The Experience of GP Services: Forest Integrated Health

A trends analysis report by Healthwatch Waltham Forest
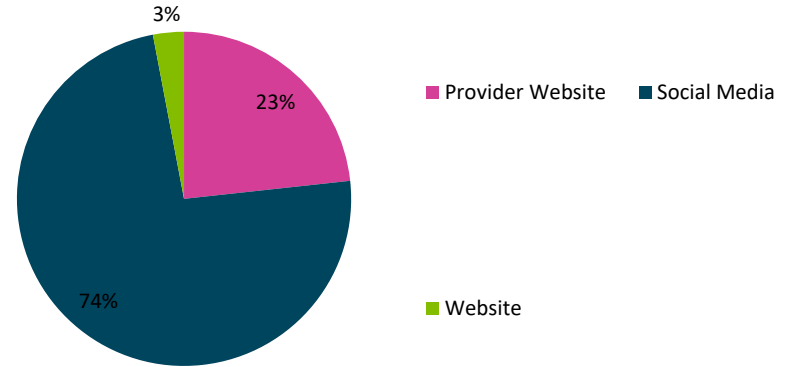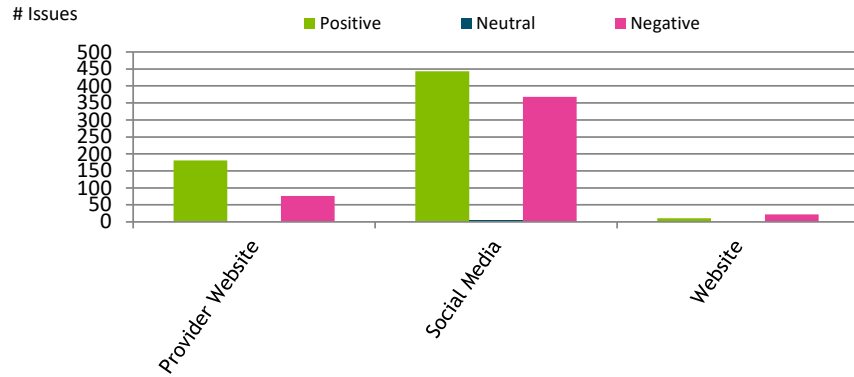
Community*Insight*

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
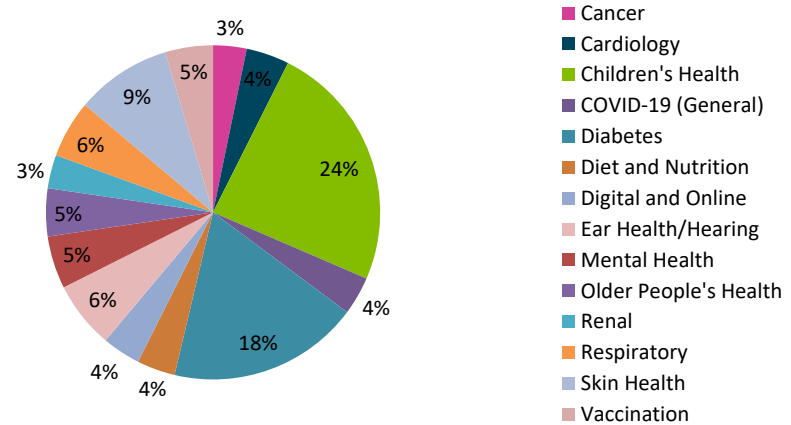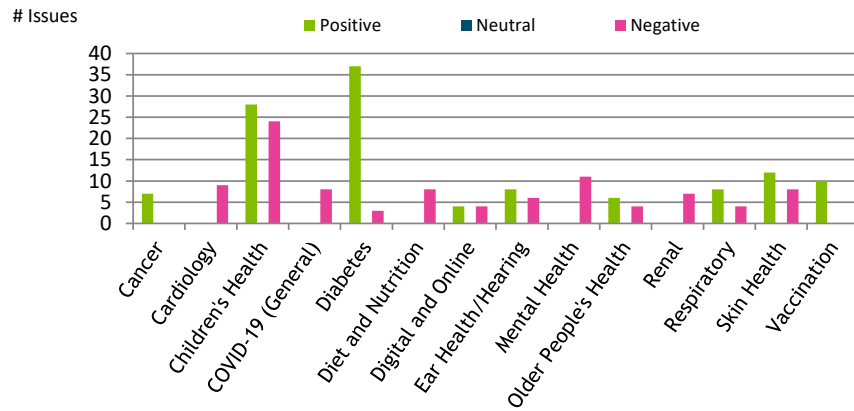
1. Data Source and Conditions/Topics

1.1 Source

Issues

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

Bar chart with x-axis categories: Provider Website, Social Media, Website. Y-axis "# Issues" from 0 to 500.

Sources providing the most comments overall

Pie chart:
- Provider Website — 23%
- Social Media — 74%
- Website — 3%

Legend: Provider Website, Social Media, Website

1.2 Stated medical conditions/topics

Issues

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

Bar chart with x-axis categories: Cancer, Cardiology, Children's Health, COVID-19 (General), Diabetes, Diet and Nutrition, Digital and Online, Ear Health/Hearing, Mental Health, Older People's Health, Renal, Respiratory, Skin Health, Vaccination. Y-axis "# Issues" from 0 to 40.

