The Experience of GP Services: E4 Network

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 October 2022 - 30 September 2023

healthwatch
Waltham Forest

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Information & Signposting, Provider Website, Social Media
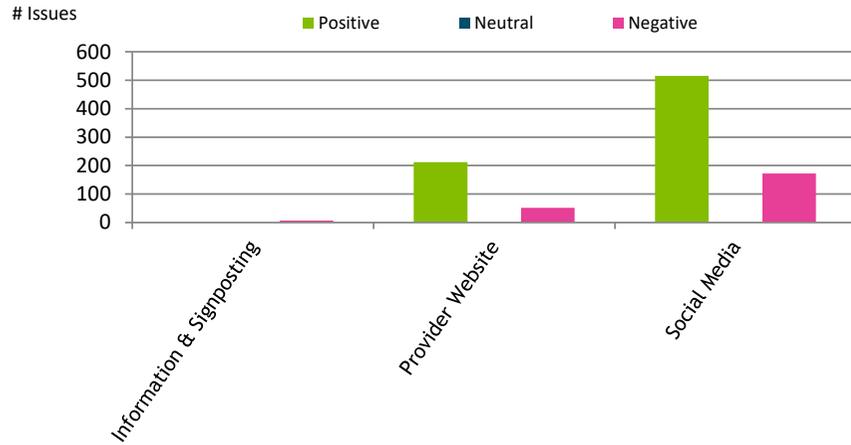
Sources providing the most comments overall

Pie chart:
- 1% Information & Signposting
- 27% Provider Website
- 72% Social Media
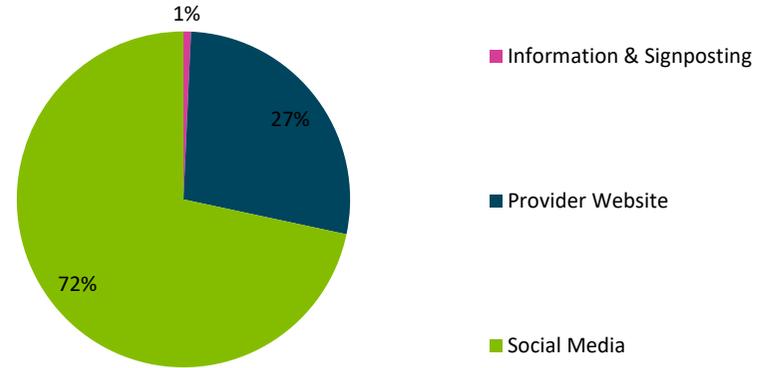
1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Asthma, Cancer, Cardiology, Children's Health, COVID-19 (General), Diabetes, Digital and Online, Ear Health/Hearing, Maternity, Mental Health, Musculoskeletal Health, Obesity and Weight, Older People's Health, Skin Health, Stroke, Vaccination
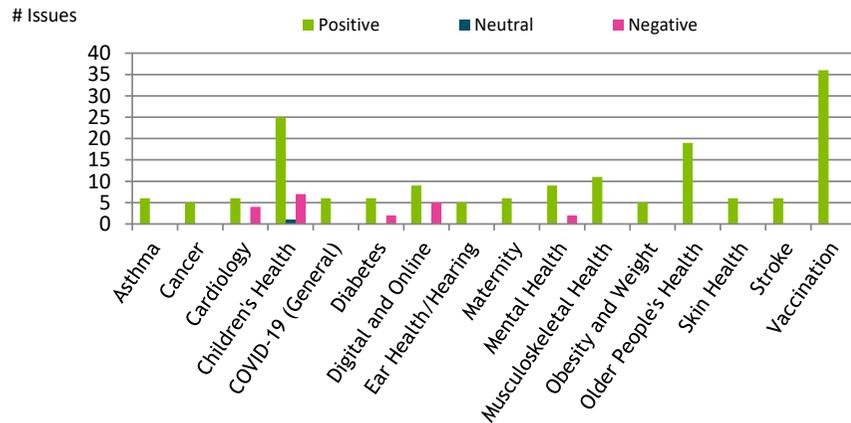
Medical conditions/topics receiving the most comments overall

Pie chart legend:
- Asthma
- Cancer
- Cardiology
- Children's Health
- COVID-19 (General)
- Diabetes
- Digital and Online
- Ear Health/Hearing
- Maternity
- Mental Health
- Musculoskeletal Health
- Obesity and Weight
- Older People's Health
- Skin Health
- Stroke
- Vaccination

Pie chart values: 3%, 3%, 5%, 18%, 3%, 4%, 7%, 3%, 3%, 6%, 6%, 3%, 10%, 3%, 3%, 19%

2
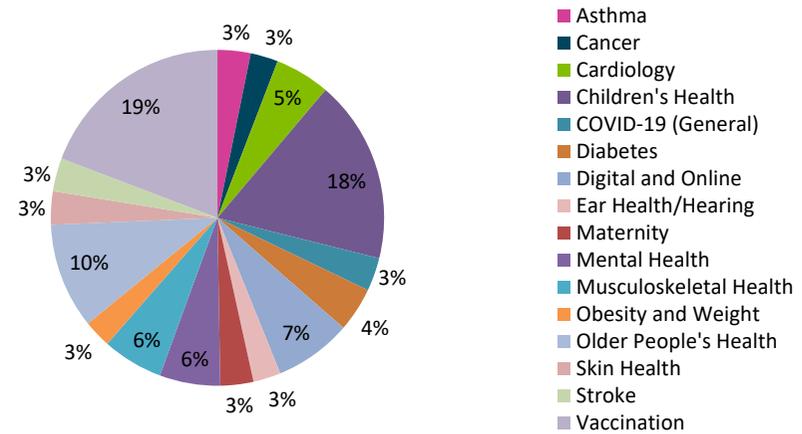
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 963 issues from 210 people

