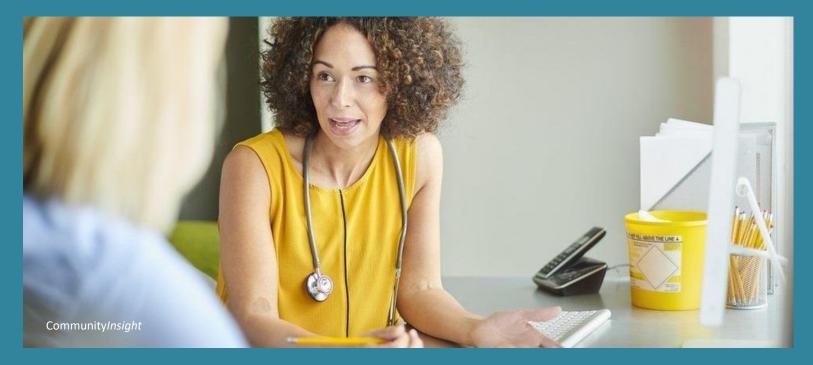
# The Experience of GP Services

A trends analysis report by Healthwatch Waltham Forest, 5 October 2022



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

**Reporting Period: 1 October 2021 - 30 September 2022** 



## Index and overview of findings

## Data Source (Page 4)

This report is based on the experience of 944 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. According to feedback, patients would like greater levels of service access, communication, empathy, involvement and support.

Overall sentiment is 48% positive, 51% negative and 1% neutral.

Trends...

According to feedback, overall satisfaction has not changed this quarter.

St James Medical Practice and Addison Road Medical Practice receive a notable volume 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 marginally by 1%, comments suggest. Complaints are down by 1% on waiting lists, while increasing by 4% on booking, by 3% on telephone access.

Comments suggest satisfaction at most practices is noticeably negative overall.

## Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment and nursing care, however support is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

Comments suggest satisfaction has declined by 9% on clinical treatment and care, and by 4% on staff attitude.

St James Medical Practice and Addison Road Medical Practice 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. The ability to obtain prescriptions is also cited as an issue.

Trends...

Complaints about communication have decreased by a notable 29% this quarter, while decreasing by 12% on administration.

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St James Medical Practice and Addison Road Medical Practice receive a notable volume and ratio of positive feedback.

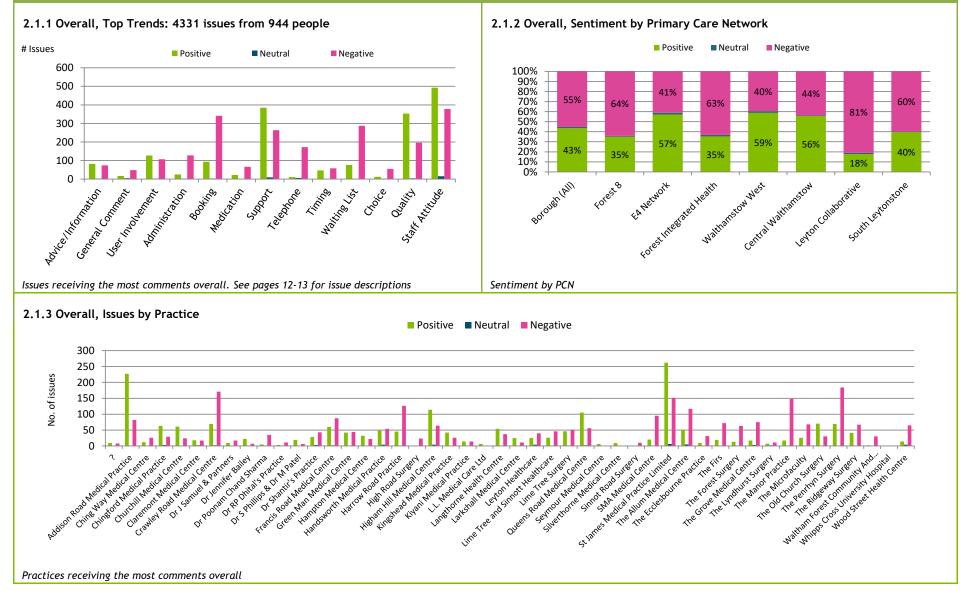
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

