



**PATIENT EXPERIENCE  
REPORT 2021/2022  
QUARTER 1  
APRIL - JUNE**

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# Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has several duties around gathering and representing the views of patients and service users in the borough of Waltham Forest. In delivering these duties, Healthwatch Waltham Forest captures patient experience in numerous ways, including running the Patient Participation Group (PPG) Forum, and engaging with residents online, particularly in resident Facebook groups and through our website ([www.healthwatchwalthamforest.co.uk](http://www.healthwatchwalthamforest.co.uk)), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the forms used during our review collections over the phone. Alongside our Patient Experience work reported here, Healthwatch Waltham Forest carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, including Enter & View and research reports please visit our website at <https://www.healthwatchwalthamforest.co.uk/our-work/our-reports-new/>.

On our Feedback Centre, patients can relay concerns about their treatment. If they have opted to, we also offer for a member of Healthwatch Waltham Forest staff to call them and discuss the issue in more detail. If they wish to pursue a complaint, we explain the procedure to them and pass them onto our NHS Advocacy Officer.

Due to the COVID-19 pandemic and social distancing measures, nearly all health and social care services restricted their services. This has affected how we collect reviews. We have adapted to new ways of collecting Patient Experience including engaging with health and social care service users through direct contact calling and acquiring reviews left online. The Patient Experience Officer along with a group of Patient Experience Volunteers collected reviews for health and social care services from the following online sources: Google Reviews, NHS Choices, Care opinion, [homecare.co.uk](http://homecare.co.uk), [carehome.co.uk](http://carehome.co.uk), and Yellow Pages. Reviews were also obtained directly from the Healthwatch Waltham Forest website where patients and service users can share their experience.

**During the Quarter 1 period between April - June 2021, we collected 913 reviews. Out of our total number of patients' experience feedback received, 605 (66%) were positive with a star rating of 4-5 compared to 75% for Quarter 4 (January-March), 36 (4%) were neutral with a star rating of 3 compared to 6% for Quarter 4 and 272 (30%) were negative with a star rating of 1-2 compared to 21% for the previous quarter. These numbers are based on the overall star rating provided by patients, please see page 4 for further details.**

The information presented within this report reflects individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Waltham Forest presents this as information to be considered and utilised to improve service provision and highlight areas of good practice.

# Our data explained

Healthwatch Waltham Forest use a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5)

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

# Overall Star Ratings

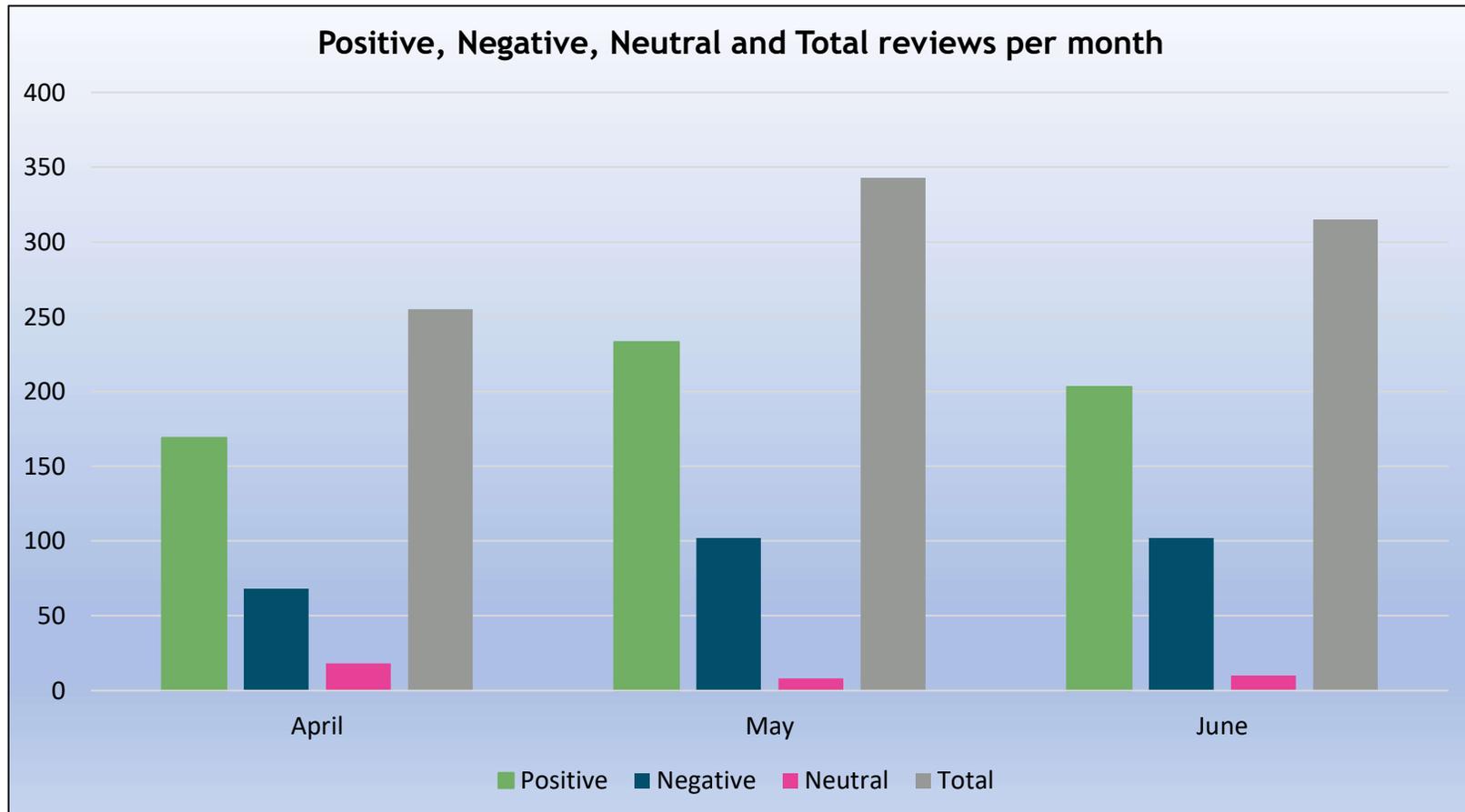
The number of patient reviews received for this quarter was 913. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter. Please see the appendices for examples of both our physical and online questionnaires.

Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	68	18	169
May	102	8	233
June	102	10	203
Total	272	36	605

# Overall Star Ratings

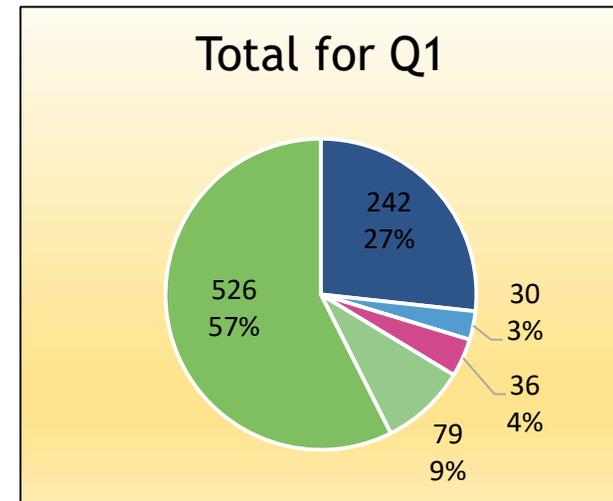
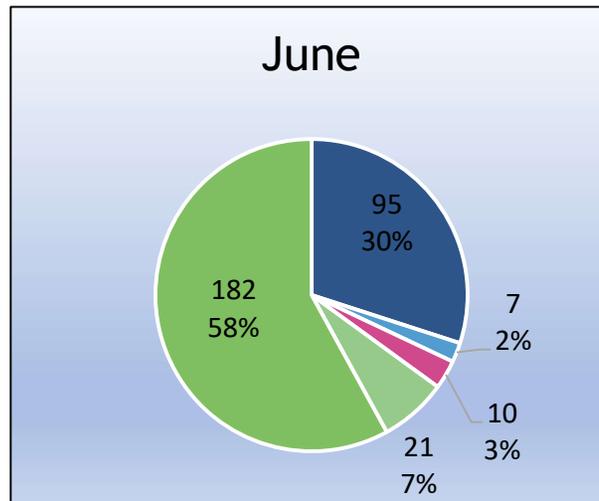
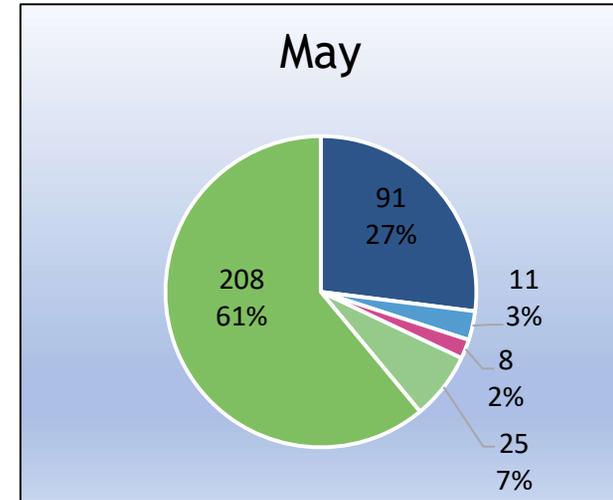
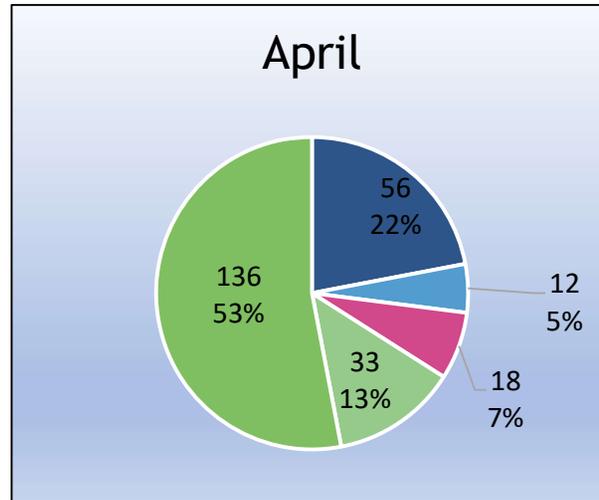
This chart illustrates the number of positive, negative and neutral reviews per month based on their overall star rating.