Issues

Legend: Positive | Neutral | Negative
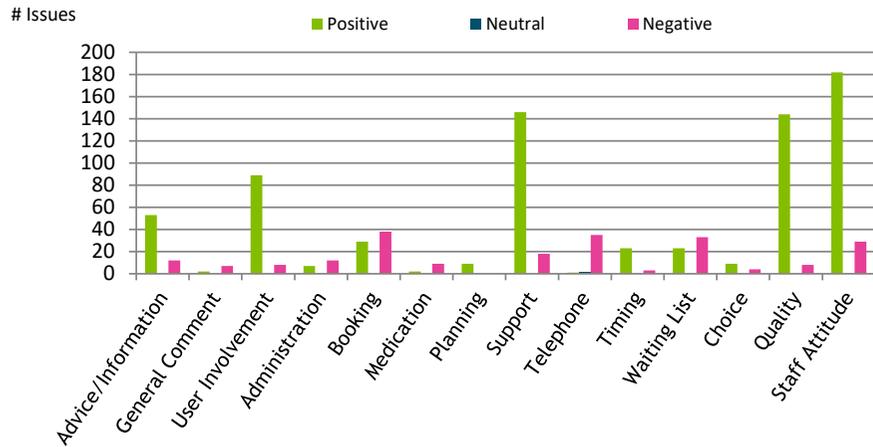
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive | Neutral | Negative

PCN	Positive	Negative
Borough (All)	60%	40%
Central Walthamstow	75%	25%
E4 Network	76%	24%
Forest 8	33%	67%
Forest Integrated Health	55%	44%
Leyton Collaborative	31%	69%
South Leytonstone	77%	22%
Walthamstow West	59%	39%
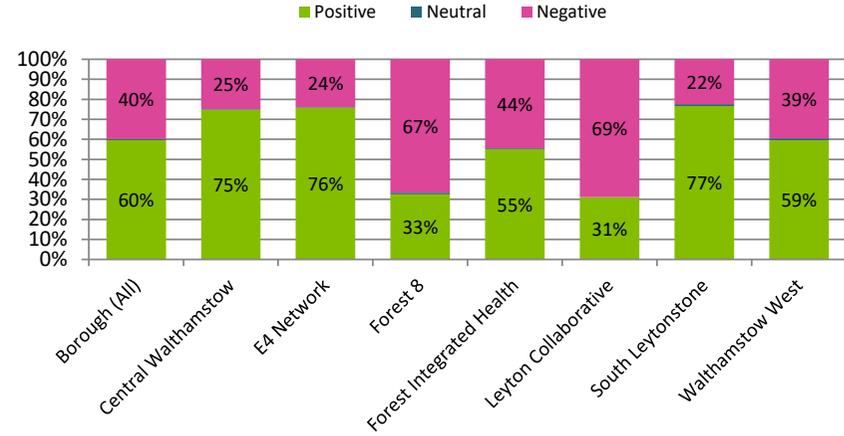
Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive | Neutral | Negative

Practices: Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery
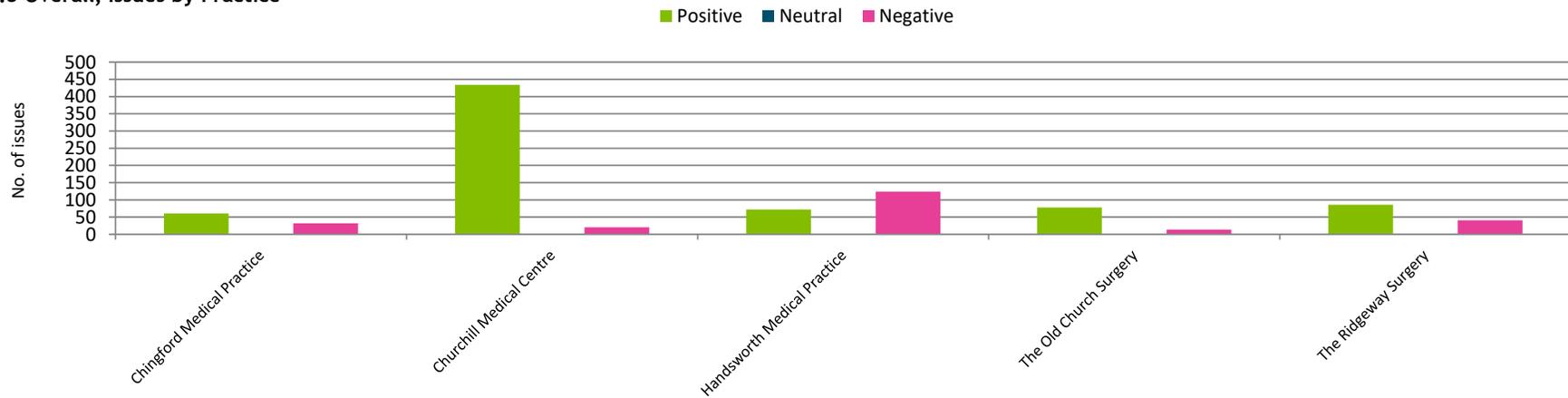
Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 159 issues detected