#### 1. Data Source and Conditions/Topics



#### 1.1 Source # Issues Positive Neutral Negative 1400 1200 1000 800 36% 600 400 200 Provider Website Social Media Survey 0 Police Hastin -Social Media SULLE Sources providing the most comments overall 1.2 Stated medical conditions/topics Asthma 2% - <sup>3%</sup> 2% r<sup>3%</sup> # Issues Positive Neutral Negative 2% Cancer 180 160 140 120 100 80 60 40 20 0 Cardiology Children's Health COVID-19 (General) 20% 16% COVID-19 (Vaccine) Diabetes Digital and Online Ear Health/Hearing 6% A SUL AND A SUL Oren of the second 9% Chine Start Contraction of the second seco Ostial and Online 1 Ele Health Stil Health ion openion Washingthe A CLUC CONTRACTOR Asthy . Color Color Eye Health 6% Maternity 2% Mental Health 6% 4% Musculoskeletal Health 15% Older People's Health 2% <sub>3%</sub> Skin Health Vaccination Medical conditions/topics receiving the most comments overall

#### 2.1 Overall Themes and Sentiment



#### 2.2 Service Access

#### 2.2.1 Service Access: 998 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 300 100% 90% 250 80% 70% 200 70% 69% 60% 50% 779 82% 85% 88% 94% 150 40% 100 30% 20% 29% 29% 50 10% 21% 17% 14% 0% Forest Integated Health central Wathanston wattanstownest Leton Collaborative 0 Boroughtan Ed Network Southertorsone Forest Concerning elephone -White Pringe Lise 800,410,08 Solution Street 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 80 70 60 No. of issues 50 40 30 20 10 Dr.5 phillip pr.5 parties parties Une the Bood Medical Centre 0 Chind of Medica Practice Crawlet Road Include Centre Subares Nedica Produce limited Walton forst Computer And. Addison Road Medical Produce Chine Walk Medica Centre Churchinger Centre Claenont Media Centre Droomen Cloud Stature Francis Road Mealed Lentre Green Man Medica Centre Handsmoth Medica Practice Heren Hill Nedla Centre Lanethone teath entre Line Tee and Smootheamtae The Allon Medica Centre The Gove Medica Centre Wood Steel Health Centre Drismel Patries Hampon Medica Centre Harow Road Practice wanthe Protice The Ledeshound Practice The Old Church Street The Perform Suffery and head a leave The Wohns Surgery The Manor Practice Practices receiving the most comments overall

#### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 1324 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 250 100% 90% 200 80% 47% 51% 70% 60% 76% 150 50% 40% 100 76% 74% 73% 30% 56% 52% 48% 46% 20% 50 10% 22% 0% Forest Integated Health central Wattonstow Wattanston West Leyton Collaborative 0 EA Network Southleytonsone Borough And Forest Poperty Market Medicine (10) HUISTON DE COLE the state of the s Stopools . Solo of the second Rollin Gree Involution cione de la construction de la construction de la construcción de la c نې کې 4 CUIDE 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 120 100 No. of issues 80 60 40 20 Hell Road suffer Centre 0 Wattan to stand and the stand Chine Walk and Centre Chind of week a Practice Charmon Medica Centre Crawley Road Medical Cantre Droomen chardstand DrSmillssorthPatel Hands Road Medical Centre Handsworth Medica Pratice Oueers Pool we deal centre 5-18 rest Medical Preside limited The hum we had care The GOVE Netica Centre Wood Steel Peat the the Addison Road Medical Practice Green Man Wellia Centre Hampon Medica Centre Harow Bood Produce King teal weld a Practice L- Wester Cale Ind Lanethone health entre Infe Tree and Smootheastrease Swettone Metre Centre The Ecleshourse Practice The Welling Subery The Pentin Subert Churchinger Cante DI Safuel & Pathers Orte Ontal Protifie typen welder Pretice er attend weben carte serrou we dra centre The Old Church Sheen the Manor Practice Practices receiving the most comments overall