Medical conditions/topics receiving the most comments overall

Pie chart with values:
- Cancer — 3%
- Cardiology — 4%
- Children's Health — 24%
- COVID-19 (General) — 4%
- Diabetes — 18%
- Diet and Nutrition — 4%
- Digital and Online — 4%
- Ear Health/Hearing — 6%
- Mental Health — 5%
- Older People's Health — 5%
- Renal — 3%
- Respiratory — 6%
- Skin Health — 9%
- Vaccination — 5%

Legend: Cancer, Cardiology, Children's Health, COVID-19 (General), Diabetes, Diet and Nutrition, Digital and Online, Ear Health/Hearing, Mental Health, Older People's Health, Renal, Respiratory, Skin Health, Vaccination

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 1167 issues from 266 people

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude
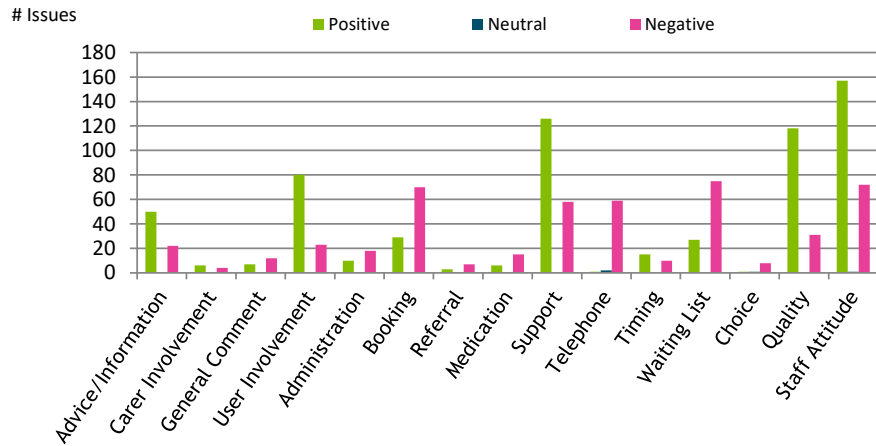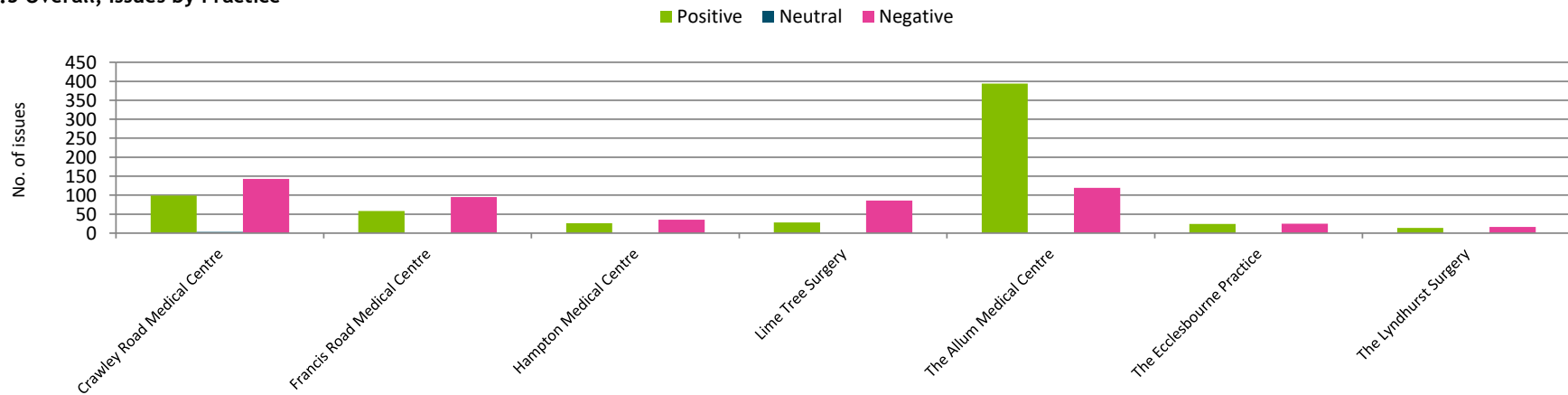
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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%
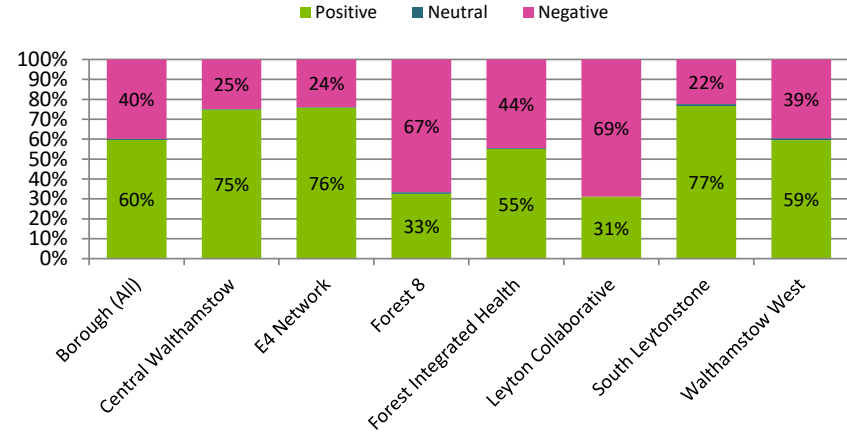
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis)

Practices (x-axis): Crawley Road Medical Centre, Francis Road Medical Centre, Hampton Medical Centre, Lime Tree Surgery, The Allum Medical Centre, The Ecclesbourne Practice, The Lyndhurst Surgery