Issues

Legend: Positive, Neutral, Negative

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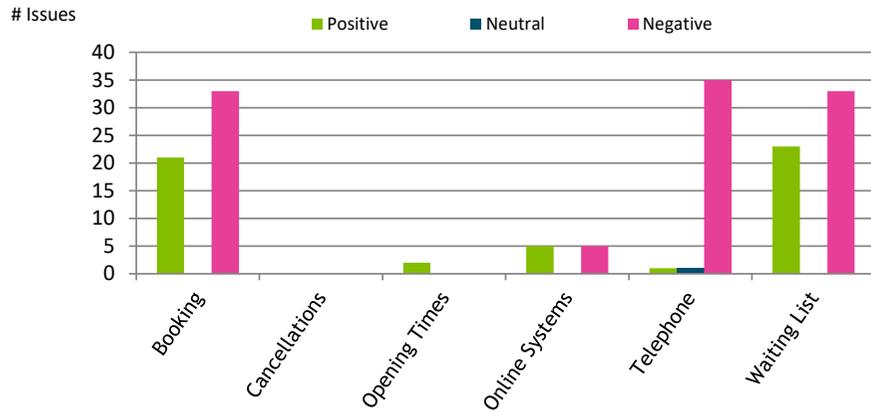
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	31%	68%
Central Walthamstow	64%	36%
E4 Network	33%	66%
Forest 8	12%	86%
Forest Integrated Health	22%	78%
Leyton Collaborative	18%	82%
South Leytonstone	54%	46%
Walthamstow West	36%	61%
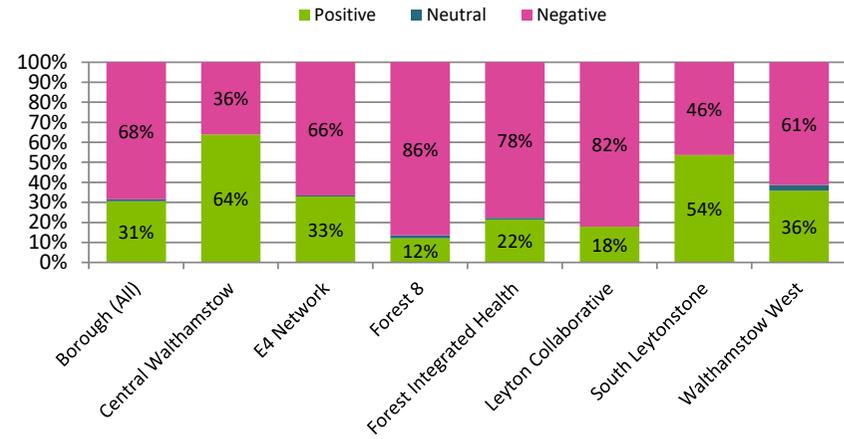
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery
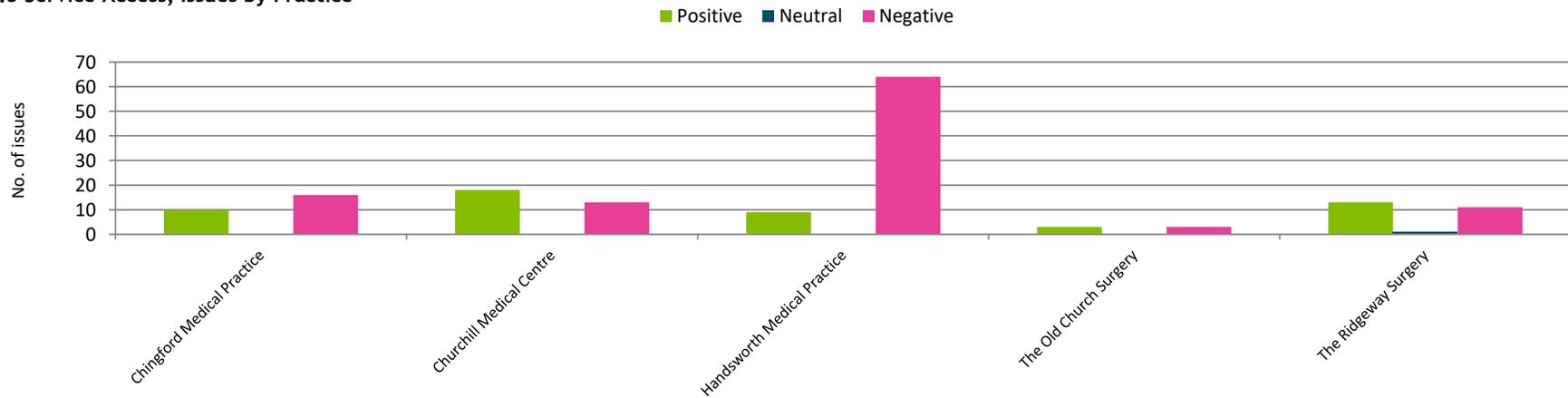
Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 367 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart with categories: Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement

Y-axis: 0 to 140
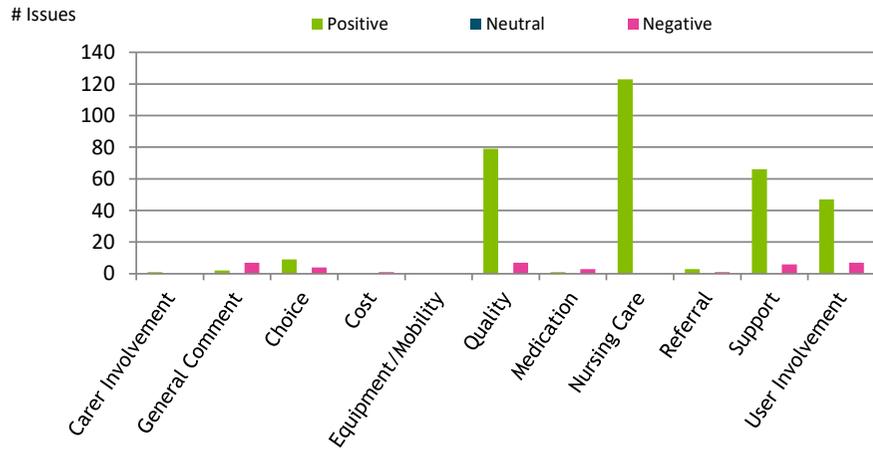
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Stacked bar chart (100%):
- Borough (All): Positive 74%, Negative 25%
- Central Walthamstow: Positive 81%, Negative 19%
- E4 Network: Positive 90%, Negative 10%
- Forest 8: Positive 49%, Negative 51%
- Forest Integrated Health: Positive 72%, Negative 28%
- Leyton Collaborative: Positive 42%, Negative 58%
- South Leytonstone: Positive 84%, Negative 15%
- Walthamstow West: Positive 74%, Negative 26%

Sentiment by PCN

2.3.3 Treatment, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Bar chart with categories: Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery

Y-axis: 0 to 250
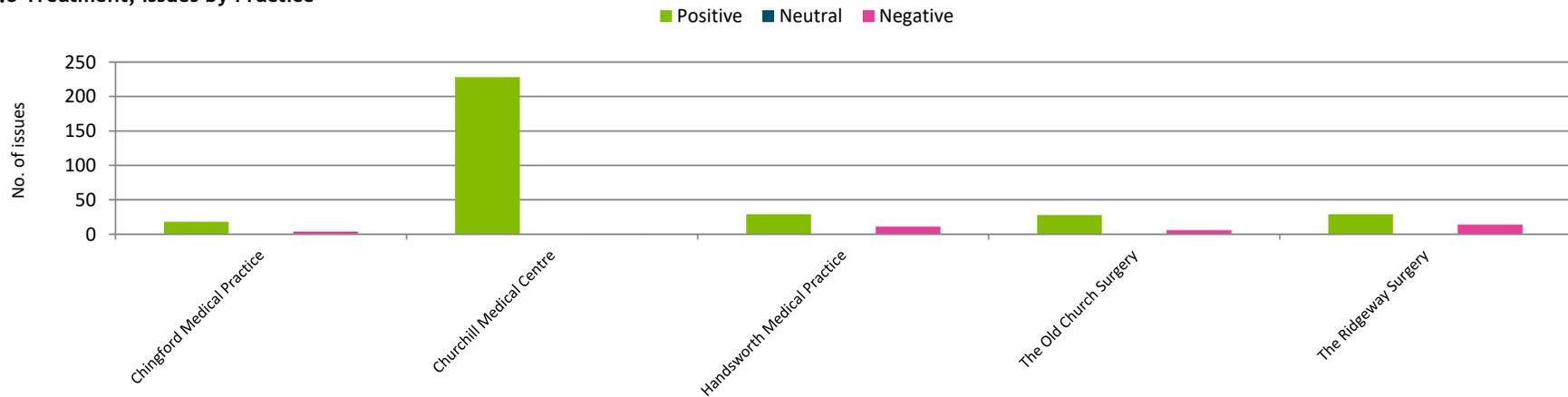
Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 211 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Chart showing issues by staff group:
- Receptionists: Positive ~51, Negative ~23
- Clinicians: Positive ~78, Negative ~7
- Nurses: Positive ~52
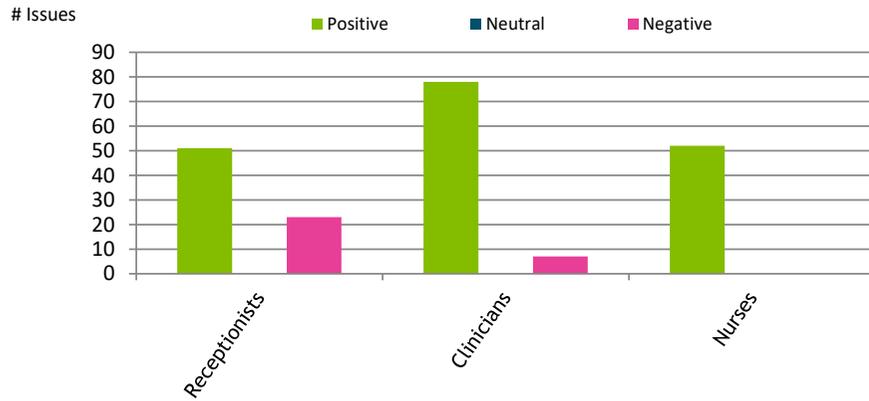
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

PCN	Positive	Negative
Borough (All)	70%	29%
Central Walthamstow	86%	14%
E4 Network	86%	14%
Forest 8	48%	51%
Forest Integrated Health	68%	32%
Leyton Collaborative	41%	59%
South Leytonstone	81%	18%
Walthamstow West	65%	34%
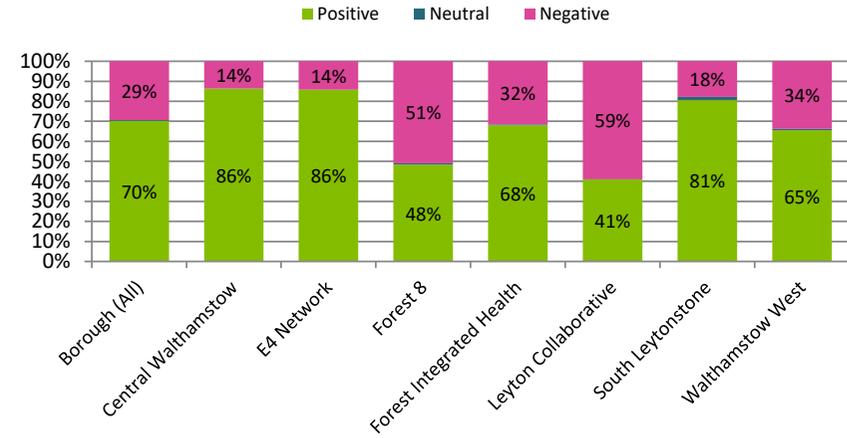
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