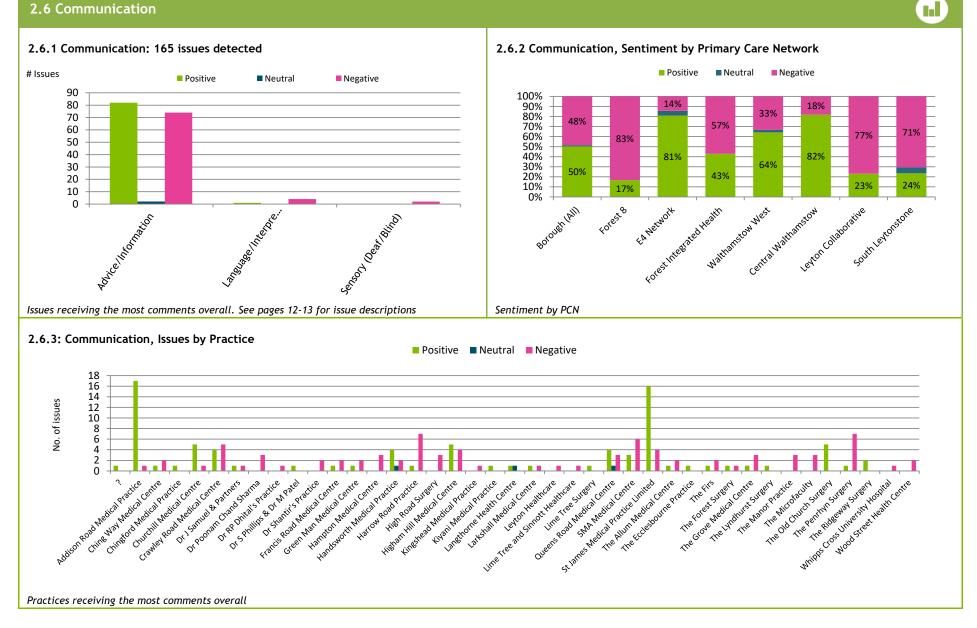
#### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 900 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 300 100% 90% 250 28% 34% 80% 34% 42% 47% 50% 70% 200 60% 50% 74% 150 40% 70% 100 30% 64% 56% 51% 53% 48% 20% 25% 50 10% 0% Forest Integated Health Leyton Collaborative 0 WaltansonWest central Wattonstow Southleytonsone Borough And ta Network Forest Person and a second Citicon Construction HUS Sol 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 80 70 60 No. of issues 50 40 30 20 10 Hantson the Hantson the head of the status Historium and Matter Produce une Tee and smort teams The fire cceepoint and the fire for the fire for the formation of the form Walton Wood Steel Halt Cente Chuchingenon Medica Centre Droomen Red Dital Practice Dr. Smille Stantis Pacific Dieens Road Medica Inte Sind Road Superior Centre 0 The fores superv 5 APRES Weller Protection inter Cindo due da Partie Crawled Pool we deal centre Lanethone Health Centre The Gove Nedica Centre Addson Road Medical Practice Francisco Pool Neola Centre typen webling Provice shertone hedde cente Orlsame Parties Harow Road Protice L. Medical Cale Ltd Synoy wella carrie The Wolnuts Surgery The Manor Practice The Old Church Street M Practices receiving the most comments overall

#### 2.5 Administration

#### 2.5.1 Administration: 685 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 160 100% 90% 140 80% 45% 120 50% 54% 70% 59% 639 67% 100 60% 82% 50% 80 40% 60 30% 52% 50% 46% 40 20% 40% 38% 40 29% 10% 18% 20 0% Forest Integated Health Central Wathanston Waltanson Wet Leyton Collaborative 0 Southertorsone Borough And Ed Network Forest opt option Lest Person Pers Addining in the second second Company of the second they the start March Color Registration of the second Sold Strange 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 40 35 30 No. of issues 25 20 15 10 5 Hantson the Hantson the head a statute ine Tree and Smoothed the area Dr Pool of Re Drives Protice or smills santis had The fire cceepond and the fire for the fire for the formation of the forma Walton Wood Steel Health Centre Chuchingenon Medica Centre urens Road Medical Centre Sind Road Medica Lente 0 Stane Medical Protection limited The fores sure of Chine Walk and Calle Cirelo d Media Practice Crawley Pool we we can the Halts Road Medical Centre and to re-Swettone header carte Robison Read Medical Practice Disand Partes Harow Road Produce Strent Medica Protice The GOVE MEDICAL CENTRE L. Medical Cale Ltd Synoy wella carrie The undrug Superv The Mand Practice The Od Church Street M Practices receiving the most comments overall

#### 2.6 Communication

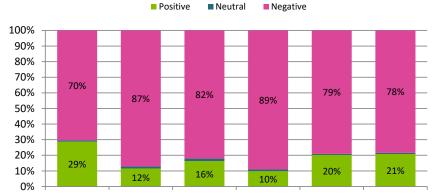


#### 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 80% 51% 51% 52% 56% 70% 58% 68% 60% 50% 40% 30% 48% 48% 46% 43% 20% 40% 31% 10% 0% Apr-Jun 2021 Jul-Sep 2021 Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sep 2022

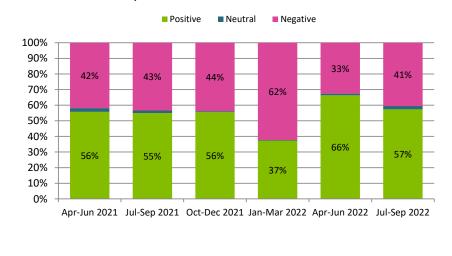
#### 3.1 Overall Sentiment





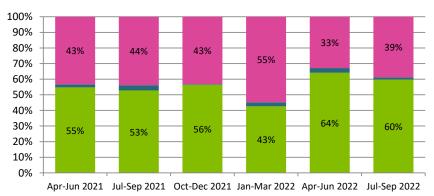
Apr-Jun 2021 Jul-Sep 2021 Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sep 2022

