# 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 October 2023 - 30 September 2024



# Index and overview of findings

# Data Source (Page 4)

This report is based on the experience of 2,352 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 75% positive, 24% negative and 1% neutral, comments suggest.

Trends...

According to feedback, overall satisfaction has not changed 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 1% this quarter, comments suggest. Complaints are down by 5% on ability to book appointments and by 3% on waiting times, while up by 8% on telephone access.

Higham Hill Medical Centre and The Firs receive a good volume and ratio 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 2% on staff attitude, with no change recorded on treatment and care.

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 7% on administration, with no change recorded 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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Sources providing the most comments overall

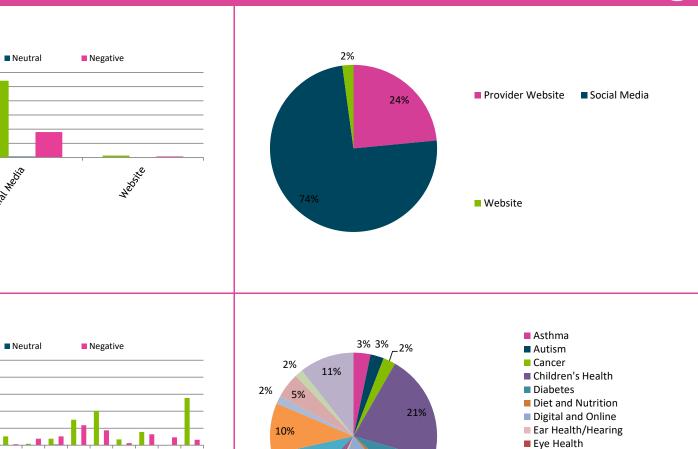
Positive

Social Media

1.1 Source

6000 5000

# Issues



**X**-

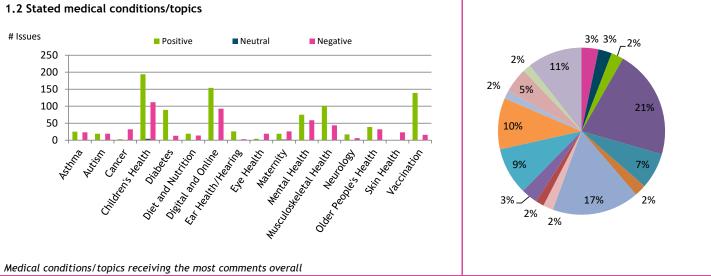
Maternity

Neurology

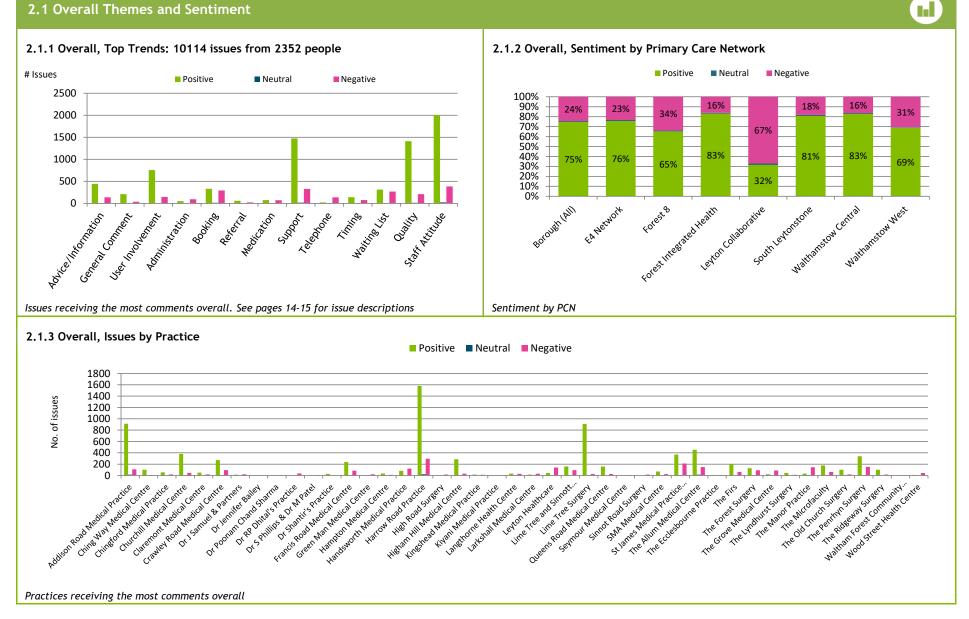
Skin Health Vaccination

Mental Health Musculoskeletal Health

Older People's Health



### 2.1 Overall Themes and Sentiment



#### 2.2 Service Access

#### 2.2.1 Service Access: 1389 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 350 100% 90% 300 32% 80% 36% 40% 51% 250 70% 60% 50% 68% 200 92% 40% 30% 20% 10% 150 Г 67% 64% 579 F 53% 100 47% 30% 30% 50 0% Forest megaed Health Waltanson entral Leton Collaborative Southertonstone Walthanston Wet 0 Borough Ann EA Network Carlon Carlons Contraction of the second W Dilinge List Onine Streeps Le solories and the solories of the solories o 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 Stanes Medica Practice. Walton forst Committy Addison Road Medical Practice Chine Way Nedica Centre Chine od well a Practice Cosenon webling contre Crawley Road Medical Cartie Dr Pooren Cherd Stands Drshillson Marel Francis Road Medical Centre Green Way Wedde Centre Horoton Medical Centre Haddsworth Webling Fratice Harow Boal Practice History HIN Medica Centre King-Sead week a Practice Kyen Medical Produce Langthone Health Centre Line Tee and Simple. Overs Road Medical Centre semon weba centre The Allin Medical Centre The Ecdemonte Practice The Gove Medical Centre The Rules and Surgery Wood Steel Health Cente Churchinged called D1-Samel Parties Dre Ohie Protice Lenon Heatmale The wants support The Old Church Surgery The Pentin Suger 5Ma Medica Centre The Manor Practice The Micoleulus Practices receiving the most comments overall

### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 3902 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1200 100% 90% 15% 179 1000 80% 46% 70% 60% 50% 40% 30% 20% 10% 0% 800 600 92% 89% 89% 84% 82% 78% 400 50% 200 Forest messed health Waltansoncentral Letton Collebolative Southertonstone Walthanston Wet 0 Borough Ann EA Network Macino HUNDON HUNDON Stopoly Stopoly resolution of the second Ger hunder ener of the second Colina Co Croite 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 800 700 600 No. of issues 500 400 300 200 