# Overall Star Ratings

These pie charts show the distribution of star ratings per month and for the whole quarter (April - June).

In each month, the 5-star rating received the highest proportion of reviews.

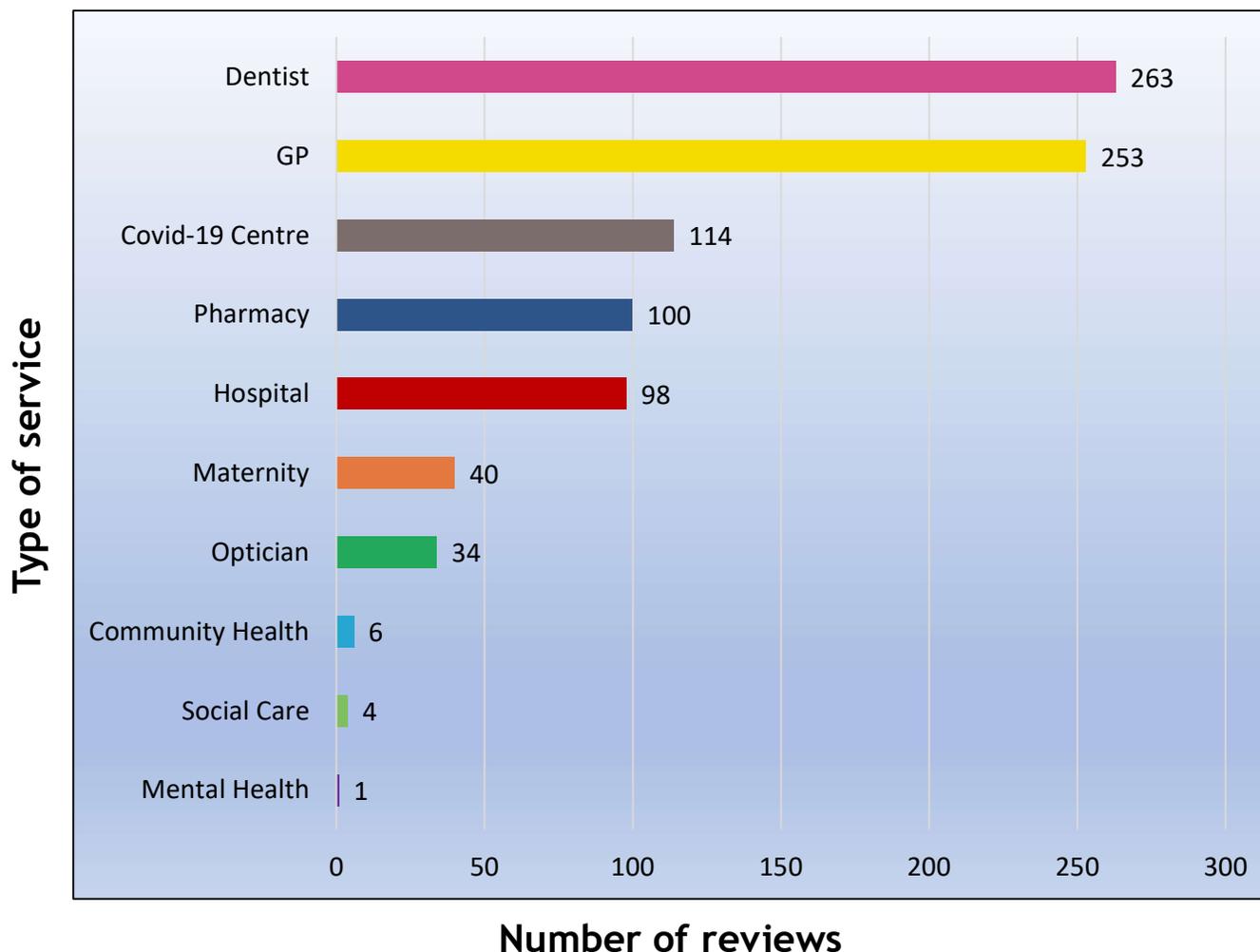


# Total Reviews per Service Category

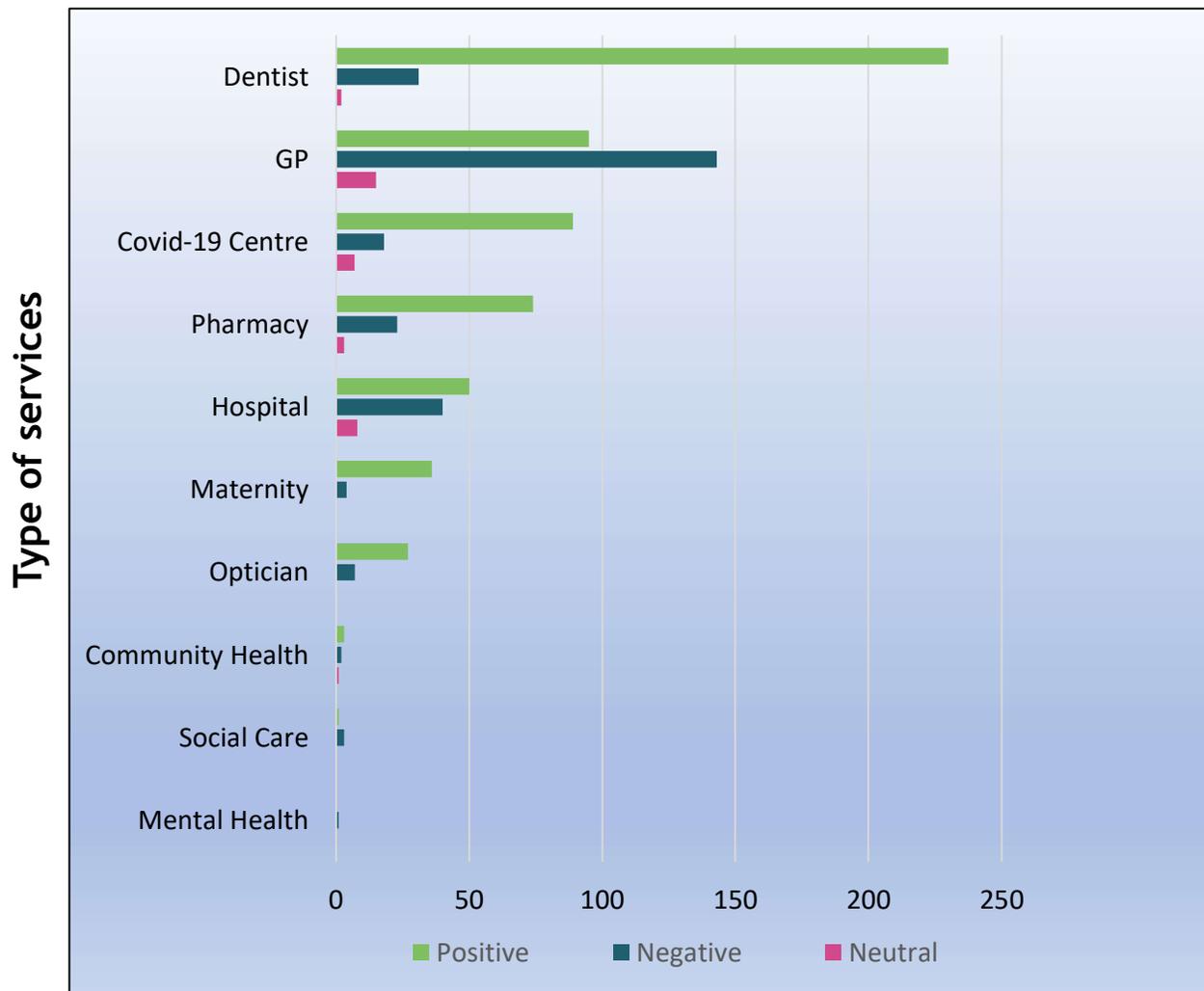
This chart depicts the number of reviews recorded per service. For this quarter, 913 patient reviews were acquired for ten different service-types.

The service-type with the highest number of reviews recorded is Dental services (263). This is followed by GP services (253), Covid-19 Centre (114), Pharmacy (100) and Hospital (98).

The service-types with the lowest numbers of reviews recorded is Mental Health (1). This is followed by Social Care (4), Community Health (6), Opticians (35) and Maternity (40).



# Distribution of Positive, Neutral & Negative per service category



This chart illustrates the proportion of negative, neutral, and positive reviews within each of the ten service-type categories previously discussed. Reviews are categorised according to their star ratings.

