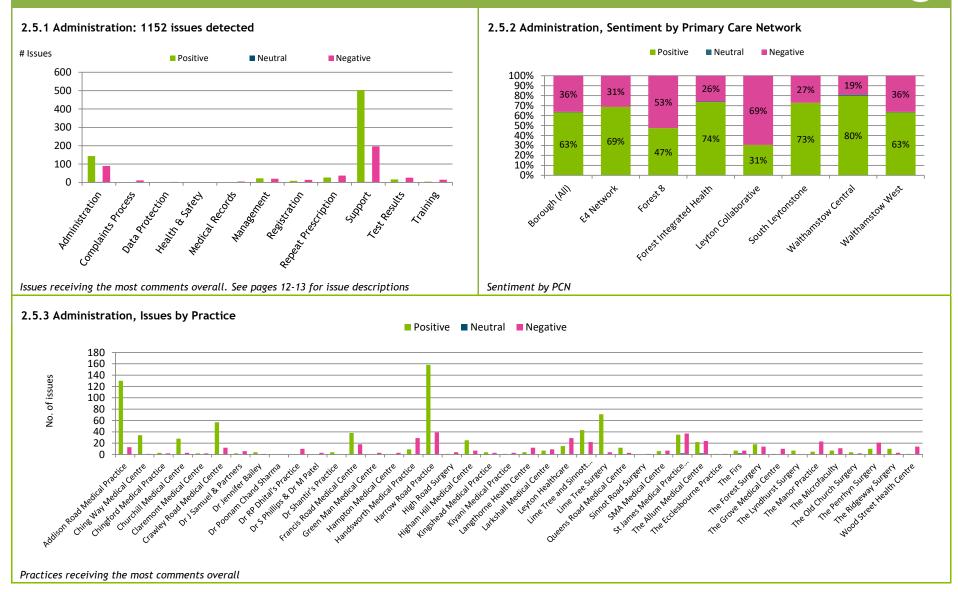
### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 3865 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1200 100% 90% 11% 14% 15% 1000 80% 42% 70% 60% 50% 40% 30% 20% 10% 0% 800 600 94% 89% 91% 85% 84% 73% 400 55% 200 Forest Intelliged Health Letton Collebolative Waltanson central Southertonsone Walthanston Wet 0 Borough Ann EA Network Medi of String HUNDON HUNDON Scool Stand the second second Ger hunder ener of the second . ک<sup>رو</sup>: Colin Tri 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 1000 900 800 No. of issues 700 600 500 400 300 200 100 Histor Insteed Wester Protice The Redewood Community. Instein adda Instein Upens Road Medical Cante .... 0 Stares Medica Protection Addison Road Medical Practice Chine Walk Medica Centre Chine od well a Partie Charmon Medica Centre Crawley Road Wellan Centre Draonan Chard Status Dr.Smilles Dr.M.Parel Facts Real Media Centre Geen Wan Wedde entre Hompton we deal centre Lindsworth Welling Patter Harrow Road Produce The Allon Ned Caller The Ecdemonte Practice The Gove Medica Centre The Old Church Surgery Wood Steet Health Centre Churchinged called Dree Dite Protice Spent Medical Produce Leyton Heathcale Line tree and Simolt. DI Same Parties Simot Road Surgery SM Medica Centre The undrug Surgery The Mano Plattice The Pentin Suger Practices receiving the most comments overall

### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 2386 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1200 100% 90% 12% 16% 16% 1000 80% 349 52% 70% 60% 50% 40% 30% 20% 10% 0% 800 600 92% 91% 88% 84% 83% 66% 400 46% 200 Forest Integrated Health Leton Collaborative Waltanson central Southleytonstone Walthanston Wet 0 Borough Ann EA Network es es to initial str inition of the second HUS-SS 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 600 500 No. of issues 400 300 200 100 Hell Ford Andread Medical Protice Upens Road Medical Cante The Rolewood Community. 0 Stanes Medica Practice. Ration Road Medical Practice Chine Walk Medica Centre Christon Welling Practice Clargenon we we came Canter Road Media Centre Dr Pooren Cherd Status Dr.Smilles Dr.M.Parel Francis Road Medical Cartie Green Way Neited Contre Hampon we deal centre Haddshold Medica Produce Harow Boal Produce Symphone Reactive Lattione teath centre The Allon Medical Centre The Ecdemonte Practice The Gove Medical Centre The Old Church Surgery Churchinged called DI Sanal OPatries Dree Dite Protice Leyton Heathcale Line Tread Strott Wood Street Health Centre Simot Road Surgery SM Medica Centre The undrug Surgert The Mano Plattice The Pentin Suger Practices receiving the most comments overall