100 Histor Insteed Wester Protice Upens Road Medical Cante the subserved community 0 Stames Wester Produce. Ration Road Medical Practice Chine Wal Medica Centre Chine od well a Partie Chemon Media Centre Crawley Bood Medical Centre DISMINS DIMPARE Facts Real Media Centre Green Way New Contre Hampon webcal cante Hardsworth Welling Pratice Harow Boal Produce Lanethone Health Centre The Allen Nederland Cante The Ecdemonte Practice The Gove Medica Centre Wood Street Health Centre Churchinged called Dr Pooren Chard Stama Dree Dite Protice Strent Medical Produce Leyton Heathcale Line tree and Simolt. The Od Church Superv DI Same Parties Semon wedde cente Simot Boad Surgery SM Medica Centre The Holding Surgery The Mano Plastice The Pentin Suger Practices receiving the most comments overall

### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 2395 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1200 100% 90% 12% 10% 1000 80% 56% 70% 60% 50% 40% 30% 20% 10% 0% 800 600 90% 89% 87% 86% 83% 75% 76% 400 42% 200 Forest Integrated Health Leton Collaborative Waltanson central Southertonstone Walthanston Wet 0 Borough Ann EA Network de contraction de con 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 500 450 400 No. of issues 350 300 250 200 150 100 50 Histor Insteed weiter Pratice The Redewood Common H. Instein adda Instein une tree sure tente 0 Stanes Medica Produce. Ration Road Medical Practice Chine Walk Medica Centre Christon Welling Practice Clarenon well a centre Canter Road Media Cartie Draonan Chard Stand DISPONDED DIMPORT Francis Road Medical Cartle Geen Wan Medical Entre Honorow we live centre Haddsworth Welling Protice Harrow Road Produce The Allon Ned Caller The Ecdemonte Practice The GOVE MEDICA Centre Wood Steet Health Centre Churchinged called DI Same Partes Dree Dite Protice Strent Medical Produce Lenon Heatmale Line tree and Simolt. Smot Boad Surgery THE JABOUR SUBERY The Old Church Surgery SM Medica Centre The Mano Plastice The Pentin Suger Practices receiving the most comments overall

#### 2.5 Administration

#### 2.5.1 Administration: 1225 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 600 100% 90% 21% 26% 500 30% 80% 36% 41% 70% 60% 50% 40% 30% 20% 10% 0% 400 72% 300 79% 74% 70% 70% 200 64% 64% 57% 28% 100 Forest Integrated Health Waltansoncentral Letton Collebolative Southertonstone Walthanston Wet 0 Borough Ann EA Network Company of the second s and the second s Lest Assister the second second Contraction of the second Teach & and the area People Sister of to I T MINING 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 Stands Drshillson Marel Francis Road Medical Centre Geenwannedid entre Hampton we deal cante Hondsworth Wedden Protice Harrow Read Practice Hiefannin Medical Centre une ea weda hadde KNRI Medical Profile Landhome teath centre Line tree and Smoth Overs Road Medical Centre The Allin Wedder Centre The Ecdemoure Practice The Gove Medical centre The Old Church Surgery Wood Steet Health Centre Addison Road Medical Practice Churchinged called D15amel Parties Dre Ohie Protice and the server and the serve Letton Heatthcafe The woldness support The Pentin Surgery Simol Boad Surgery SM Medica Centre The March Practice The Microseuler the Rideson Sureen Practices receiving the most comments overall