Dental services received the most reviews this quarter (263). Of these, 87% (230) were positive, 12% (31) were negative, and 1% (2) were neutral.

GP services received the second highest number of reviews this quarter (253). Of these, 38% (95) were positive, 57% (143) were negative, and 6% (15) were neutral.

COVID-19 Centres received the third highest number of reviews this quarter (114). Of these, 78% (89) were positive, 16% (18) were negative, and 6% (7) were neutral.

Pharmacy services received the fourth highest number of reviews this quarter (100). Of these, 74% (74) were positive, 23% (23) were negative, and 3% (3) were neutral.

Hospital services received the fifth highest number of reviews this quarter (98). Of these, 51% (50) were positive, 41% (40) were negative, and 8% (8) were neutral.

Maternity received 40 reviews - 90% (36) were positive and 10% (4) were negative. Optician received 34 reviews - 79% (27) were positive and 21% (7) were negative. Community Health, Mental Health and Social Care services received a total of 11 reviews - 36% (four) were positive, 55% (six) were negative, and 9% (one) was neutral.

Number of reviews

# Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a large number of reviews. In Q1 these areas are Dentist, GP, COVID-19 Centre, Pharmacy, and Hospital. After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" (see the appendices for examples of our physical and online questionnaires).

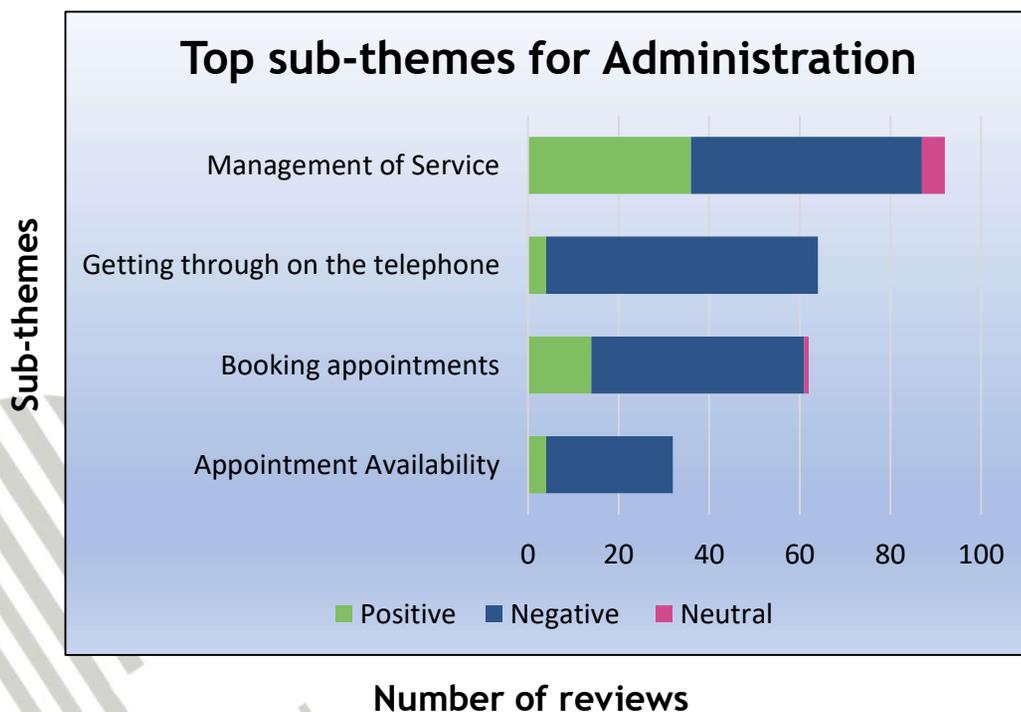
Each review is uploaded to our Online Feedback Centre where up to five themes and subthemes are applied (see Appendix I pages 37-38 for a full list).

For this reason, the total numbers of theme-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs to the star rating patients provide.

# GP Themes and Sub-Themes

The top theme for Waltham Forest GPs this quarter was Administration. This theme was applied a total of 267 times to the patient reviews, of which 62 (23%) were positive, 198 (74%) were negative and 7 (3%) were neutral. This shows that a large majority of patients are dissatisfied with the administration at their GP surgeries.

As shown in Appendix 1 (p37), the Administration theme is further divided into nine sub-themes. Of these sub-themes, Management of Service was applied 92 times with 36 (39%) positive, 51 (55%) negative, and 5 (5%) neutral. Getting through on the telephone was applied 64 times with four (6%) being positive, and 60 (94%) being negative. Booking Appointments was applied 62 times with 14 (23%) positive, 47 (76%) negative, and one (2%) neutral. Appointment Availability was applied 32 times, with four (13%) positive, 28 (88%) negative. Admission Procedure was applied 10 times with one (10%) positive and nine (90%) negative. General was applied five times, with two (40%) positive, two (40%) negative and one (20%) neutral. Lastly, Medical Records was applied twice with one positive and one negative. The remaining sub-themes were not applied this quarter.



## Positive reviews

“Always good checking things out and trying to accommodate you for appt/prescriptions on times.” *GP surgery*

“Very easy to get appointments usually.” *GP surgery*

## Negative reviews

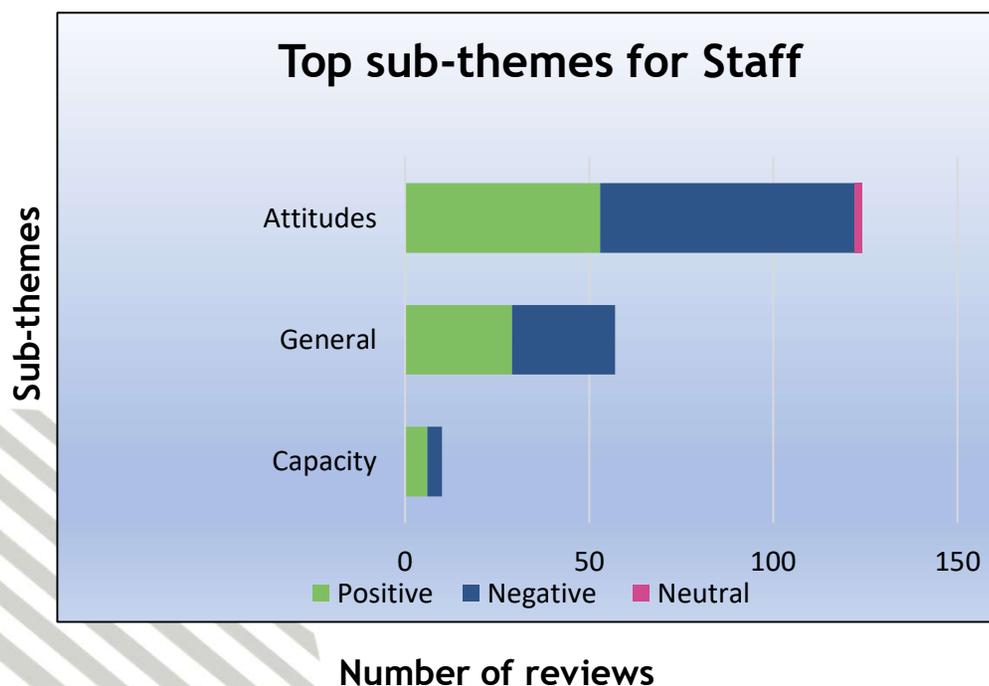
“The service isn’t very good because you can’t get through on the phone. There have been times when I’ve hung on until I’m first in the queue and then the phone just goes dead.” *GP surgery*

“Feels it’s a matter of luck with getting appointments via the phone.” *GP surgery*

# GP Themes and Sub-Themes

The second most applied theme for Waltham Forest GPs this quarter, is Staff. This theme was applied a total of 197 times to the patient reviews, of which 90 (46%) were positive, 105 (53%) were negative and two (1%) were neutral.

As shown in Appendix 1 (p38), the Staff theme is further divided into nine sub-themes. Of these sub-themes, Attitudes was applied 124 times with 53 (43%) positive, 69 (56%) being negative and two (2%) neutral. General was applied 57 times with 29 (51%) positive and 28 (49%) negative. Capacity was applied 10 times with six (60%) positive and four (40%) negative. Training and Development was applied three times with one positive and two negative. Staffing Levels was applied twice, both negative and finally, District Nurses/Health Visitors had one positive. The remaining sub-themes were not applied this quarter.



## Positive reviews

“The surgery staff are extremely helpful, and kind and they do call back when they say they will.”