Practices receiving the most comments overall

3

2.2.1 Service Access: 265 issues detected

Issues

Legend: Positive | Neutral | Negative

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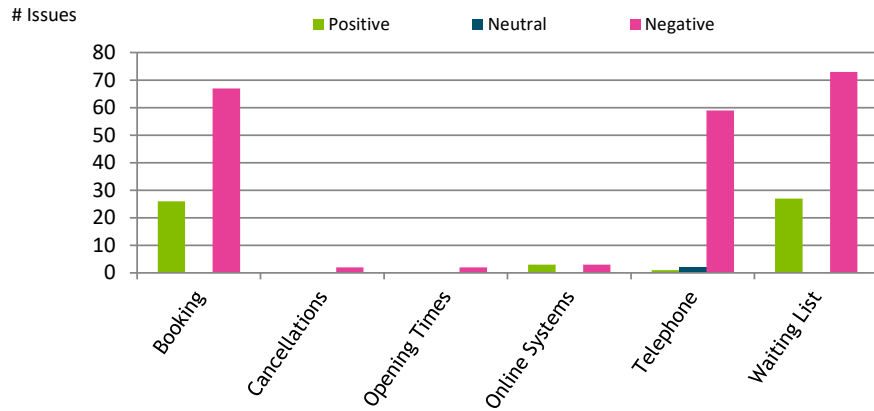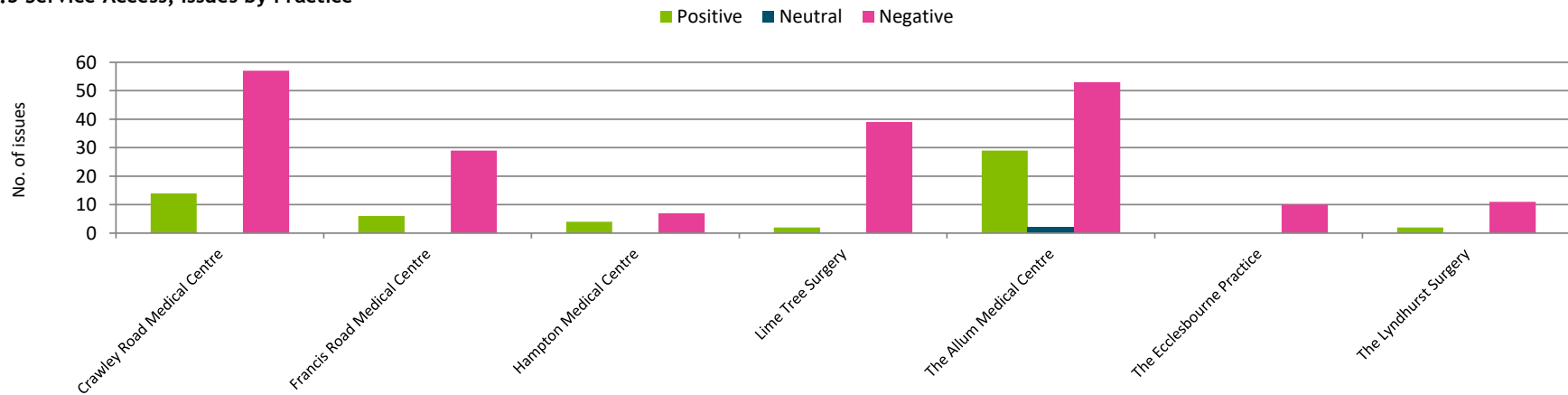
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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%
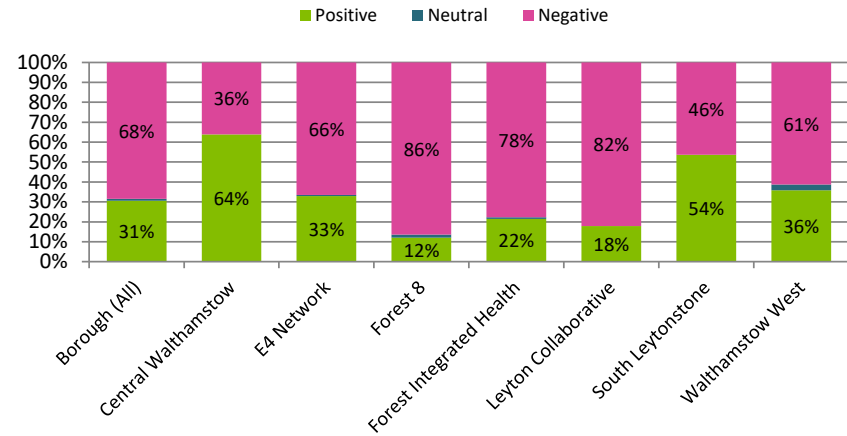
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive | Neutral | Negative

Categories (x-axis): Crawley Road Medical Centre, Francis Road Medical Centre, Hampton Medical Centre, Lime Tree Surgery, The Allum Medical Centre, The Ecclesbourne Practice, The Lyndhurst Surgery
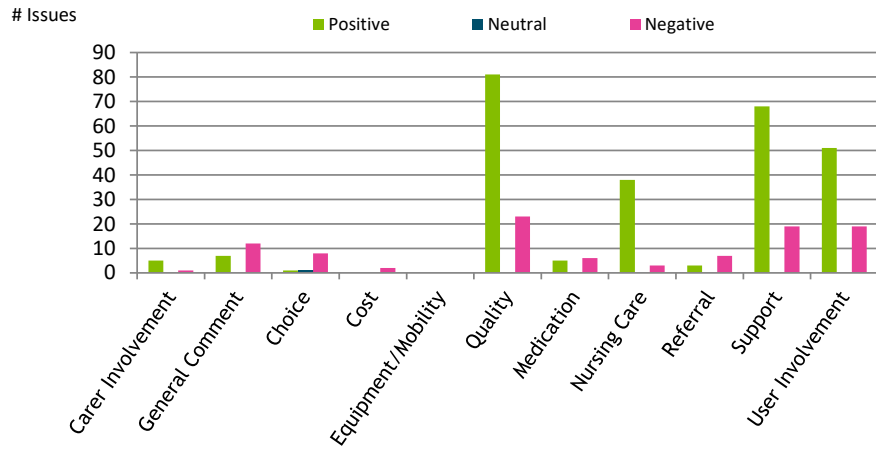
Practices receiving the most comments overall