#### 2.6 Communication

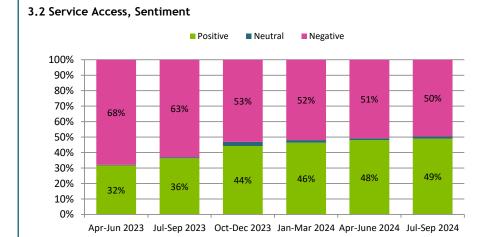
#### 2.6.1 Communication: 604 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 500 100% 90% 450 13% 14% 24% 400 80% 350 70% 60% 50% 40% 30% 20% 10% 0% 71% 300 250 $\square$ 87% 200 78% 75% 74% 75% 64% 150 100 29% 50 Forest messed health Waltanson entra Letton Collaborative Southertonstore Walthanston Wet 0 Borough Ann EA Network And the second s 40, 10,000 10,000 10,000 10,000 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 90 80 70 No. of issues 60 50 40 30 20 10 0 Stand Medica Protice. Watten forest onnumber. Line Tee and Smoot. Addron Road Medical Practice Chine Main Medica Centre Crineson weeked Practice Charmon Marca Cante Crawley Bood Medical Centre Dr Poonen Cheed Status Drephiles Pactice Francis Road Medical Centre Geen Wan Nedical Centre Hampon we deal cante Hardshoft Welling Protect Harow Real Practice Hillan III Medical Centre Landtone teath centre Overs Road Media Centre The Allin Wester Centre The Ledesburne Pradue The Gove Medica Centre The Old Church Surgery wood street health centre Churchinged calcentre or same or parties then we deal Produce Lefton Healthcare SMM Medica Centre The water Surgery The Pentin Suger The Rule and Surfeer Simot Road Surgery The Manor Practice The Microfecula Practices receiving the most comments overall

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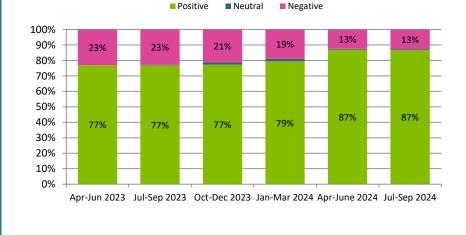
## 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 21% 22% 27% 29% 32% 38% 80% 70% 60% 50% 40% 78% 78% 72% 69% 67% 62% 30% 20% 10% 0% Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024

#### 3.1 Overall Sentiment



### 3.3 Treatment and Care, Sentiment



### 3.4 Staff Attitude, Sentiment



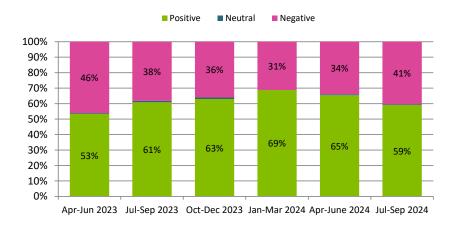
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## 3. Timeline: 18 Month Tracker

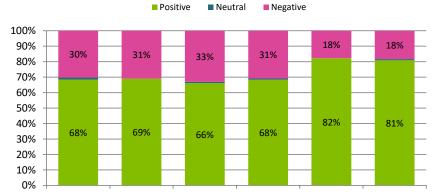
#### 3.5 Administration, Sentiment

0%

A Year Ago Last Quarter This Quarter



#### 3.6 Communication, Sentiment

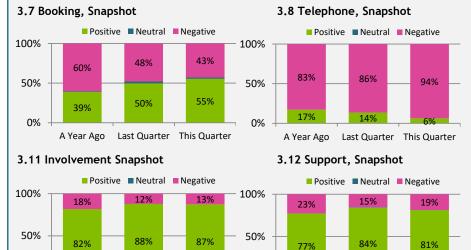


Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024

90%

80%

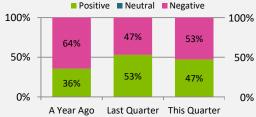
70%



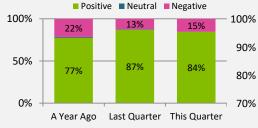
0%

A Year Ago Last Quarter This Quarter

# 3.9 Online Access, Snapshot



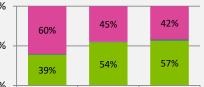
## 3.13 Staff Attitude, Snapshot



# 3.10 Waiting List, Snapshot

■ Positive ■ Neutral ■ Negative

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A Year Ago Last Quarter This Quarter