Chart showing issues by practice:
- Chingford Medical Practice: Positive ~17, Negative ~2
- Churchill Medical Centre: Positive ~102
- Handsworth Medical Practice: Positive ~17, Negative ~18
- The Old Church Surgery: Positive ~25, Negative ~4
- The Ridgeway Surgery: Positive ~21, Negative ~5
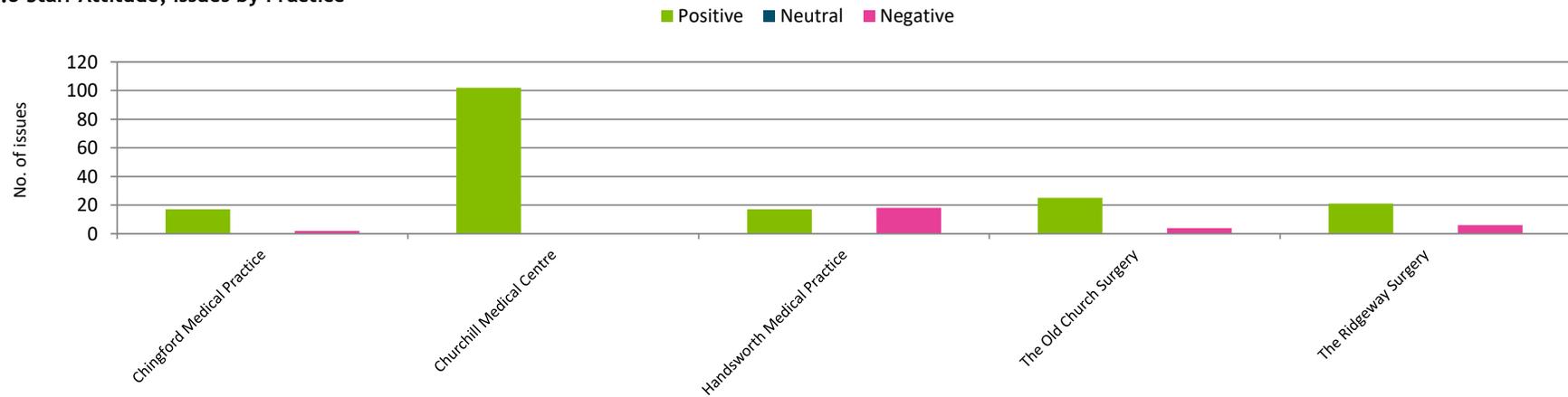
Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 108 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Management, Registration, Repeat Prescription, Support, Test Results, Training
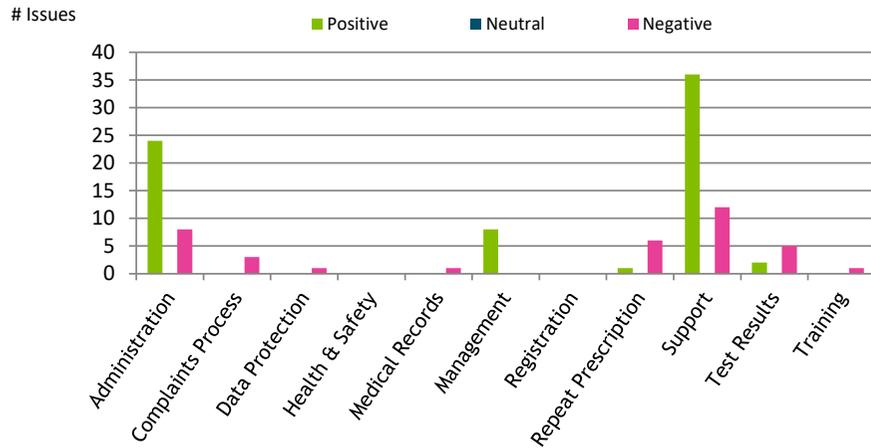
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	50%	49%
Central Walthamstow	72%	28%
E4 Network	68%	32%
Forest 8	27%	71%
Forest Integrated Health	53%	47%
Leyton Collaborative	32%	68%
South Leytonstone	66%	34%
Walthamstow West	50%	49%
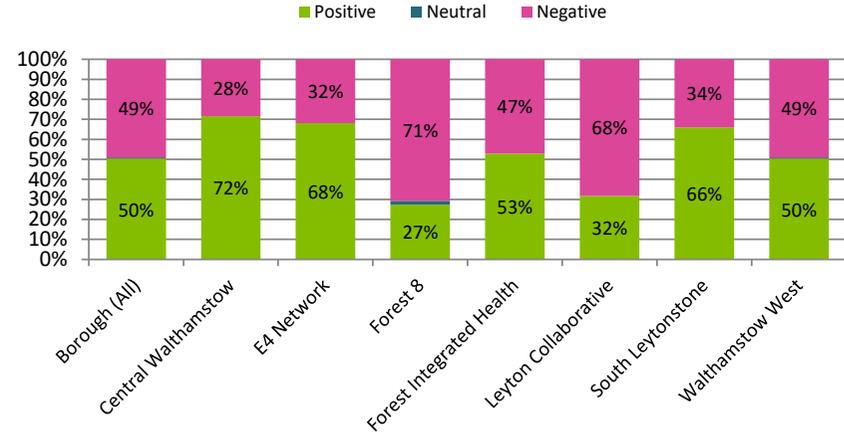
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery

Practices receiving the most comments overall

7
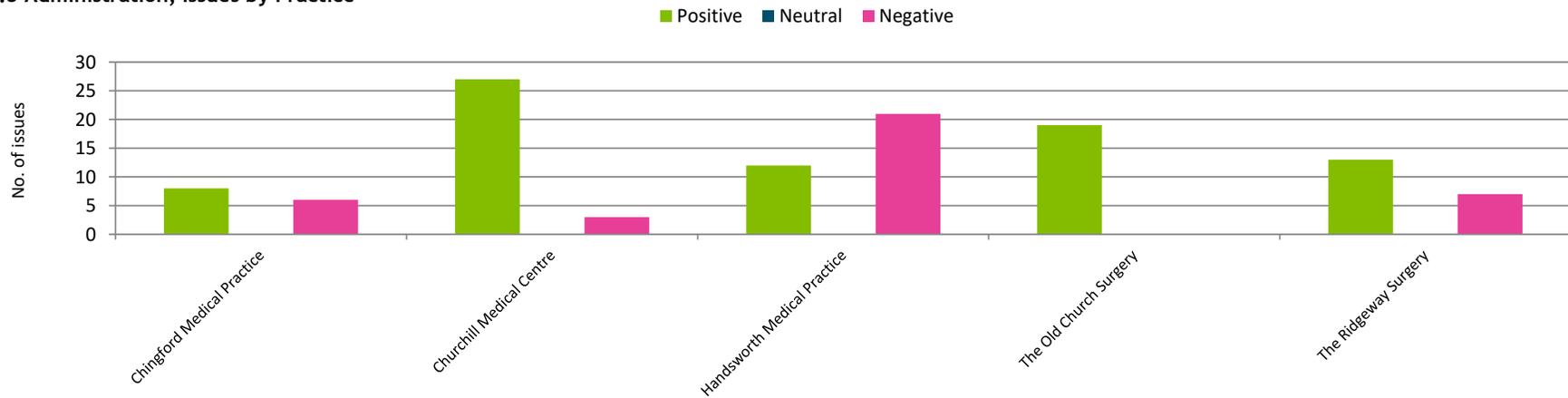
2.6 Communication

2.6.1 Communication: 66 issues detected

Issues

Legend: Positive, Neutral, Negative
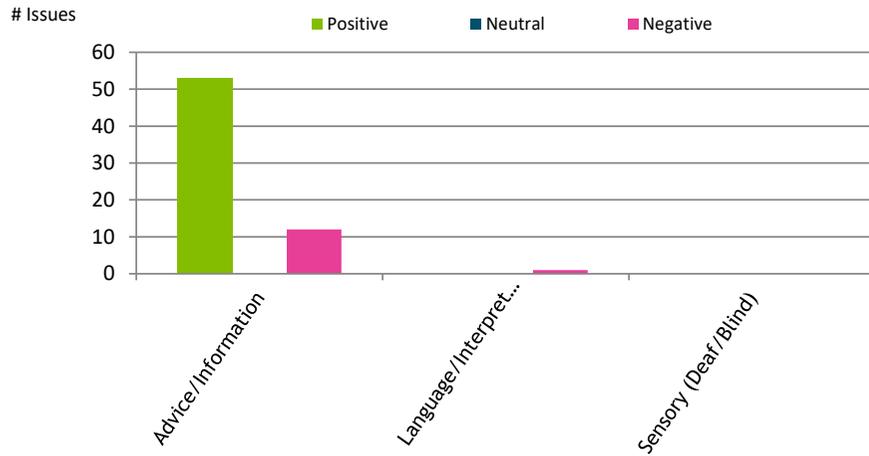
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	62%	37%
Central Walthamstow	67%	33%
E4 Network	80%	20%
Forest 8	34%	66%
Forest Integrated Health	70%	30%
Leyton Collaborative	19%	81%
South Leytonstone	72%	28%
Walthamstow West	60%	38%
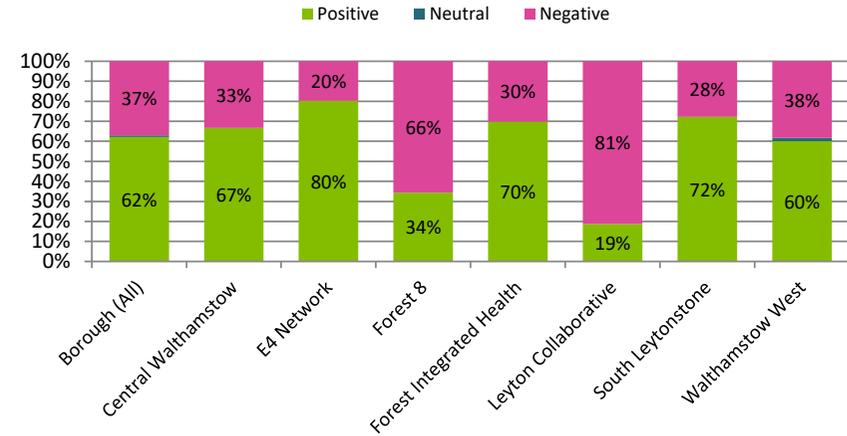
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues
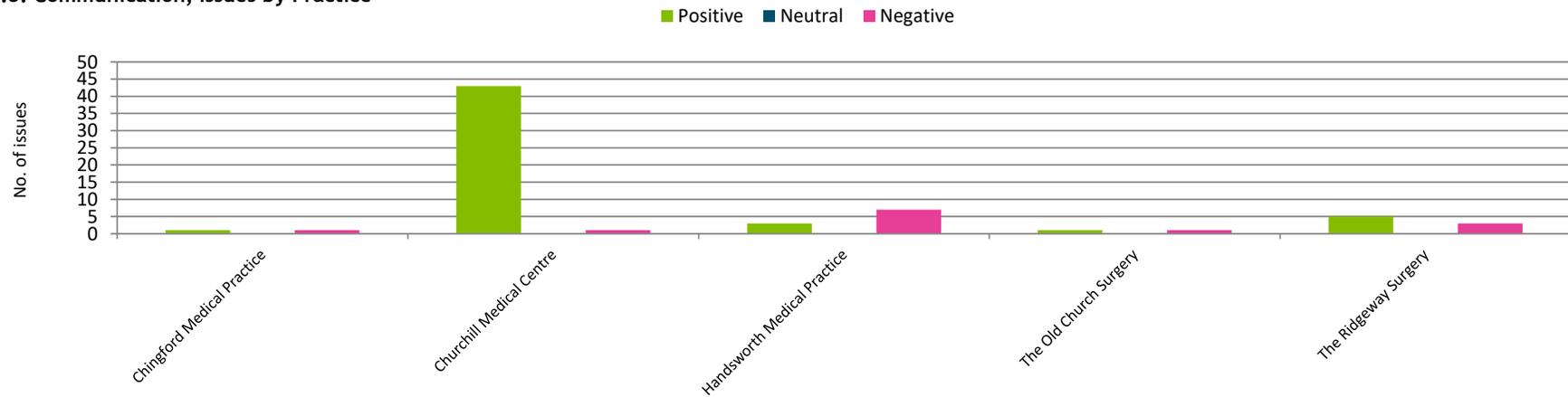
Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive (green), Neutral (blue), Negative (pink)

