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.

Reporting Period: 1 July 2023 - 30 June 2024



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 2,164 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 72% positive, 26% negative and 2% neutral, comments suggest.

Trends...

According to feedback, overall satisfaction has improved by 6% 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 improved by 2% this quarter, comments suggest. Complaints are up by 3% on telephone access and by 2% on ability to book appointments, while down by 2% on waiting times.

Addison Road Medical Practice, Higham Hill Medical Centre and The Firs receive a good volume of positive feedback.

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 6% on treatment and care, and by 5% 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.

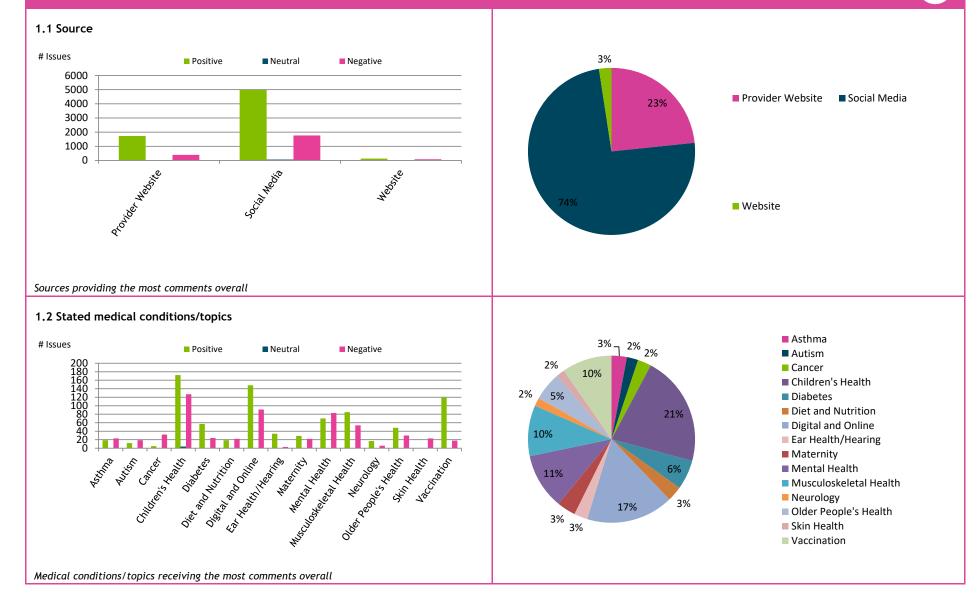
Trends...

Complaints are up by 2% on administration, while down by 13% on communication.

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

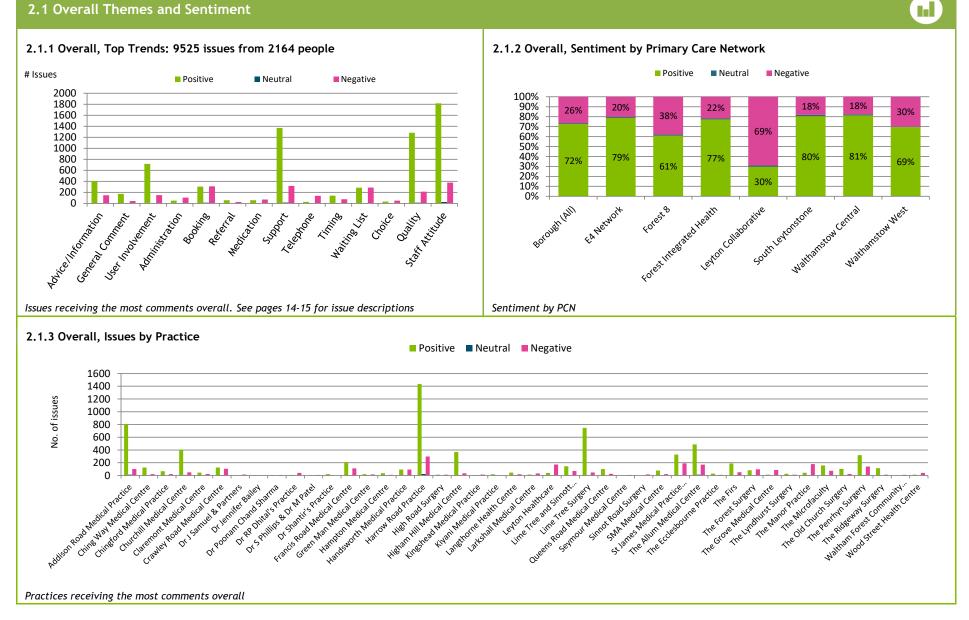
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics

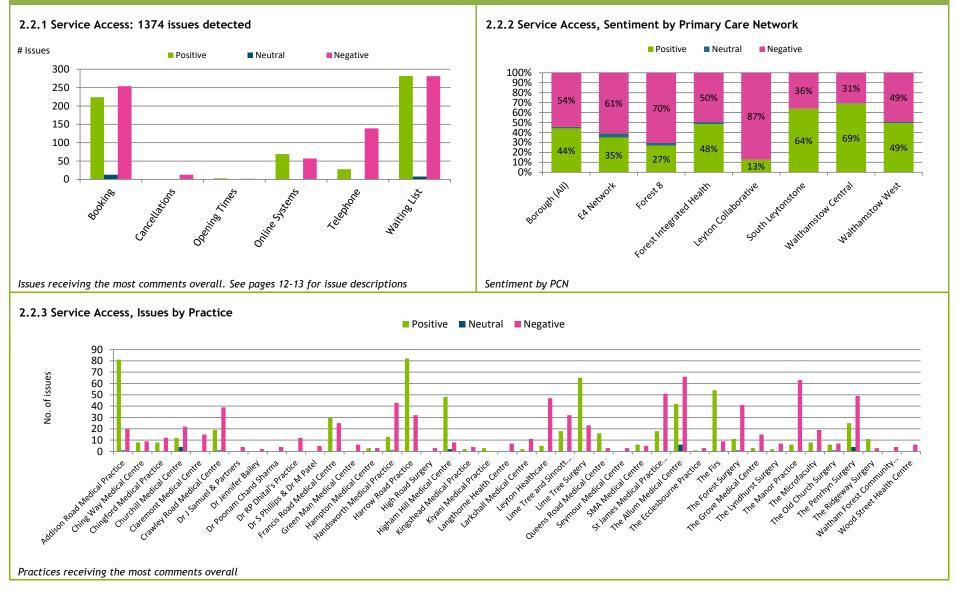


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2.1 Overall Themes and Sentiment