4

2.3 Clinical Treatment and Care

2.3.1 Treatment: 360 issues detected

Issues

Legend: Positive, Neutral, Negative

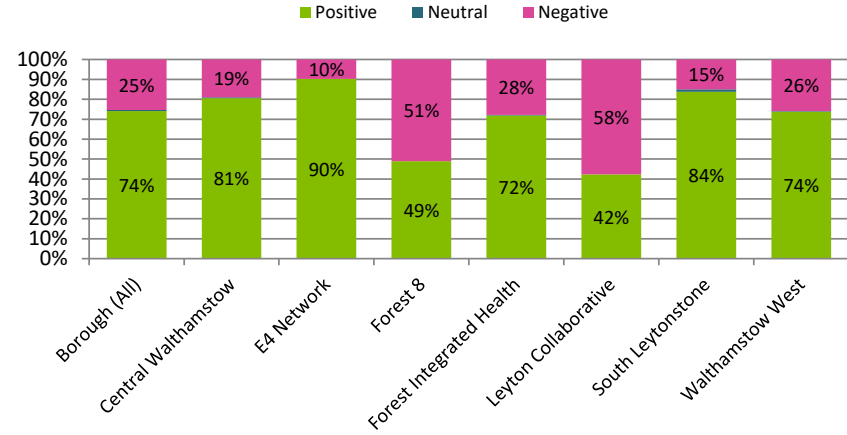Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
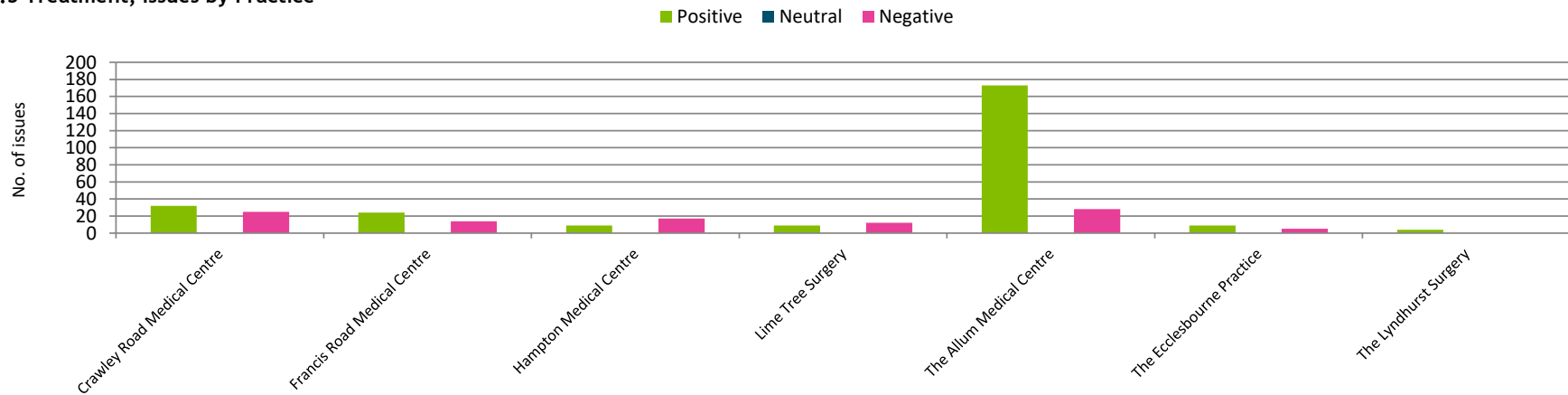
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

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

Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Crawley Road Medical Centre, Francis Road Medical Centre, Hampton Medical Centre, Lime Tree Surgery, The Allum Medical Centre, The Ecclesbourne Practice, The Lyndhurst Surgery

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 231 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart with vertical axis from 0 to 100 (steps of 10):
- Receptionists: Positive ~54, Negative ~51
- Clinicians: Positive ~89, Neutral ~2, Negative ~21
- Nurses: Positive ~13, Negative ~1
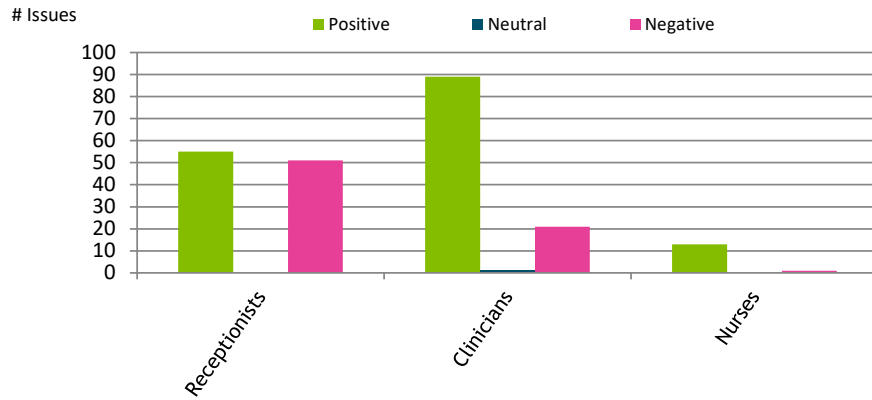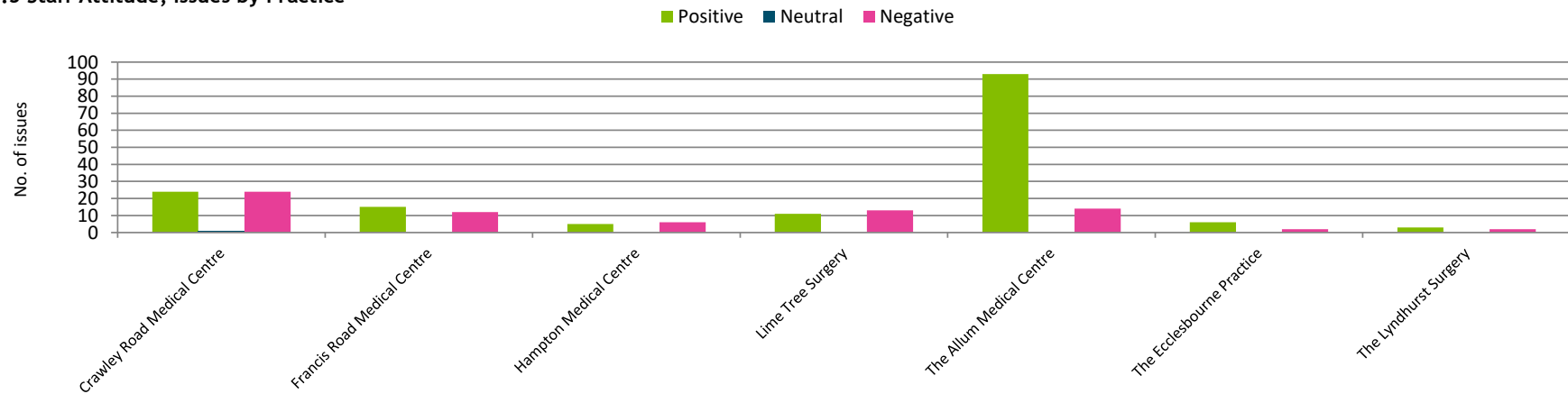
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