### 2.5 Administration



### 2.6 Communication

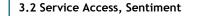
#### 2.6.1 Communication: 573 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 500 100% 90% 450 15% 14% 199 32% 400 80% 350 70% 60% 50% 40% 30% 20% 10% 0% 64% 300 250 $\square$ 85% 85% 81% 200 78% 68% 63% 150 36% 100 50 Forest megaed Health Waltanson entra Leton collaborative Southertonstore Walthanston Wet 0 Borough Ann EA Network And the second s 40. entre Serror (1000) 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 120 100 No. of issues 80 60 40 20 0 Stand Medica Protice. Watten forest onnumber. Chine Way Neeled Centre Christon wedde natice Caenon well contre Crawlet Road Medical Centre Draonan Charles Status Ore Onital Practice Francis Road Medical Centre Geen Wan Neard Centre Hanpon we deal centre Hardshort Wester Protect Harow Road Practice Hearth Medica Centre Kyen westen Protice Landtone teath centre Line Tee and Smooth Overs Road Wellia Lettre The Allin wested Centre The Ecdemonthe Pradue The Gove Medica Centre Raticon Road Medical Practice Churchinged calcentre or same parties Levon Healthcare The under Surgery The Old Church Surgery The Rule and Surfeer Wood Street Health Centre Simot Road Surgery SMA Medica Centre The Manor Practice The Pentin Suger The Microfaculty Practices receiving the most comments overall

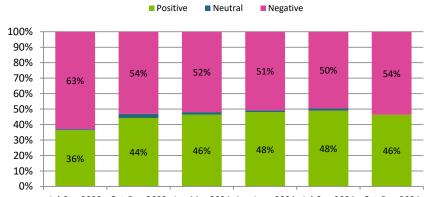
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### 3. Timeline: 18 Month Tracker

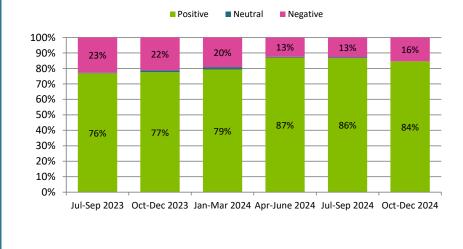
### Positive Neutral Negative 100% 90% 22% 22% 25% 28% 29% 32% 80% 70% 60% 50% 40% 78% 77% 74% 71% 69% 67% 30% 20% 10% 0% Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024

### 3.1 Overall Sentiment



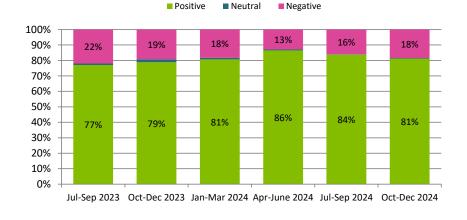


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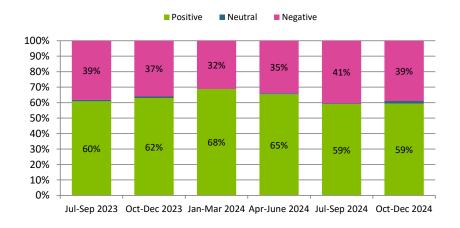
### 3.3 Treatment and Care, Sentiment

### 3.4 Staff Attitude, Sentiment

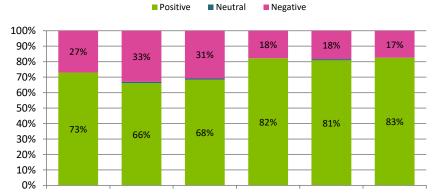


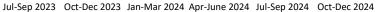
### 3. Timeline: 18 Month Tracker

### 3.5 Administration, Sentiment

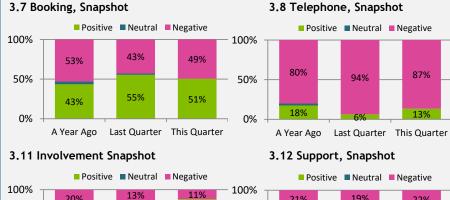


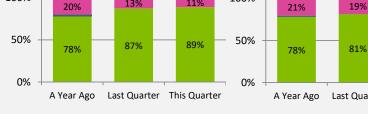
### 3.6 Communication, Sentiment

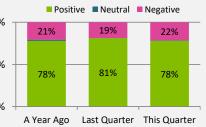




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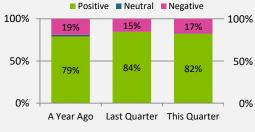