*GP Surgery*

“I have always found this practice friendly.” *GP Surgery*

## Negative reviews

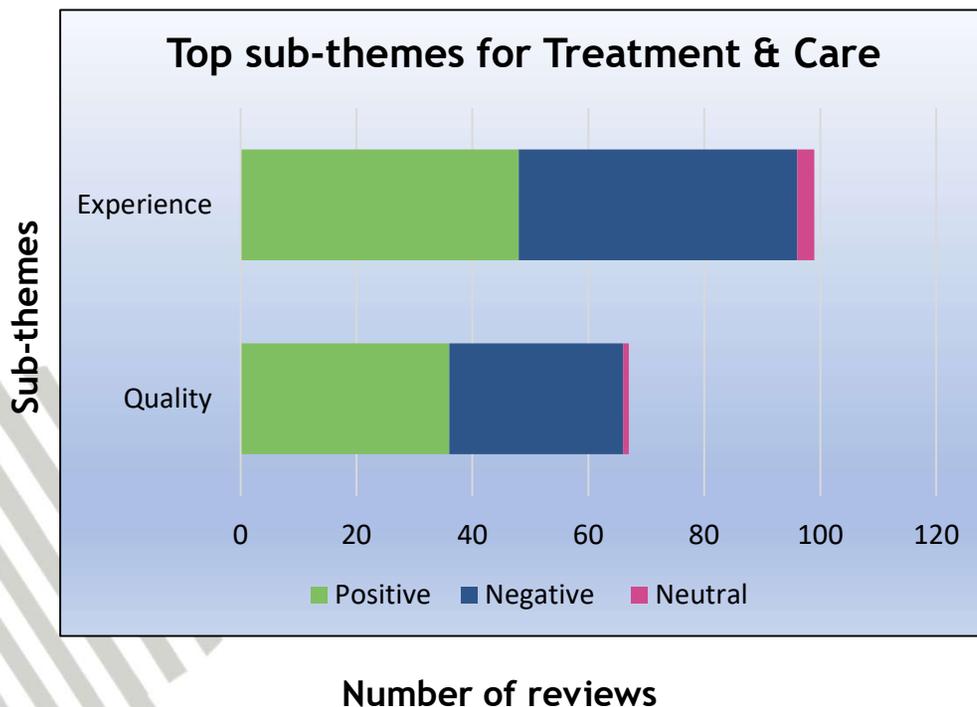
“Rude and unprofessional doctors.” *GP surgery*

“The telephone receptionist was very rude, kept cutting me off, talking over me and speaking to me as if I were a child” *GP surgery*

# GP Themes and Sub-Themes

The third most applied theme for Waltham Forest GPs this quarter is Treatment & Care. This theme was applied a total of 191 times to the patient reviews, of which 100 (52%) were positive, 87 (46%) were negative and four (2%) were neutral. This shows that a small majority of patients were satisfied with the service provided by staff at their GPs.

As shown Appendix 1 (p38), the Treatment & Care theme is further divided into six sub-themes. Of these sub-themes, Experience was applied 99 times with 48 (48%) positive, 48 (48%) negative and three (3%) neutral, Quality was applied 67 times with 36 (54%) positive, 30 (45%) negative and one (1%) neutral. Treatment Explanation was applied 11 times with nine (82%) positive and two (18%). Effectiveness was applied nine times with seven (78%) positive and two (22%) negative. Safety of Care/Treatment was applied five times - 100% negative. The remaining sub-theme was not applied this quarter.



## Positive reviews

“I’ve only been registered with the surgery for three months and they have been excellent in that time. I couldn’t fault them at all. *GP surgery*”

“Seen straight away and good doctors.” *GP surgery*

## Negative reviews

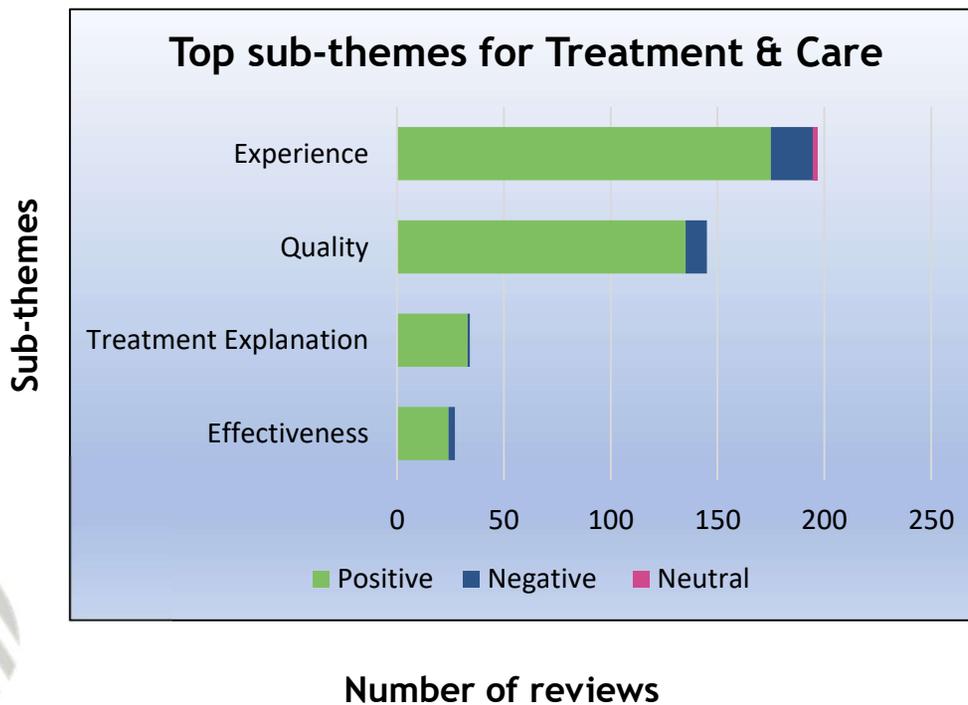
“They brush you off. No empathy at all.” *GP surgery*

“Terrible experience over the past 7 years at this GP. Problems relate to lack of communication between NHS services and willingness to take responsibility of duty of care to patient.” *GP surgery*

# Dentist Themes and Sub-Themes

The top theme for Waltham Forest Dentists this quarter is Treatment & Care. This theme was applied a total of 405 times to the patient reviews, of which 368 (91%) were positive, 35 (9%) were negative and two were neutral. An overwhelming majority of patients are happy with their dental treatment and care.

As shown Appendix 1 (p38), the Treatment & Care theme is further divided into six sub-themes. Of these sub-themes, Experience was applied 197 times with 175 (89%) being positive, 20 (10%) being negative and two (1%) neutral. Quality was applied 145 times with 135 (93%) positive and 10 (7%) negative. Treatment Explanation was applied 34 times with 33 (97%) positive and one (3%) negative. Effectiveness was applied 27 times with 24 (89%) positive and three (11%) negative. Safety of Care/Treatment was applied twice with one positive and one negative. The remaining sub-theme was not applied.



## Positive reviews

" Very good service *Dentist*

"...the quality of the work is first class..." *Dentist*

"...everything was explained properly..." *Dentist*

## Negative reviews

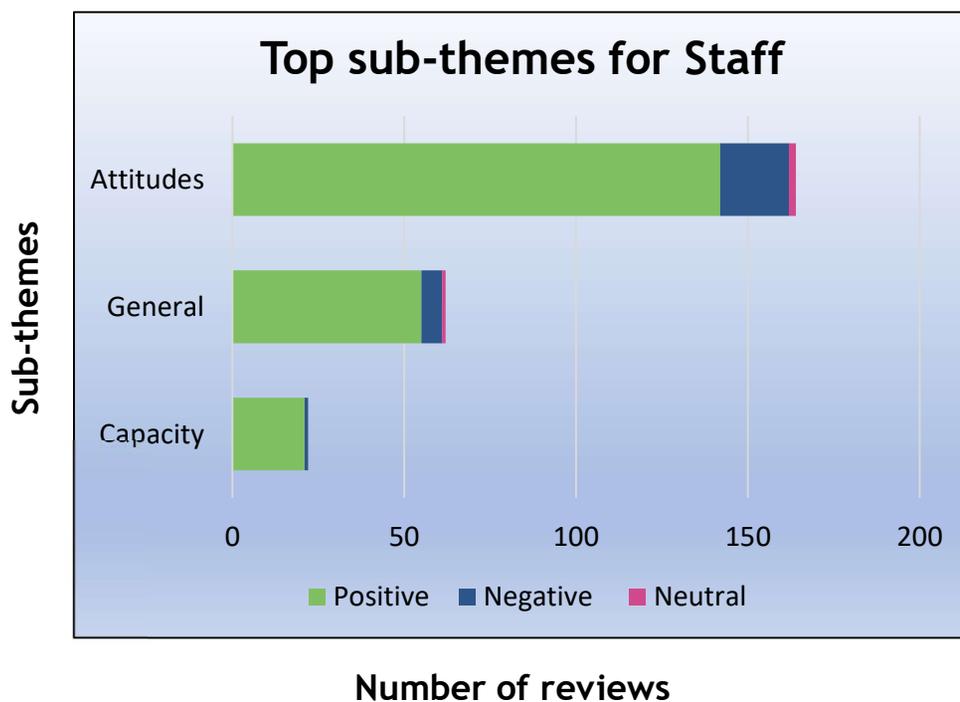
"...break your teeth rather than pulling it out..." *Dentist*

"...filled over decay and did not diagnose cavities..." *Dentist*

# Dentist Themes and Sub-Themes

The second most applied theme for Waltham Forest Dentists this quarter is Staff. This theme was applied a total of 249 times to the patient reviews, of which 220 (88%) were positive, 26 (11%) were negative and three (1%) neutral). This show a large majority of patients are satisfied with the staff at their dentists.

As shown Appendix 1 (p38), the Staff theme is further divided into nine sub-themes. Of these sub-themes, Attitudes was applied 163 times with 142 (87%) being positive, 19 (12%) negative and two (1%) neutral. General was applied 62 times with 55 (89%) positive, 6 (10%) negative and one (2%) neutral. Capacity was applied 22 times with 21 (95%) positive and one (5%) negative. Sustainability, and Training and Development both had one positive. The remaining sub-themes were not applied this quarter.