100% stacked bar chart:
- Borough (All): Positive 70%, Negative 29%
- Central Walthamstow: Positive 86%, Negative 14%
- E4 Network: Positive 86%, Negative 14%
- Forest 8: Positive 48%, Negative 51%
- Forest Integrated Health: Positive 68%, Negative 32%
- Leyton Collaborative: Positive 41%, Negative 59%
- South Leytonstone: Positive 81%, Negative 18%
- Walthamstow West: Positive 65%, Negative 34%

Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Bar chart with vertical axis from 0 to 100 (steps of 10):
- Crawley Road Medical Centre: Positive ~24, Neutral ~1, Negative ~24
- Francis Road Medical Centre: Positive ~15, Negative ~12
- Hampton Medical Centre: Positive ~4, Negative ~5
- Lime Tree Surgery: Positive ~11, Negative ~12
- The Allum Medical Centre: Positive ~93, Negative ~13
- The Ecclesbourne Practice: Positive ~5, Negative ~2
- The Lyndhurst Surgery: Positive ~3, Negative ~2

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 168 issues detected

Issues

Legend: Positive, Neutral, Negative

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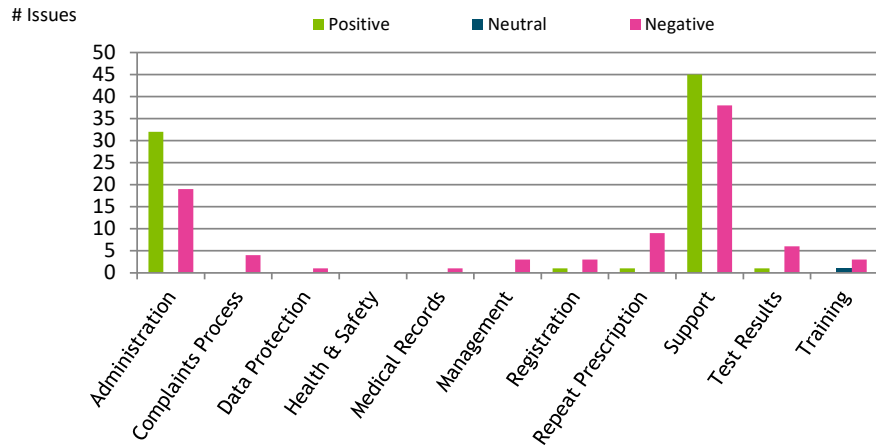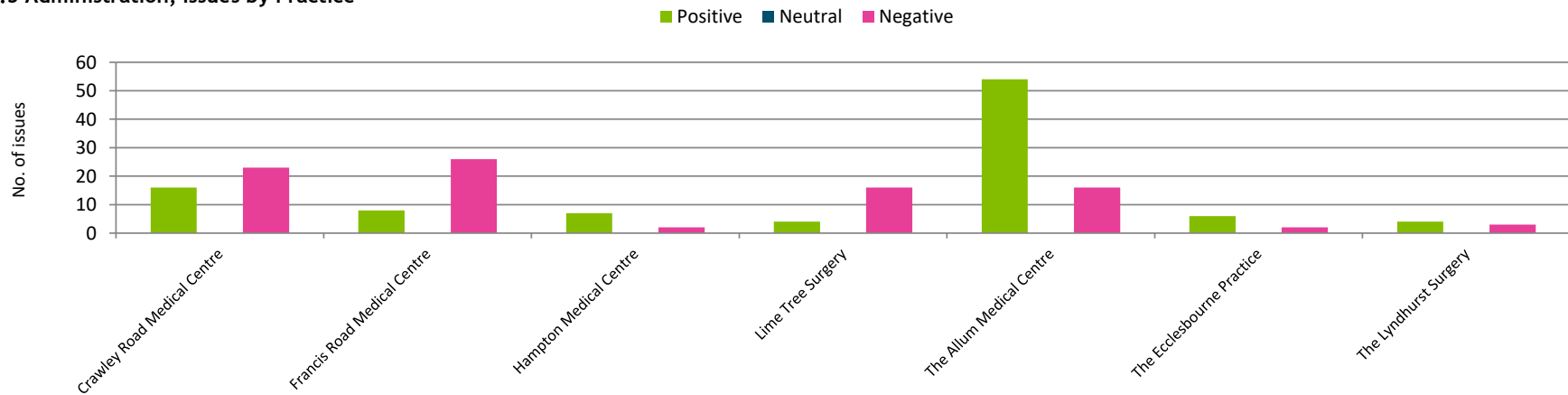
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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%
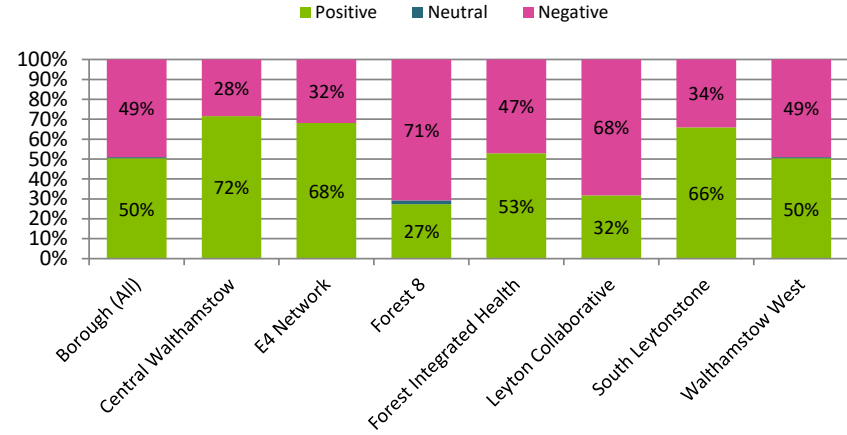
Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Crawley Road Medical Centre, Francis Road Medical Centre, Hampton Medical Centre, Lime Tree Surgery, The Allum Medical Centre, The Ecclesbourne Practice, The Lyndhurst Surgery