# 3.9 Online Access, Snapshot Positive Neutral Negative 100%



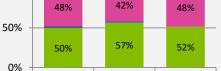
### 3.13 Staff Attitude, Snapshot



# Positive Neutral Negative

3.10 Waiting List, Snapshot

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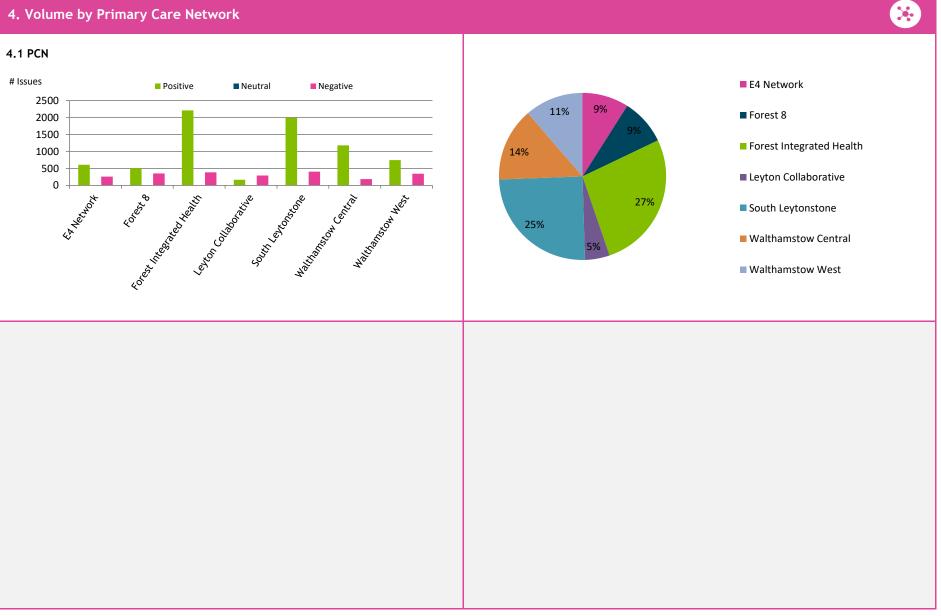
### A Year Ago Last Quarter This Quarter

### 3.14 Quality, Snapshot

Positive Neutral Negative



### 4. Volume by Primary Care Network



### 5. Data Table: Number of issues

Issue Name	Descriptor	# Issues				
		Positive	Neutral	Negative	Total	
Advice/Information	Communication, including access to advice and information.	437	2	118	557	
Carer Involvement	Involvement of carers, friends or family members.	36	1	3	40	
General Comment	A generalised statement (ie; "The doctor was good.")	252	6	37	295	
User Involvement	Involvement of the service user.	746	1	124	871	
Administration	Administrative processes and delivery.	47	0	91	138	
Booking	Ability to book, reschedule or cancel appointments.	310	9	274	593	
Cancellations	Cancellation of appointment by the service provider.	0	0	10	10	
Data Protection	General data protection (including GDPR).	0	0	3	3	
Referral	Referral to a service.	58	0	20	78	
Medical Records	Management of medical records.	0	0	5	5	
Medication	Prescription and management of medicines.	73	0	72	145	
Opening Times	Opening times of a service.	4	0	9	13	
Planning	Leadership and general organisation.	23	0	21	44	
Registration	Ability to register for a service.	10	1	14	25	
Support	Levels of support provided.	1445	12	323	1780	
Telephone	Ability to contact a service by telephone.	19	0	126	145	
Timing	Physical timing (ie; length of wait at appointments).	155	2	76	233	
Waiting List	Length of wait while on a list.	296	5	251	552	
Choice	General choice.	29	0	39	68	
Cost	General cost.	0	0	4	4	
Language	Language, including terminology.	11	0	4	15	
Nutrition	Provision of sustainance.	1	0	1	2	
Privacy	Privacy, personal space and property.	1	0	8	9	
Quality	General quality of a service, or staff.	1411	12	191	1614	
Sensory	Deaf/blind or other sensory issues.	1	0	2	3	
Stimulation	General stimulation, including access to activities.	2	0	1	3	

# Values

Patients/Carers

Systems

### 5. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor		# Issues					
			Positive	Neutral	Negative	Total		
Catchment/Distance	Distance to a service (and catchment area for eligability).		11	0	4	15		
Environment/Layout	Physical environment of a service.		42	0	19	61		
Equipment	General equipment issues.		1	0	8	9		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	1	1		
Hygiene	Levels of hygiene and general cleanliness.		36	0	4	40		
Mobility	Physical mobility to, from and within services.		3	0	4	7		
Travel/Parking	Ability to travel or park.		2	1	4	7		
Omission	General omission (ie; transport did not arrive).		0	0	24	24		
Security/Conduct	General security of a service, including conduct of staff.		0	0	12	12		
Staff Attitude	Attitude, compassion and empathy of staff.		2019	13	377	2409		
Complaints	Ability to log and resolve a complaint.		2	0	11	13		
Staff Training	Training of staff.		4	0	15	19		
Staffing Levels	General availability of staff.		0	0	11	11		
		Total:	7487	65	2321	9873		

Community Insight CRM