## Positive reviews

“...very helpful and friendly...” *Dentist*

“...the dentist is so friendly, caring and down to earth...” *Dentist*

## Negative reviews

“...reception staff are so rude...” *Dentist*

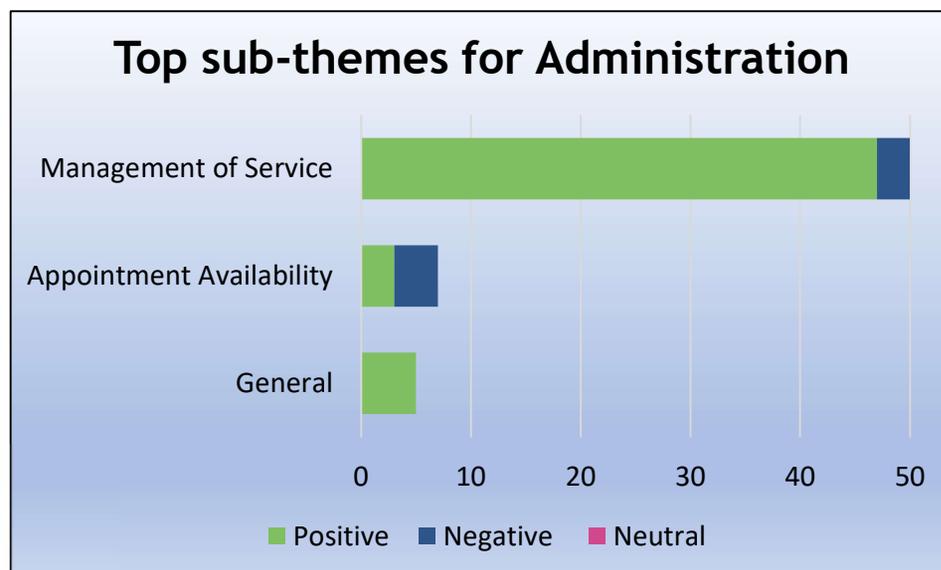
“...rude dentist. Incredibly unprofessional...” *Dentist*

# Dentist Themes and Sub-Themes

The third most applied theme for Waltham Forest Dentists this quarter is Administration. This theme was applied a total of 73 times to the patient reviews, of which 58 (79%) were positive, 14 (19%) were negative and one (1%) was neutral.

As shown Appendix 1 (p37), the Administration theme is further divided into nine sub-themes. Of these sub-themes, Management Of Service was applied 50 times with 47 (94%) being positive and three (6%) negative. Appointment Availability was applied seven times with three (43%) positive and four (57%) negative. General was applied five times - 100% positive. Booking Appointments was applied four times with one (25%) positive, two (50%) negative and one (25%) neutral. Getting through on the telephone was applied four times - 100% negative. Admission Procedure was applied twice - both positive. Commissioning and Provision was applied once which was negative. The remaining sub-themes were not applied this quarter.

Sub-themes



Number of reviews

## Positive reviews

“...good emergency procedures in place for COVID...”  
*Dentist*

“...absolutely excellent customer service as I was looked after very well...”  
*Dentist*

## Negative reviews

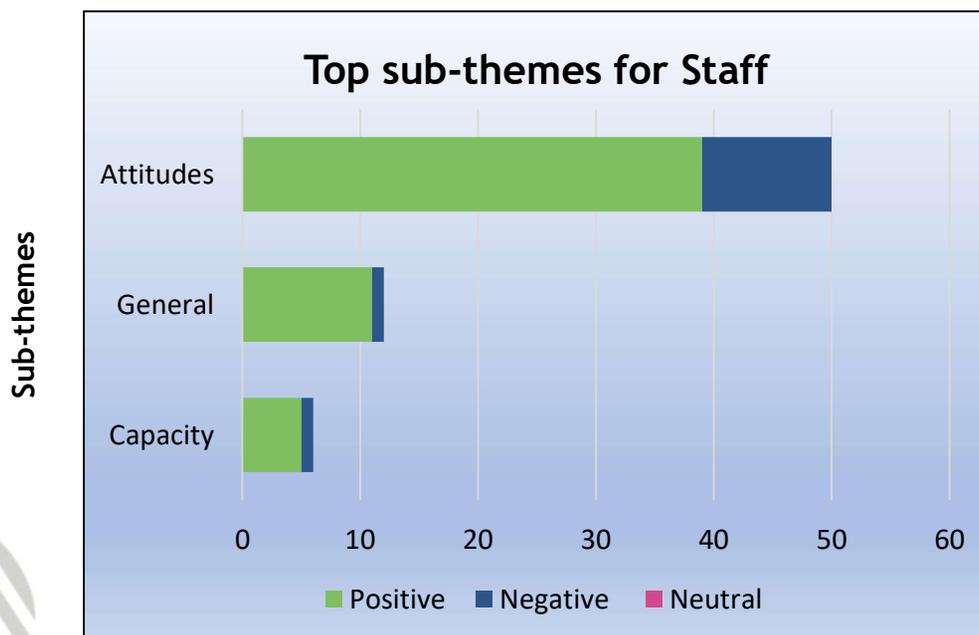
“It is difficult to get through on the telephone and I usually have to hand on for a long time.”  
*Dentist*

“So difficult to get hold of reception team and make an appointment...”  
*Dentist*

# Pharmacy Themes and Sub-Themes

The most applied theme for Waltham Forest Pharmacies this quarter is Staff. This theme was applied a total of 69 times to the patient reviews, of which 55 (80%) were positive and 14 (20%) were negative. This shows that most people were satisfied with the customer service provided by staff at their pharmacy.

As shown Appendix 1 (p38), the Staff theme is further divided into six sub-themes. Of these sub-themes, Attitudes was applied 50 times with 39 (78%) positive and 11 (22%) negative. General was applied 12 times with 11 (92%) positive and one (8%) negative. Capacity was applied six times with five (83%) positive and one (17%) negative. Training and Development was applied once negatively. The remaining sub-themes were not applied this quarter.



## Positive reviews

"The staff are very efficient and always answer the phone promptly." *Pharmacy*

"The staff are always helpful and polite. Very responsive." *Pharmacy*

## Negative reviews

"...rude staff who talked down to me..." *Pharmacy*

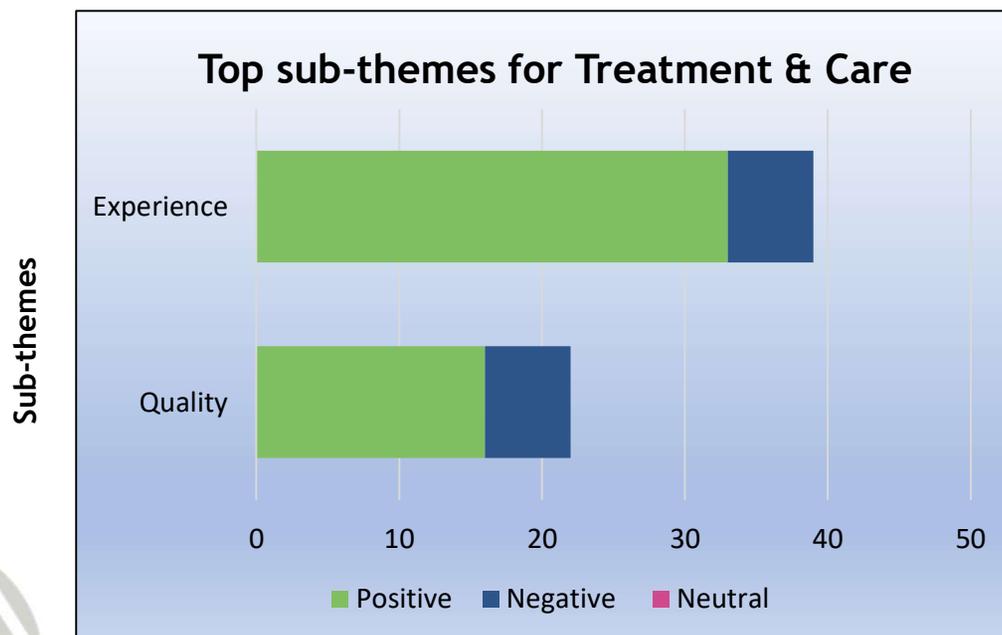
"...unnecessarily rude telephone manner..." *Pharmacy*

Number of reviews

# Pharmacy Themes and Sub-Themes

The second most applied theme for Waltham Forest Pharmacies this quarter is Treatment & Care. This theme was applied a total of 64 times to the patient reviews, of which 53 (83%) were positive, and 11 (17%) were negative. This shows that the majority of patients were satisfied with the treatment and care received at their pharmacy.

As shown in Appendix 1 (p38), the Treatment & Care theme has up to six sub-themes. Experience was applied 39 times with 33 (85%) positive, and six (15%) negative. Quality was applied 21 times with 16 (76%) positive and five (24%) negative. Effectiveness was applied three times - 100% positive. Treatment Explanation was applied once positively. The remaining sub-themes were not applied this quarter.