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 73 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart — stacked bar chart showing number of issues by category:
- Advice/Information: Positive ~11, Negative ~20
- Language/Interpret...: Negative ~1
- Sensory (Deaf/Blind): 0

Y-axis: 0, 5, 10, 15, 20, 25
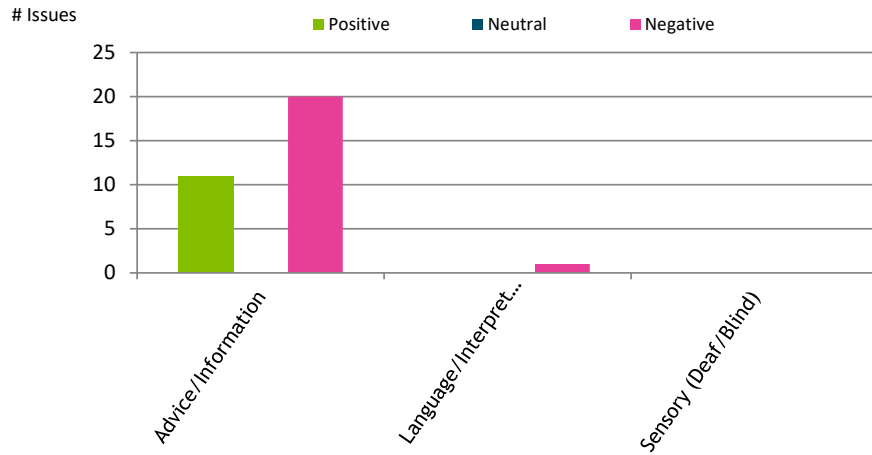
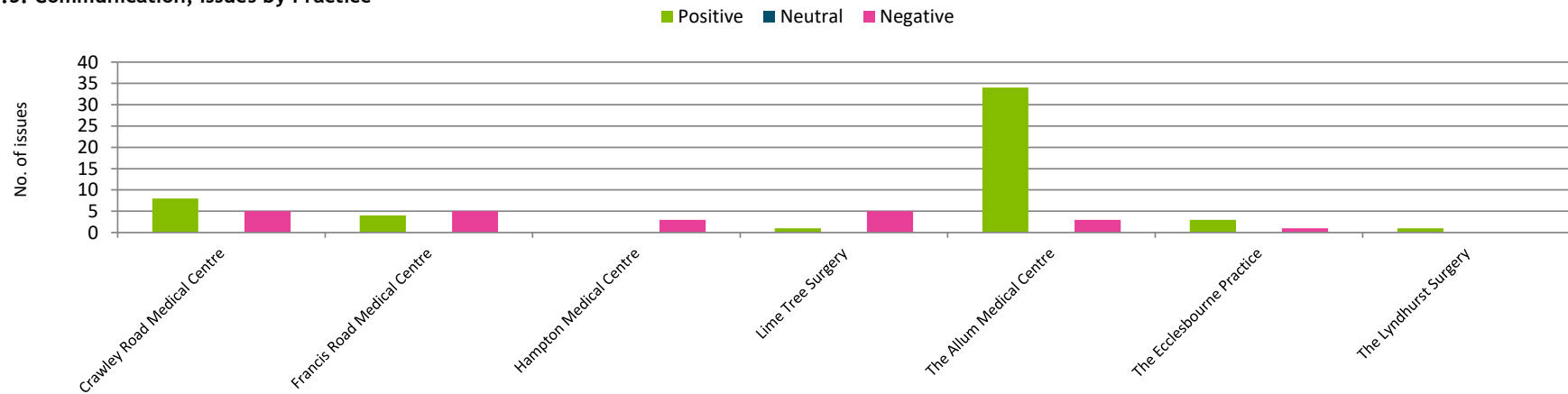*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Chart — 100% stacked bar chart by PCN:

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%
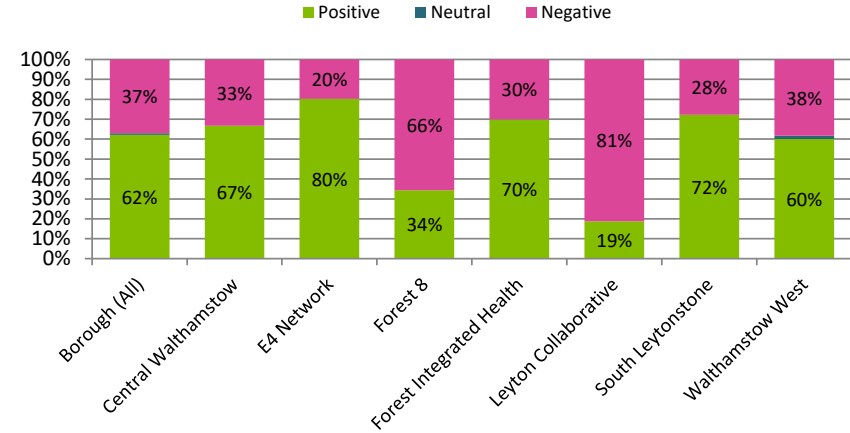
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Chart — bar chart of number of issues by practice:
- Crawley Road Medical Centre: Positive ~8, Negative ~5
- Francis Road Medical Centre: Positive ~4, Negative ~5
- Hampton Medical Centre: Negative ~3
- Lime Tree Surgery: Positive ~1, Negative ~5
- The Allum Medical Centre: Positive ~34, Negative ~3
- The Ecclesbourne Practice: Positive ~3, Negative ~1
- The Lyndhurst Surgery: Positive ~1

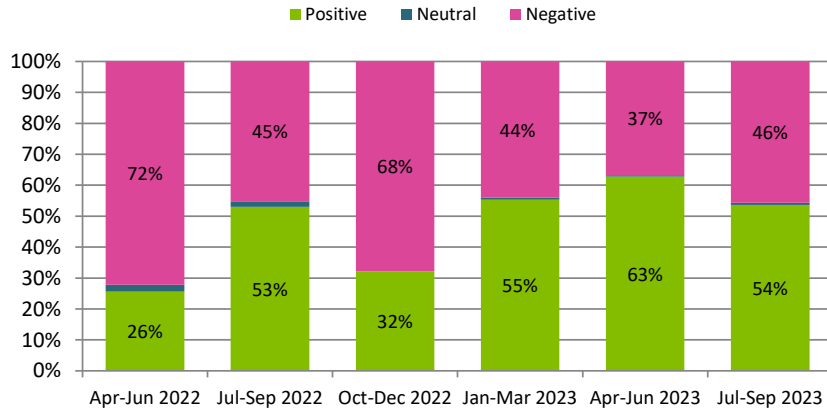Y-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40