2.2 Service Access



2.3 Clinical Treatment and Care

2.3.1 Treatment: 3566 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 1000 100% 90% 900 11% 13% 17% 17% 26% 800 80% 54% 700 70% 60% 50% 40% 30% 20% 10% 0% 600 500 89% 88% 85% 82% 82% 400 74% 300 44% 200 100 Forest messed health Letton Collebolative Walthanston Central Southertonstone Walthanston Wet 0 Borough Ann EA Network on the second se the second second Moi Hulling Street Con Incological and a second Solution of the second second Scool Star ese ese Colina Co croice 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 700 600 No. of issues 500 400 300 200 100 Hill Road suffer Leave Upens Road Medical Cante the subserved community 0 Stanes Medica Practice. Ration Road Medical Practice Chine Walvested Centre Chine od well a Partie Charmon Melica Centre Crawley Bood Medical Centre DrSmilles Dr. M. Parel Facts Real Media Centre Green Way Neited Contre Hompton we deal centre Hardsworth Welling Pratice und head head had had the Landhone Heath Centre The Allen Nederland Cante The Ecdemonte Practice The Gove Medical centre Churchinged called Dr Pooren Crand Stanta Dre Ohie Protice Harrow Road Practice Spen Wester Protice Line tree and Simolt. Semon Medial Cante The Od Church Superv Wood Street Health Centre DI Same Parties Letton Healthcare Simot Road Surgery SM Medical Centre The undrug Surgert The Mano Plastice The Pentin Suger Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 2215 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 1000 100% 90% 900 12% 11% 11% 13% 17% 27 800 80% 56% 700 70% 60% 50% 40% 30% 20% 10% 0% 600 500 86% 88% 87% 86% 81% 400 72% 300 42% 200 100 Forest Integrated Health Leton Collaborative Waltanson central Walthanston Wet 0 Borough Ann EA Network SouthLehonstone Person of the second 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 450 400 350 No. of issues 300 250 200 150 100 50 Hell Ford Andread Medica Protice The Redewood Community. Instein adda Instein Upens Road Medical Cante 0 Stames Wester Produce. Addron Road Medical Practice Chine Walk Medica Centre Chine od well a Partie Clae monthe dealer Centre Canter Para Media Cartie DISPONDED DIMPORT Francis Road Medical Cartle Geen Wan Media Entre Honorow Relief Centre Haddsworth Welling Protice Harrow Road Produce Spen Medical Practice Line Tee and Smooth The Allon Ned Caller The Ecdemonte Practice The Gove Medical Centre Wood Street Health Centre Churchinged called DI Same Partes Dr Pooran Chard Starting Dree Dite Protice Leyton Heathcale SMA Medical Centre THE JABOUT SUBERY The Od Church Superv Simot Road Surgery The Mano Plastice The Pentin Suger

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 1221 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 600 100% 90% 23% 500 32% 80% 35% 439 70% 60% 50% 40% 30% 20% 10% 0% 400 72% 300 82% 78% 77% 68% 200 64% 64% 54% 28% 100 Forest messed health Letton Collebolative Walthanston Central Southertonstone Walthanston Wet 0 Borough Ann EA Network Composition of the second seco and the second s Pert Hearth the second second Contraction of the second Teach & and the area People Sister of to Manageonent 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 No. of issues 100 80 60 40 20 0 Stanes Medica Pratice. Chine Way Nedica Centre Chine od wedde Practice Covenant we did cante Crawley Road Medical Cartie Dr Pooren Chend Stand Drshillson Marel Francis Road Medical Centre Geen wan wedde tente Hampton we deal cante Hondsworth Wedden Protice Histan Hi Well a centre unghed wedd Practice KNRI Medical Profile Landhome teath centre and we day the serve Line tree and Smoth Overs Road Medical Centre The Allin Wedder Centre The Gove Medical centre The Old Church Surgery Wood Steet Health Centre Addison Road Medical Practice Churchinged called D153mel & Parries Dre Ohie Protice Harrow Road Practice The Ecleson the Partie The woldness superi Letton Heatthcate Simol Boad Surgery SM Medica Centre The March Practice The Microseuler The Pentin Surent the Rideson Sureen Practices receiving the most comments overall

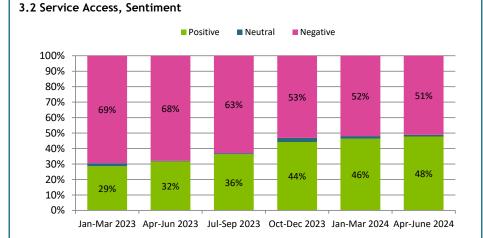
2.6 Communication

2.6.1 Communication: 576 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 450 100% 90% 400 13% 17% 24% 28% 279 80% 36% 350 70% 60% 50% 40% 30% 20% 10% 0% 300 78% 250 200 83% 74% 72% 72% 68% 64% 150 100 22% 50 Forest Integated Health Waltanson entra Letton Collaborative Southletonstore Walthanston Wet 0 Borough Ann EA Network And the second s to the second se Second De la contraction de la 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 80 70 60 No. of issues 50 40 30 20 10 0 Stanes Media Preside. Watten forest onnumber Line Tee and Smoot. Address Road Medical Practice Chine Walk Medica Centre Christon Wedde Practice Caenon Well Cante Crawley Road Wellial Centre Dr Pooren Cheed Status D RP DHIRD Practice Francis Road Medical Centre Geen Wan Nedical Centre Hanpon we deal centre Hardshort Wester Protect Harow Real Practice Histor Wheeld Carte Landtone teath centre Overs Road Media Centre The Allon weated centre The Ledesnume Partie The Gove Medica Centre wood street health centre Churchinged calcentre or same parties then we deal Produce Lefton Healthcare SMM Medica Centre The Old Church Surgery The Rule and Surfeer Simot Road Surgery The Honde Surgery the Marou Practice The Pentin Suffer The Microfaculty Practices receiving the most comments overall