## Positive reviews

"Very good service." *Pharmacy*

"The service from the pharmacy is very good and it feels safe to be in there." *Pharmacy*

## Negative reviews

"...was in a hurry to collect my prescription I was told they cannot find it..." *Pharmacy*

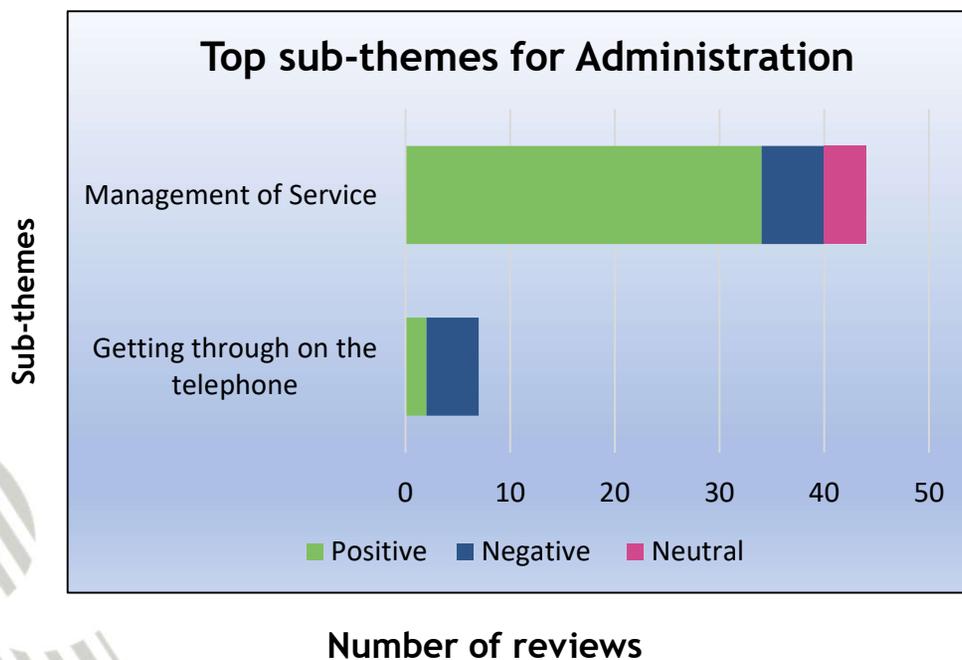
"...prescription service not fit for purpose..." *Pharmacy*

Number of reviews

# Pharmacy Themes and Sub-Themes

The third most applied theme for Waltham Forest Pharmacies this quarter is Administration. This theme was applied a total of 57 times to the patient reviews, of which 40 (70%) were positive, 13 (23%) were negative and four (7%) were neutral. This shows that the majority of patients were satisfied with the administration provided by their pharmacy.

As shown in Appendix 1 (p37), the Administration theme is further divided up to nine sub-themes. Of these sub-themes, Management of Service was applied 44 times with 34 (77%) positive, six (14%) negative and four (9%) neutral. Getting through on the telephone was applied seven times with two (29%) positive and five (71%) negative. General was applied three times - 100% positive. Admission Procedure was applied twice - one positive and one negative. Booking Appointments was once negatively. The remaining sub-themes were not applied this quarter.



## Positive reviews

“I am very happy with the service from this pharmacy.”  
*Pharmacy*

“Brilliant. Very well managed.” *Pharmacy*

## Negative reviews

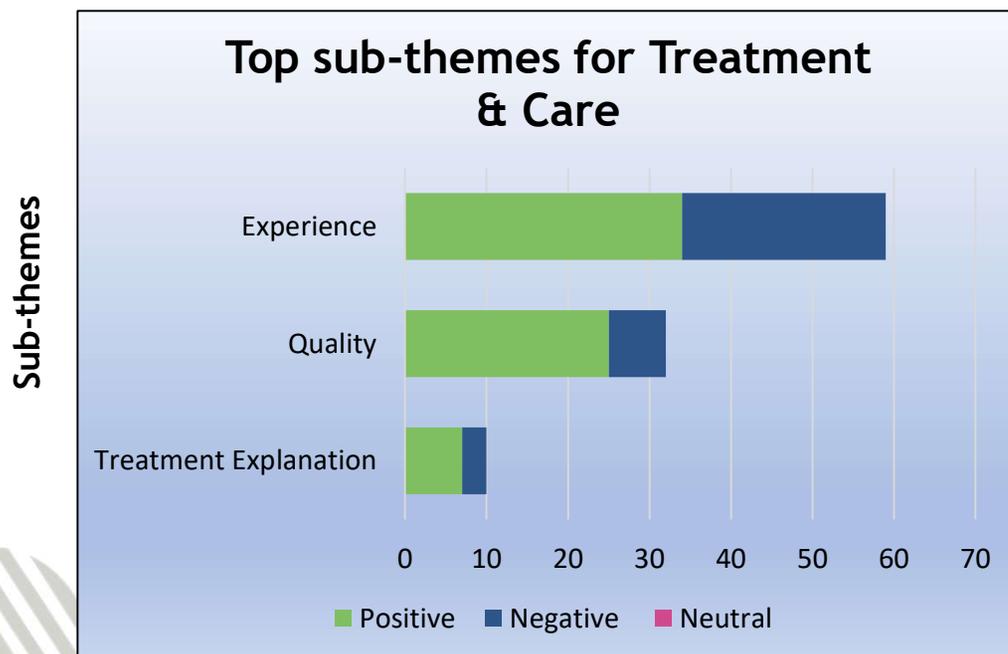
“My prescription is never ready on time” *Pharmacy*

“Trying to get through on the telephone is diabolical though. Sometimes it takes me a whole day to get through.” *Pharmacy*

# Hospital Themes and Sub-Themes

The top theme for Hospital this quarter is Treatment & Care. This theme was applied a total of 105 times to the patient reviews, of which 68 (65%) were positive and 37 (33%) were negative. This shows that most patients were satisfied with the treatment and care they received at their hospital this quarter.

As shown in Appendix 1 (p39), the Treatment & Care theme is further divided into six sub-themes. Of these sub-themes, Experience was applied 59 times with 34 (58%) were positive, and 25 (42%) were negative. Quality was applied 32 times with 25 (78%) positive and seven (22%) negative. Treatment Explanation was applied 10 times with seven (70%) positive and three (30%) negative. Safety/Care of Treatment was applied three times with one positive and two negative. Lastly, Effectiveness was applied once positively.



## Positive reviews

“The consultant was very good and explained everything to me.” *Hospital*

“Generally pretty good care .” *Hospital*

## Negative reviews

“There has been a complete lack of information from the consultant.” *Hospital*

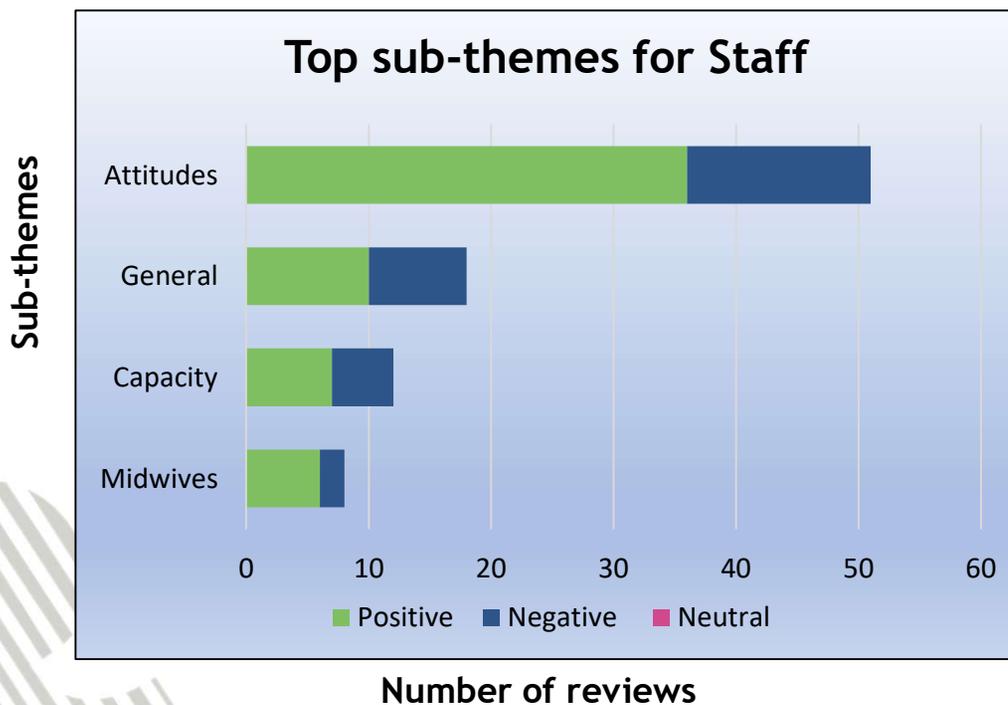
“A&E department was poor though and they misdiagnosed” *Hospital*

Number of reviews

# Hospital Themes and Sub-Themes

The second most applied theme for Hospital this quarter is Staff. This theme was applied a total of 90 times to the patient reviews, of which 60 (67%) were positive and 30 (33%) were negative.

As shown in Appendix 1 (p38), the Staff theme is further divided into nine sub-themes. Of these sub-themes, Attitudes was applied 51 times with 36 (71%) positive and 15 (29%) negative. General was applied 18 times with 10 (56%) positive and eight (44%) negative. Capacity was applied 12 times with seven (58%) positive and five (42%) negative. Midwives was applied eight times with six (75%) positive and two (25%) negative. Lastly, Ambulance Staff/Paramedics was applied once positively. The remaining sub-themes were not applied this quarter.