	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Negative	39%	39%	26%	23%	23%	13%
Positive	58%	59%	74%	76%	76%	87%

3.2 Service Access, Sentiment

Legend: Positive (green), Neutral (blue), Negative (pink)

	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Negative	73%	73%	70%	62%	67%	63%
Positive	27%	28%	30%	35%	33%	37%
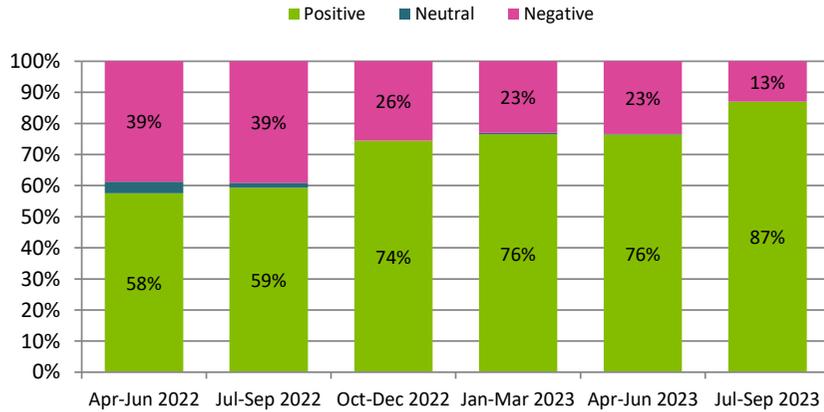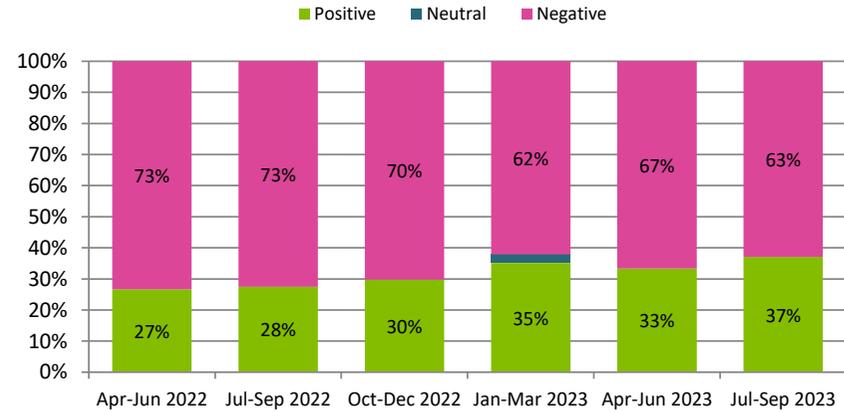
3.3 Treatment and Care, Sentiment

Legend: Positive (green), Neutral (blue), Negative (pink)

	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Negative	7%	21%	11%	15%	9%	7%
Positive	86%	75%	89%	85%	91%	93%

3.4 Staff Attitude, Sentiment

Legend: Positive (green), Neutral (blue), Negative (pink)