Negative



#### 3.3 Treatment and Care, Sentiment

# 3.4 Staff Attitude, Sentiment



Neutral

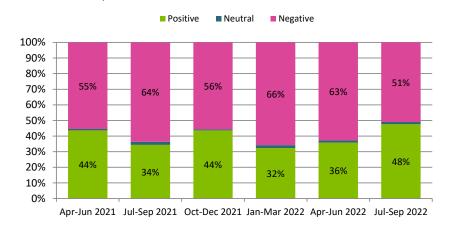
Positive

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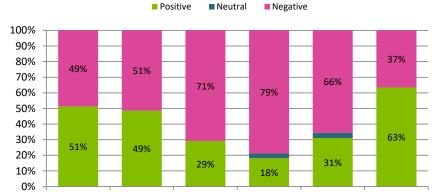
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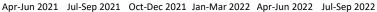
#### 3. Timeline: 18 Month Tracker

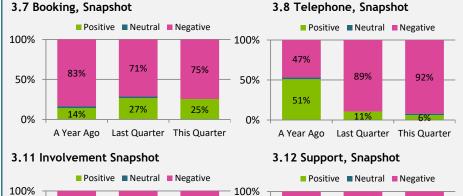
#### 3.5 Administration, Sentiment



#### 3.6 Communication, Sentiment







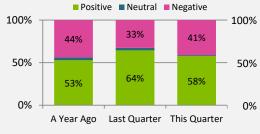




#### 3.9 Online Access, Snapshot Positive Neutral Negative 100% 75% 77% 81%

50% 25% 23% 19% 0% A Year Ago Last Quarter This Quarter

#### 3.13 Staff Attitude, Snapshot



#### 3.10 Waiting List, Snapshot

■ Positive ■ Neutral ■ Negative 100% 76% 75% 87% 50% 25% 23% 0%

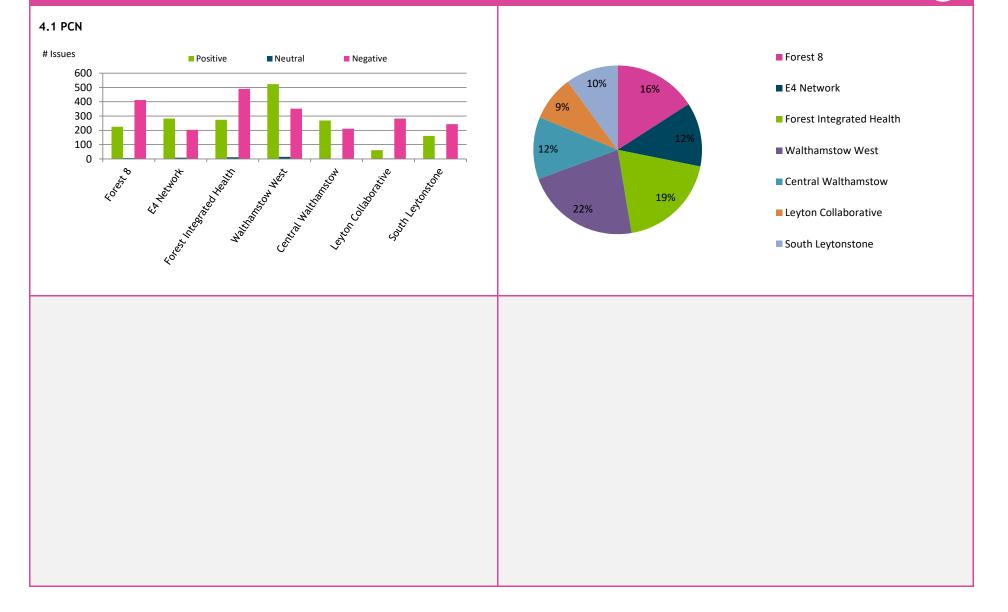
A Year Ago Last Quarter This Quarter

#### 3.14 Quality, Snapshot

Positive Neutral Negative



#### 4. Volume by Primary Care Network



## 5. Data Table: Number of issues

Advice/InformationCommunication, including access to advice and information.PositiveNeutralAdvice/InformationCommunication, including access to advice and information.822Carer InvolvementInvolvement of carers, friends or family members.320General CommentA generalised statement (ie; "The doctor was good.")175User InvolvementInvolvement of the service user.1272	Negative 74 12 48 107	Total 158 44 70
Advice/InformationCommunication, including access to advice and information.822Carer InvolvementInvolvement of carers, friends or family members.320General CommentA generalised statement (ie; "The doctor was good.")175User InvolvementInvolvement of the service user.1272	12 48	44 70
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See General CommentA generalised statement (ie; "The doctor was good.")175User InvolvementInvolvement of the service user.1272		
User Involvement Involvement of the service user. 127 2	107	226
		236
AdministrationAdministrative processes and delivery.252	128	155
BookingAbility to book, reschedule or cancel appointments.933	341	437
Cancellations Cancellation of appointment by the service provider. 0	11	11