## Positive reviews

“The nurse on reception was amazing” *Hospital*

“The staff are always helpful and social distancing within the clinic is well maintained.” *Hospital*

## Negative reviews

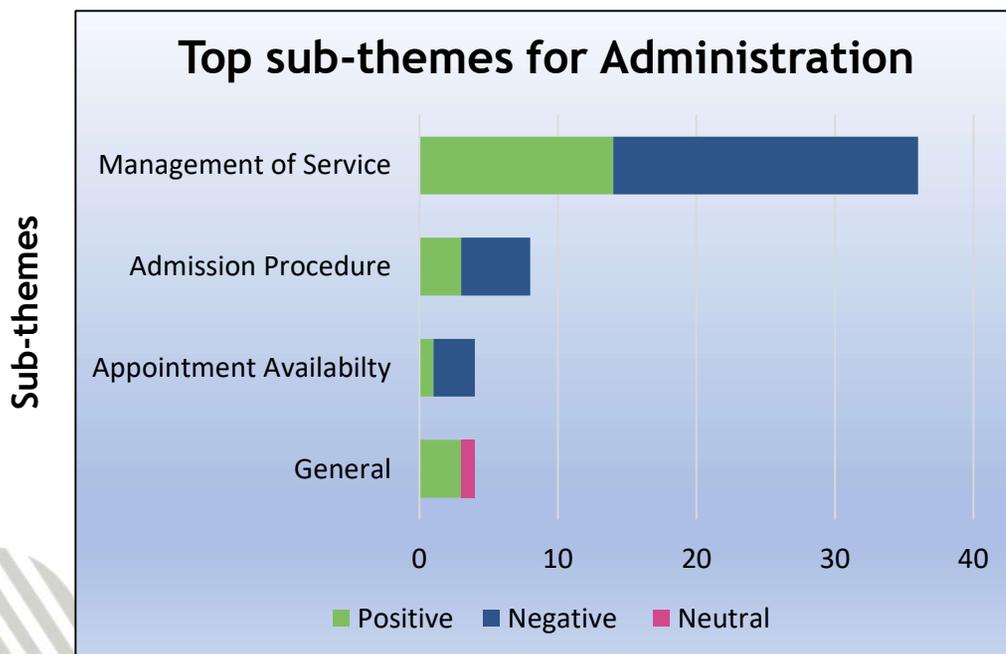
“...staff mostly don’t care about the things that they should...” *Hospital*

“...Most of the staff are very unprofessional. No one there seemed to have a clue what was going on and it really shows...” *Hospital*

# Hospital Themes and Sub-Themes

The third most applied theme for Hospital this quarter is Administration. This theme was applied a total of 57 times to the patient reviews, of which 24 (42%) were positive, 32 (56%) were negative, and one (2%) was neutral. This shows that the majority of patients were not satisfied with the Administration services at their hospital this quarter.

As shown in Appendix 1 (p37), the Administration theme is further divided into nine sub-themes; Of these sub-themes, Management of Service was applied 36 times with 14 (39%) positive and 22 (61%) negative. Admission Procedure was applied eight times with three (38%) positive and five (63%) negative. Appointment Availability was applied four times with one (25%) positive and three (75%) negative. General was applied four times with three (75%) positive and one (25%) neutral, Getting Through on the Telephone was applied three times with one (33%) positive and two (67%) negative. Booking Appointments and Medical Records were both applied once positively. The remaining sub-themes were not applied this quarter.



### Positive reviews

“I had a good experience with them. Brilliant booking system and organization if you have a smart phone.” *Hospital*

“The service has been reliable, and I have been able to get the appointments that I need.” *Hospital*

### Negative reviews

“Appointments were set up for her, but we did not receive the letters.” *Hospital*

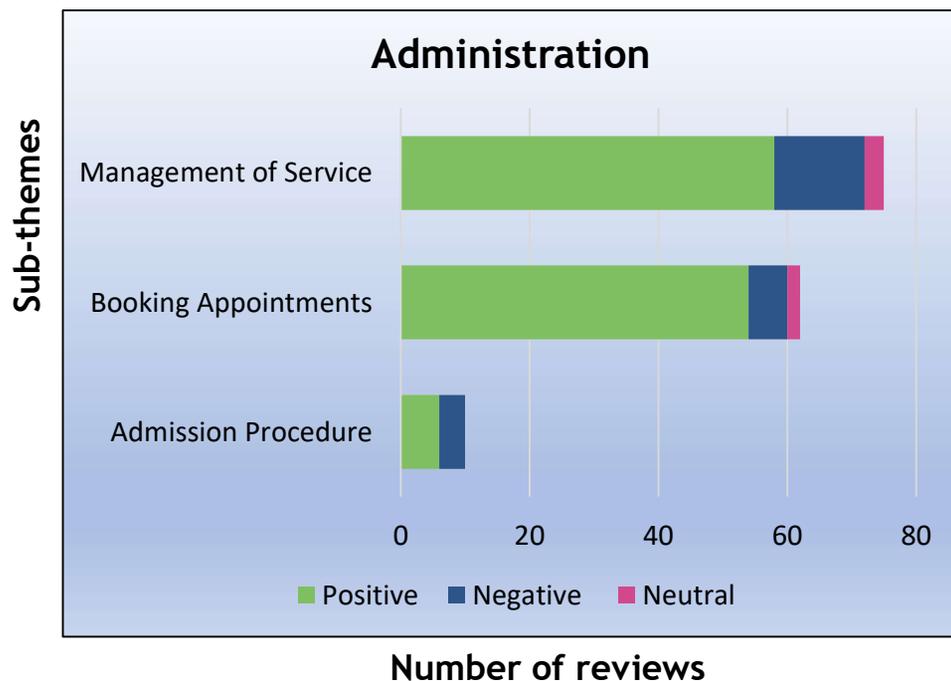
“Waited 5h for a scan. Very bad managed.” *Hospital*

Number of reviews

# COVID-19 Centre Theme

The top theme for COVID - 19 Centres this quarter is Administration. This theme was applied a total of 159 times to the patient reviews, with 125 (79%) positive, 29 (18%) were negative and five (3%) were neutral. This shows that residents are satisfied with the administration provided by these COVID-19 vaccination centres.

As shown in Appendix 1 (p37), the Administration theme is further divided into nine sub-themes. Of these sub-themes, Management of Service was applied 75 times with 58 (77%) positive, 14 (19%) negative, and three (4%) neutral. Booking Appointments was applied 62 times with 54 (87%) positive, six (10%) negative and two (3%) neutral. Admission Procedure was applied 10 times with six (60%) positive and four (40%) negative. General was applied five times - 100% positive. Getting Through on the Telephone was also applied five times with one (20%) positive and four (80%) negative. Appointment Availability was applied once positively and lastly, Medical Records was applied once negatively. The remaining sub-themes were not applied this quarter.



## Positive reviews

“Very good - no problems. I had the Pfizer vaccine, and everything was booked through my surgery.” *COVID-19 Centre*

“Brilliant. Very well managed. I was in and out in 15 minutes.” *COVID-19 Centre*

“Very well organised. There was no waiting around and all the volunteers were very pleasant.” *COVID-19 Centre*

## Negative reviews

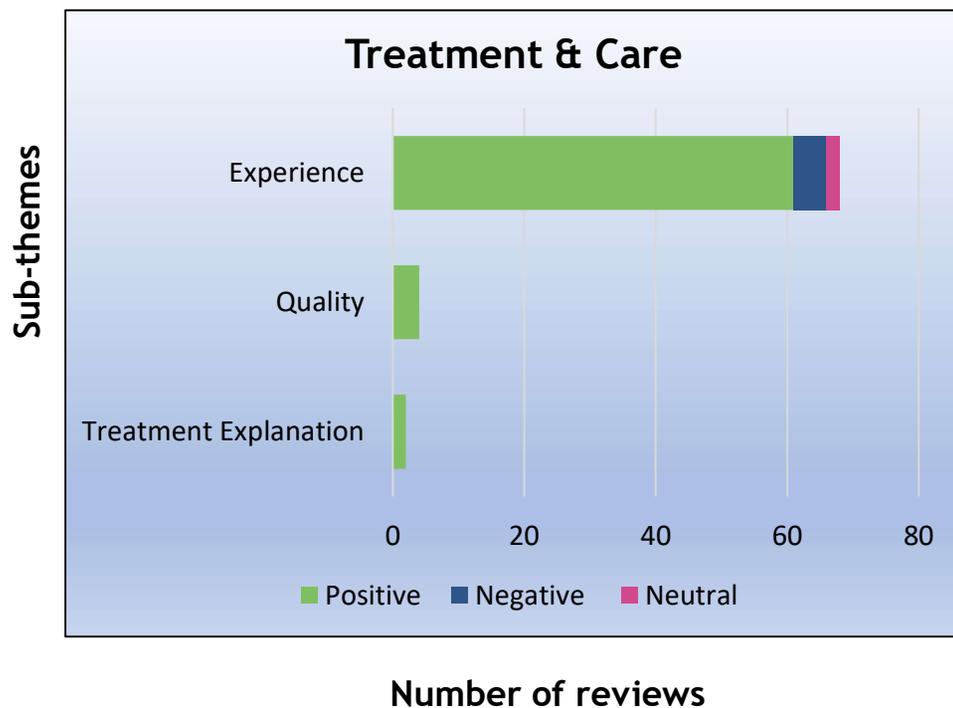
“It is harder for older people to get the vaccine because they can’t book online as easily.” *COVID-19 Centre*

“People turning up for vaccination and no way of finding out why centre has been shut all day.” *COVID-19 Centre*

# COVID-19 Centre Theme

The second most applied theme for COVID - 19 Centres this quarter is Treatment & Care. This theme was applied a total of 74 times to the patient reviews, with 67 (91%) positive, five (7%) were negative and two (3%) were neutral. This shows that residents are satisfied with the treatment and care provided at these COVID-19 vaccination centres.