Practices receiving the most comments overall

8

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Negative	72%	45%	68%	44%	37%	46%
Positive	26%	53%	32%	55%	63%	54%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Negative	90%	80%	84%	75%	76%	77%
Positive	10%	20%	16%	23%	24%	23%
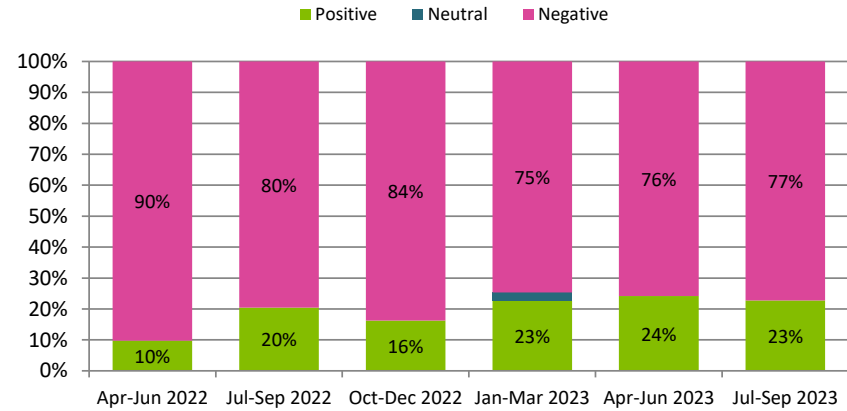
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Negative	60%	26%	60%	30%	22%	32%
Positive	40%	74%	40%	70%	78%	67%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Negative	56%	37%	51%	29%	27%	36%
Positive	37%	61%	49%	71%	72%	64%
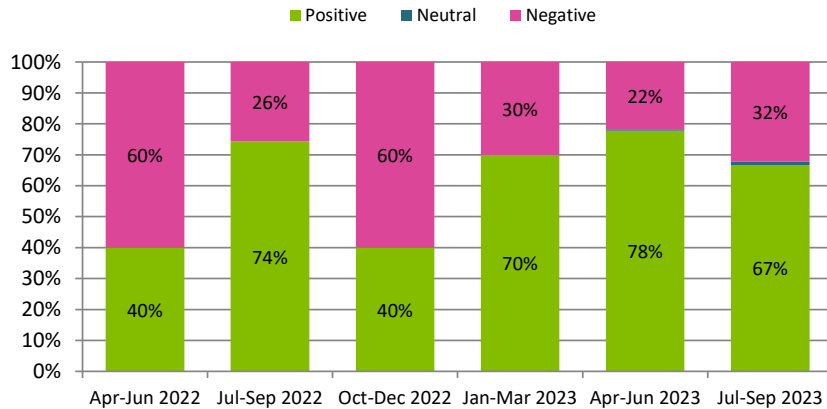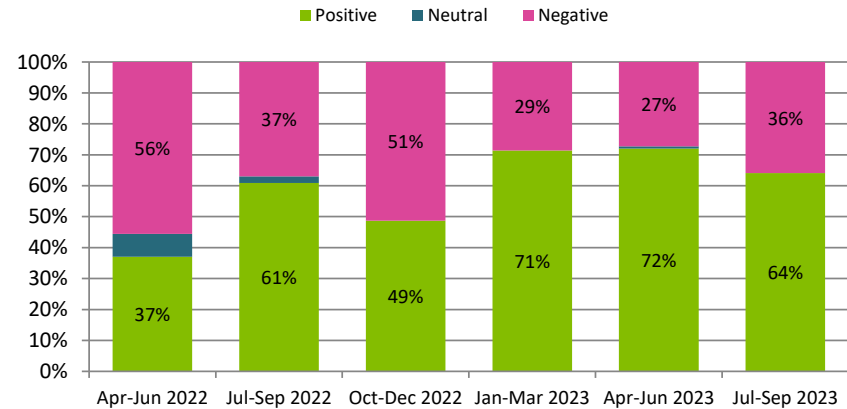
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Apr-Jun 2022	17%	77%
Jul-Sep 2022	47%	44%
Oct-Dec 2022	28%	72%
Jan-Mar 2023	56%	44%
Apr-Jun 2023	55%	45%
Jul-Sep 2023	47%	53%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Apr-Jun 2022	33%	67%
Jul-Sep 2022	86%	14%
Oct-Dec 2022	53%	47%
Jan-Mar 2023	71%	29%
Apr-Jun 2023	88%	12%
Jul-Sep 2023	93%	7%
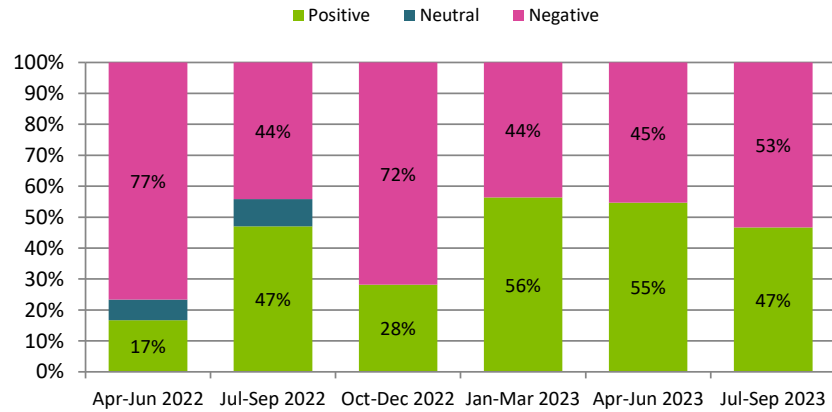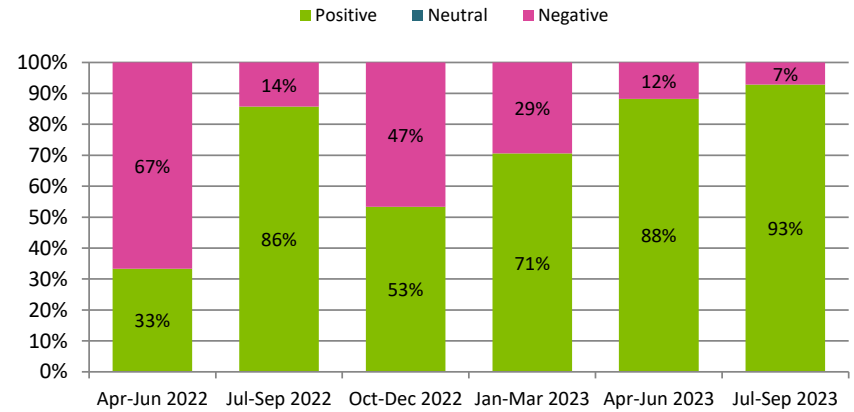
4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

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	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	50	0	22	72
	Carer Involvement	*Involvement of carers, friends or family members.*	6	0	4	10
	General Comment	*A generalised statement (ie; "The doctor was good.")*	7	0	12	19
	User Involvement	*Involvement of the service user.*	80	0	23	103
Systems	Administration	*Administrative processes and delivery.*	10	0	18	28
	Booking	*Ability to book, reschedule or cancel appointments.*	29	0	70	99
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	2	2
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	3	0	7	10
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	6	0	15	21
	Opening Times	*Opening times of a service.*	0	0	2	2
	Planning	*Leadership and general organisation.*	0	0	3	3
	Registration	*Ability to register for a service.*	1	0	4	5
	Support	*Levels of support provided.*	126	0	58	184
	Telephone	*Ability to contact a service by telephone.*	1	2	59	62
	Timing	*Physical timing (ie; length of wait at appointments).*	15	0	10	25
	Waiting List	*Length of wait while on a list.*	27	0	75	102
Values	Choice	*General choice.*	1	1	8	10
	Cost	*General cost.*	0	0	3	3
	Language	*Language, including terminology.*	1	0	0	1
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	0	0	1	1
	Quality	*General quality of a service, or staff.*	118	0	31	149
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	0	0	1	1
	Environment/Layout	*Physical environment of a service.*	1	0	0	1
	Equipment	*General equipment issues.*	2	0	0	2
	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.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	6	6
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	157	1	72	230
	Complaints	*Ability to log and resolve a complaint.*	0	0	4	4
	Staff Training	*Training of staff.*	0	1	3	4
	Staffing Levels	*General availability of staff.*	0	0	3	3
	Total:		**643**	**5**	**519**	**1167**

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