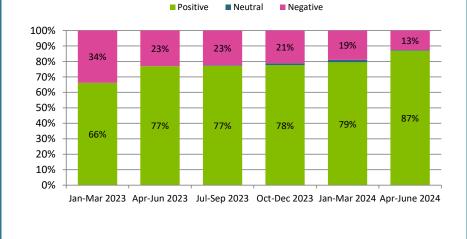
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 21% 27% 29% 32% 38% 80% 46% 70% 60% 50% 40% 78% 72% 70% 67% 61% 30% 53% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

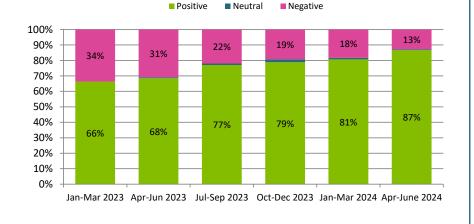
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment

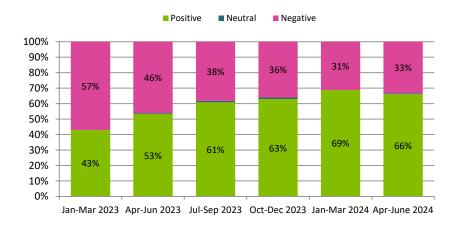


Sentiment

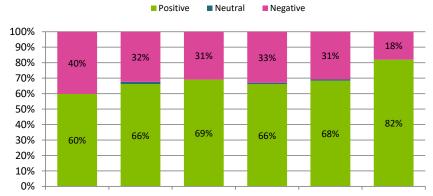
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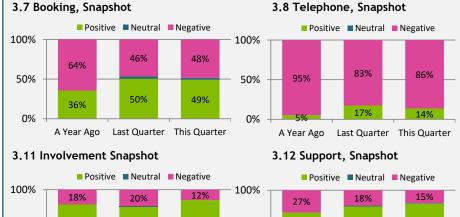
3.5 Administration, Sentiment

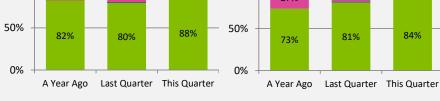


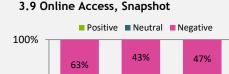
3.6 Communication, Sentiment



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

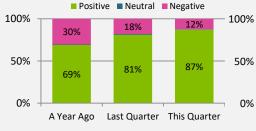


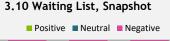






3.13 Staff Attitude, Snapshot





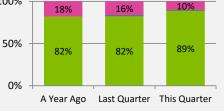
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A Year Ago Last Quarter This Quarter