	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Negative	29%	32%	14%	14%	15%	4%
Positive	67%	66%	86%	86%	85%	96%
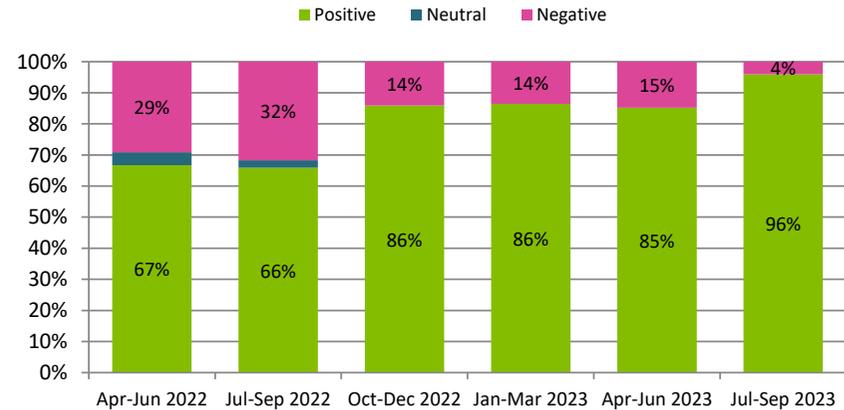
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Apr-Jun 2022	41%	59%
Jul-Sep 2022	46%	54%
Oct-Dec 2022	72%	28%
Jan-Mar 2023	69%	31%
Apr-Jun 2023	60%	40%
Jul-Sep 2023	88%	13%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Neutral	Negative
Apr-Jun 2022	50%		25%
Jul-Sep 2022	90%		10%
Oct-Dec 2022	80%		20%
Jan-Mar 2023	75%		25%
Apr-Jun 2023	93%		7%
Jul-Sep 2023	94%		6%
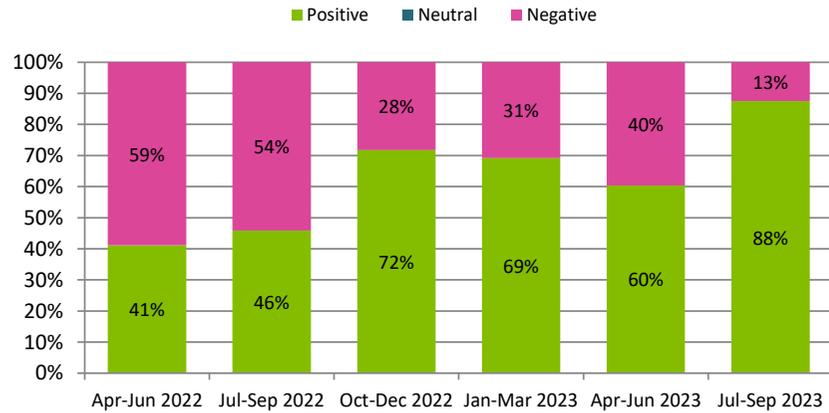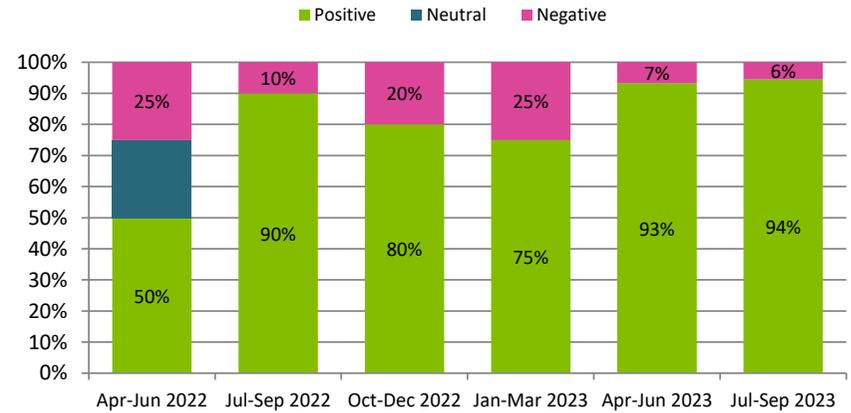
4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Central Walthamstow, E4 Network, Forest 8, Forest Integrated Health, Leyton Collaborative, South Leytonstone, Walthamstow West

Pie chart:
- Central Walthamstow — 12%
- E4 Network — 17%
- Forest 8 — 12%
- Forest Integrated Health — 21%
- Leyton Collaborative — 7%
- South Leytonstone — 12%
- Walthamstow West — 19%

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	53	0	12	65
	Carer Involvement	*Involvement of carers, friends or family members.*	3	0	0	3
	General Comment	*A generalised statement (ie; "The doctor was good.")*	2	0	7	9
	User Involvement	*Involvement of the service user.*	89	0	8	97
Systems	Administration	*Administrative processes and delivery.*	7	0	12	19
	Booking	*Ability to book, reschedule or cancel appointments.*	29	0	38	67
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	3	0	1	4
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	2	0	9	11
	Opening Times	*Opening times of a service.*	2	0	1	3
	Planning	*Leadership and general organisation.*	9	0	0	9
	Registration	*Ability to register for a service.*	0	0	0	0
	Support	*Levels of support provided.*	146	0	18	164
	Telephone	*Ability to contact a service by telephone.*	1	1	35	37
	Timing	*Physical timing (ie; length of wait at appointments).*	23	0	3	26
	Waiting List	*Length of wait while on a list.*	23	0	33	56
Values	Choice	*General choice.*	9	0	4	13
	Cost	*General cost.*	0	0	1	1
	Language	*Language, including terminology.*	0	0	1	1
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	0	0	0	0
	Quality	*General quality of a service, or staff.*	144	0	8	152
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

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).*	0	0	0	0
	Environment/Layout	*Physical environment of a service.*	0	0	1	1
	Equipment	*General equipment issues.*	0	0	0	0
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	2	0	0	2
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	1	1	0	2
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	3	3
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	182	0	29	211
	Complaints	*Ability to log and resolve a complaint.*	0	0	3	3
	Staff Training	*Training of staff.*	0	0	1	1
	Staffing Levels	*General availability of staff.*	0	0	0	0
	Total:		**730**	**2**	**231**	**963**

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