#### 3.14 Quality, Snapshot

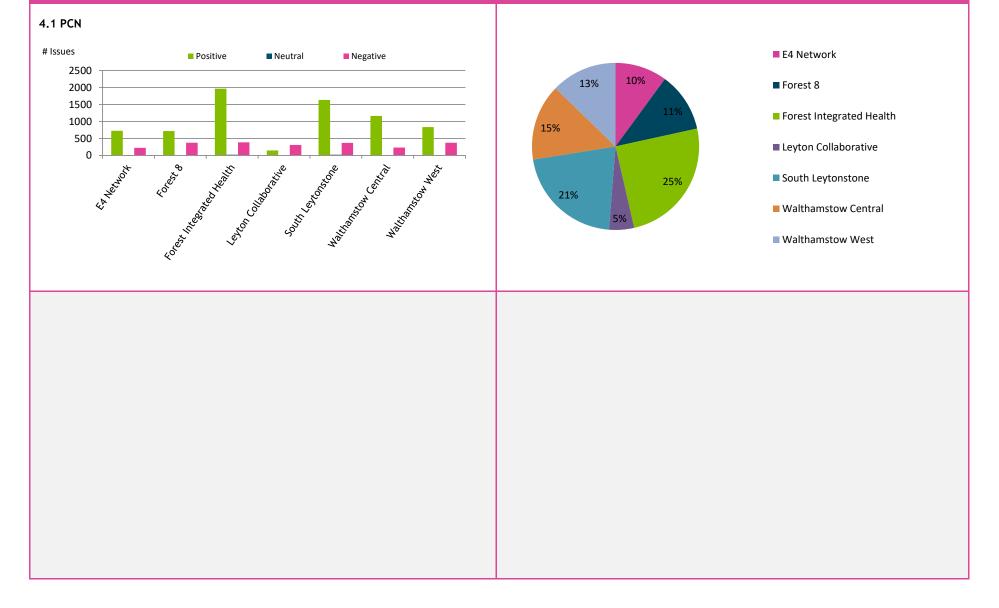
■ Positive ■ Neutral ■ Negative





### 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.	444	3	139	586		
Carer Involvement	Involvement of carers, friends or family members.	39	1	4	44		
General Comment	A generalised statement (ie; "The doctor was good.")	211	6	40	257		
User Involvement	Involvement of the service user.	757	5	149	911		
Administration	Administrative processes and delivery.	52	0	96	148		
Booking	Ability to book, reschedule or cancel appointments.	331	14	296	641		
Cancellations	Cancellation of appointment by the service provider.	0	0	10	10		
Data Protection	General data protection (including GDPR).	0	0	2	2		
Referral	Referral to a service.	61	0	24	85		
Medical Records	Management of medical records.	0	0	7	7		
Medication	Prescription and management of medicines.	77	0	74	151		
Opening Times	Opening times of a service.	4	0	10	14		
Planning	Leadership and general organisation.	27	0	20	47		
Registration	Ability to register for a service.	9	2	16	27		
Support	Levels of support provided.	1475	16	328	1819		
Telephone	Ability to contact a service by telephone.	24	1	140	165		
Timing	Physical timing (ie; length of wait at appointments).	143	5	76	224		
Waiting List	Length of wait while on a list.	313	9	269	591		
Choice	General choice.	32	0	47	79		
Cost	General cost.	0	0	7	7		
Language	Language, including terminology.	10	0	4	14		
Nutrition	Provision of sustainance.	1	0	1	2		
Privacy	Privacy, personal space and property.	0	0	8	8		
Quality	General quality of a service, or staff.	1413	14	212	1639		
Sensory	Deaf/blind or other sensory issues.	3	0	3	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).		11	0	5	16		
Environment/Layout	Physical environment of a service.		42	0	16	58		
Equipment	General equipment issues.		2	0	7	9		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	2	2		
Hygiene	Levels of hygiene and general cleanliness.		37	0	3	40		
Mobility	Physical mobility to, from and within services.		2	0	4	6		
Travel/Parking	Ability to travel or park.		0	1	3	4		
Omission	General omission (ie; transport did not arrive).		0	0	19	19		
Security/Conduct	General security of a service, including conduct of staff.		1	0	9	10		
Staff Attitude	Attitude, compassion and empathy of staff.		2006	22	386	2414		
Complaints	Ability to log and resolve a complaint.		4	0	15	19		
Staff Training	Training of staff.		8	0	15	23		
Staffing Levels	General availability of staff.		0	0	8	8		
		Total:	7540	99	2475	10114		

Community Insight CRM