Data ProtectionGeneral data protection (including GDPR).00	2	2
on Referral Referral to a service. 33 0	22	55
Medical RecordsManagement of medical records.110	4	15
Medical RecordsManagement of medical records.110MedicationPrescription and management of medicines.220	66	88
Opening Times Opening times of a service. 1 1	11	13
Planning Leadership and general organisation. 900	19	28
RegistrationAbility to register for a service.80	12	20
SupportLevels of support provided.3859	264	658
TelephoneAbility to contact a service by telephone.116	172	189
TimingPhysical timing (ie; length of wait at appointments).47	58	106
Waiting ListLength of wait while on a list.761	287	364
Choice General choice. 12 2	55	69
Cost General cost. 0 0	9	9
د Language Language, including terminology. 2 1	4	7
SolutionProvision of sustainance.00PrivacyPrivacyPrivacyproperty00	2	2
Privacy Privacy, personal space and property. 0 0	7	7
QualityGeneral quality of a service, or staff.3534	196	553
SensoryDeaf/blind or other sensory issues.00	2	2
StimulationGeneral stimulation, including access to activities.00	2	2

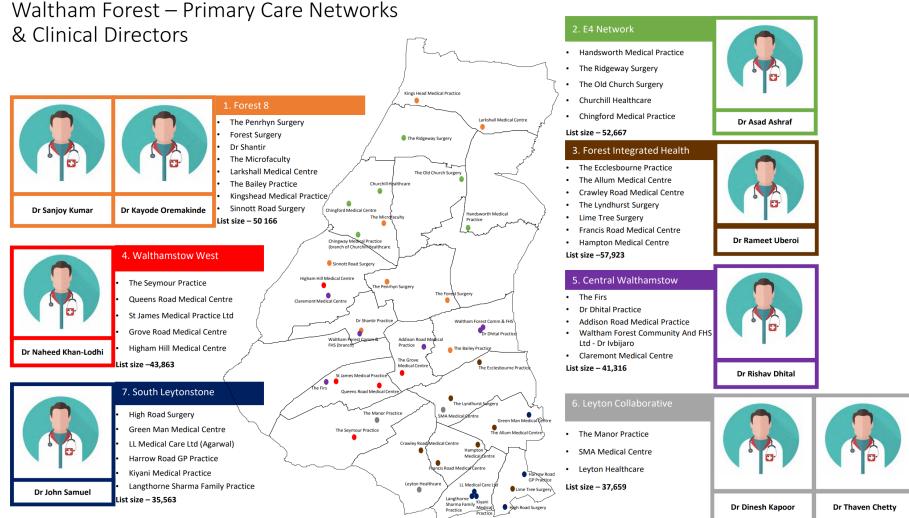
## 5. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total	
Catchment/Distance	Distance to a service (and catchment area for eligability).		1	0	4	5	
Environment/Layout	Physical environment of a service.		8	0	19	27	
Equipment	General equipment issues.		2	0	4	6	
Hazard	General hazard to safety (ie; a hospital wide infection).		4	0	1	5	
Hygiene	Levels of hygiene and general cleanliness.		9	0	2	11	
Mobility	Physical mobility to, from and within services.		0	0	1	1	
Travel/Parking	Ability to travel or park.		0	0	3	3	
Omission	General omission (ie; transport did not arrive).		0	0	25	25	
Security/Conduct	General security of a service, including conduct of staff.		15	1	3	19	
Staff Attitude	Attitude, compassion and empathy of staff.		493	15	378	886	
Complaints	Ability to log and resolve a complaint.		1	0	18	19	
Staff Training	Training of staff.		1	0	11	12	
Staffing Levels	General availability of staff.		1	0	11	12	
		Total:	1881	55	2395	4331	

# CommunityInsight CRM



Langthorne Change Sharma Family Kiyani Practice Medical Practice Practice