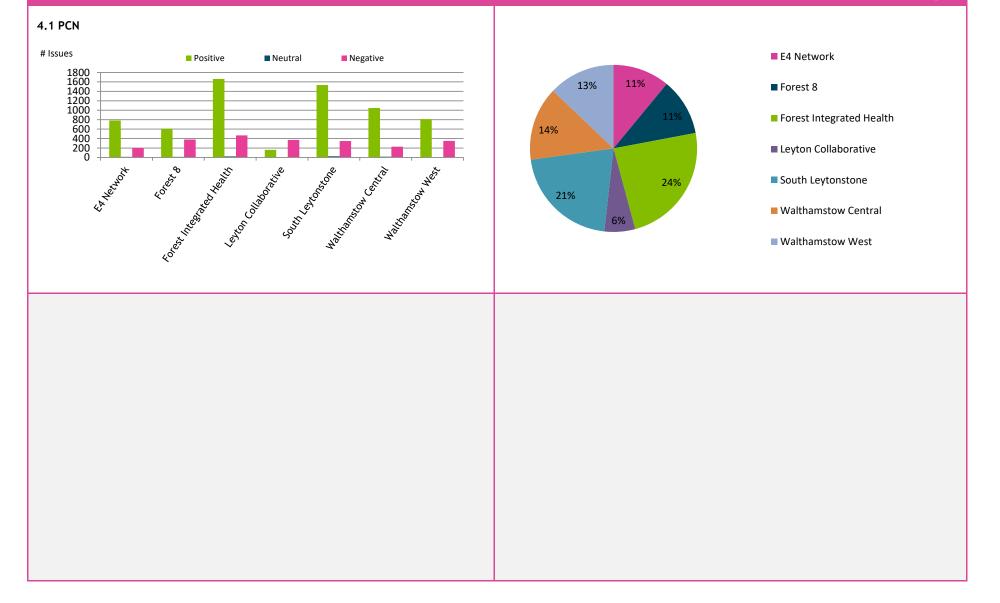
3.14 Quality, Snapshot

■ Positive ■ Neutral ■ Negative



84%

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.	405	2	148	555	
Carer Involvement	Involvement of carers, friends or family members.	37	1	7	45	
General Comment	A generalised statement (ie; "The doctor was good.")	173	3	43	219	
User Involvement	Involvement of the service user.	718	5	152	875	
Administration	Administrative processes and delivery.	50	2	106	158	
Booking	Ability to book, reschedule or cancel appointments.	305	13	311	629	
Cancellations	Cancellation of appointment by the service provider.	0	0	13	13	
Data Protection	General data protection (including GDPR).	0	0	2	2	
Referral	Referral to a service.	58	1	26	85	
Medical Records	Management of medical records.	0	0	6	6	
Medication	Prescription and management of medicines.	58	0	71	129	
Opening Times	Opening times of a service.	3	0	6	9	
Planning	Leadership and general organisation.	24	0	20	44	
Registration	Ability to register for a service.	7	1	12	20	
Support	Levels of support provided.	1371	15	318	1704	
Telephone	Ability to contact a service by telephone.	28	1	139	168	
Timing	Physical timing (ie; length of wait at appointments).	140	6	76	222	
Waiting List	Length of wait while on a list.	286	8	288	582	
Choice	General choice.	33	1	51	85	
Cost	General cost.	0	0	13	13	
Language	Language, including terminology.	11	0	6	17	
Nutrition	Provision of sustainance.	1	0	1	2	
Privacy	Privacy, personal space and property.	0	0	7	7	
Quality	General quality of a service, or staff.	1284	13	213	1510	
Sensory	Deaf/blind or other sensory issues.	2	0	4	6	
Stimulation	General stimulation, including access to activities.	1	0	1	2	

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).		7	0	5	12		
Environment/Layout	Physical environment of a service.		36	0	14	50		
Equipment	General equipment issues.		2	0	7	9		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	1	1		
Hygiene	Levels of hygiene and general cleanliness.		30	0	2	32		
Mobility	Physical mobility to, from and within services.		2	0	4	6		
Travel/Parking	Ability to travel or park.		1	0	3	4		
Omission	General omission (ie; transport did not arrive).		0	0	18	18		
Security/Conduct	General security of a service, including conduct of staff.		1	1	9	11		
Staff Attitude	Attitude, compassion and empathy of staff.		1817	25	379	2221		
Complaints	Ability to log and resolve a complaint.		2	0	15	17		
Staff Training	Training of staff.		9	1	16	26		
Staffing Levels	General availability of staff.		0	0	11	11		
		Total:	6902	99	2524	9525		

Community Insight CRM