As shown in Appendix 1 (p38), the Treatment & Care theme is further divided into six sub-themes. Of these sub-themes, Experience was applied 68 times with 61 (90%) positive, five (7%)negative, and two (3%) neutral. Quality was applied four times with 100% positive. Treatment Explanation was applied twice - both positive. The remaining sub-themes were not applied this quarter.



### Positive reviews

“I had the Astra Zeneca vaccine and felt fine afterwards.”  
*COVID-19 Centre*

“A 15-minute wait to make sure there are no side effects.”  
*COVID-19 Centre*

“...excellent experience with my COVID jab...” *COVID-19 Centre*

### Negative reviews

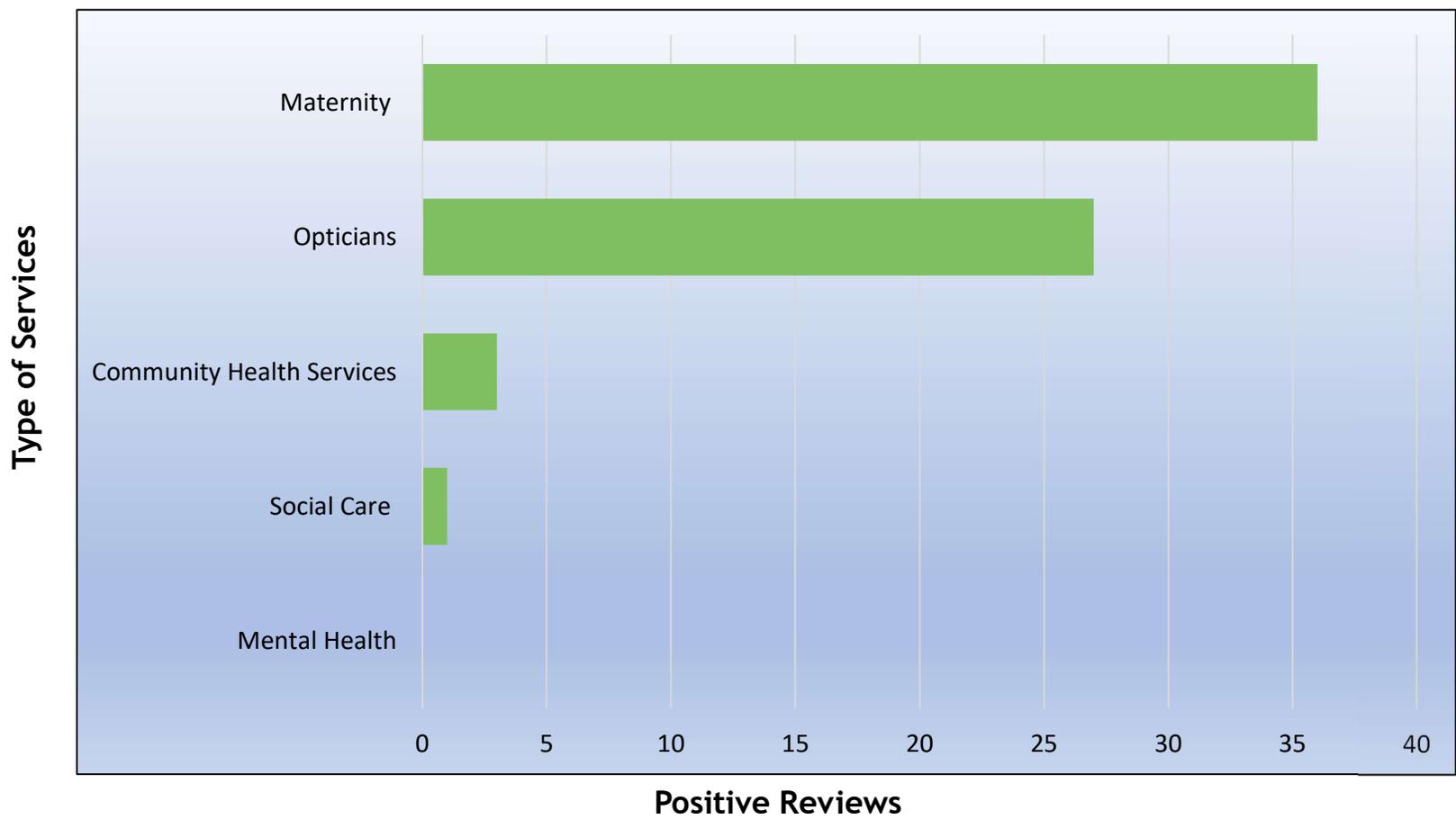
“The experience left us feeling stressed.” *COVID-19 Centre*

“Eventually got my vaccine 30 minutes after my appointment time.” *COVID-19 Centre*



# Other Positive Reviews

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comments received.





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### Optician

"... my new varifocals were perfect from the second I put them on..."

*Optician*

"..friendly and professional..."

*Optician*

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### Community Health

"Don't have to use the service often but are very good when you do."

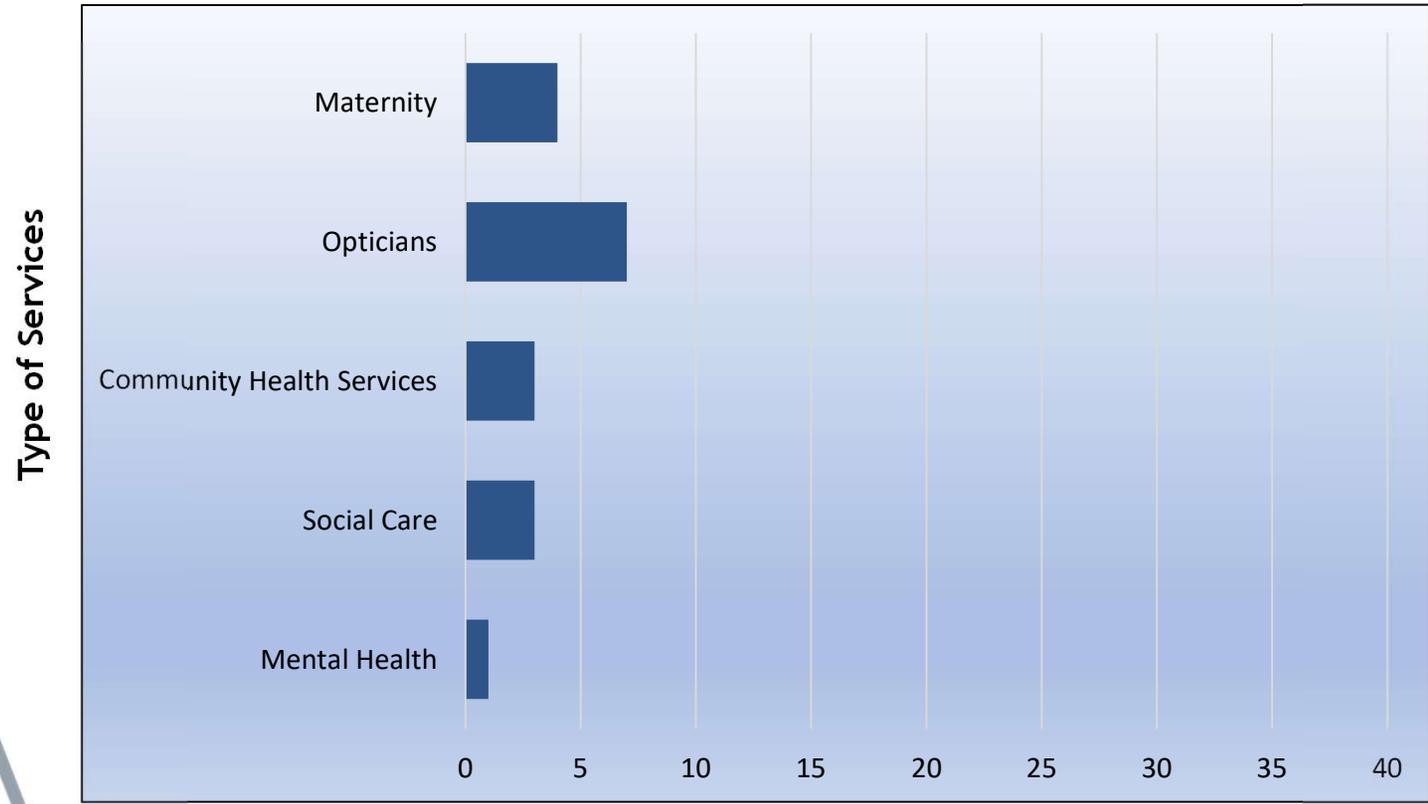
*Community Health*

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# Other Negative Reviews

By looking at the negative and neutral reviews received from residents of Waltham Forest, we can better understand where a service needs to improve in order to provide a better experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received. We include reviews where we have classified the comment as being of "neutral" sentiment. These experiences generally highlight where improvement can be made.



**Negative & Neutral Reviews**



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**Optician**

“..no one EVERS answers the phone!...”

*Optician*

“...extremely disappointed!...”

*Optician*

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**Social Care**

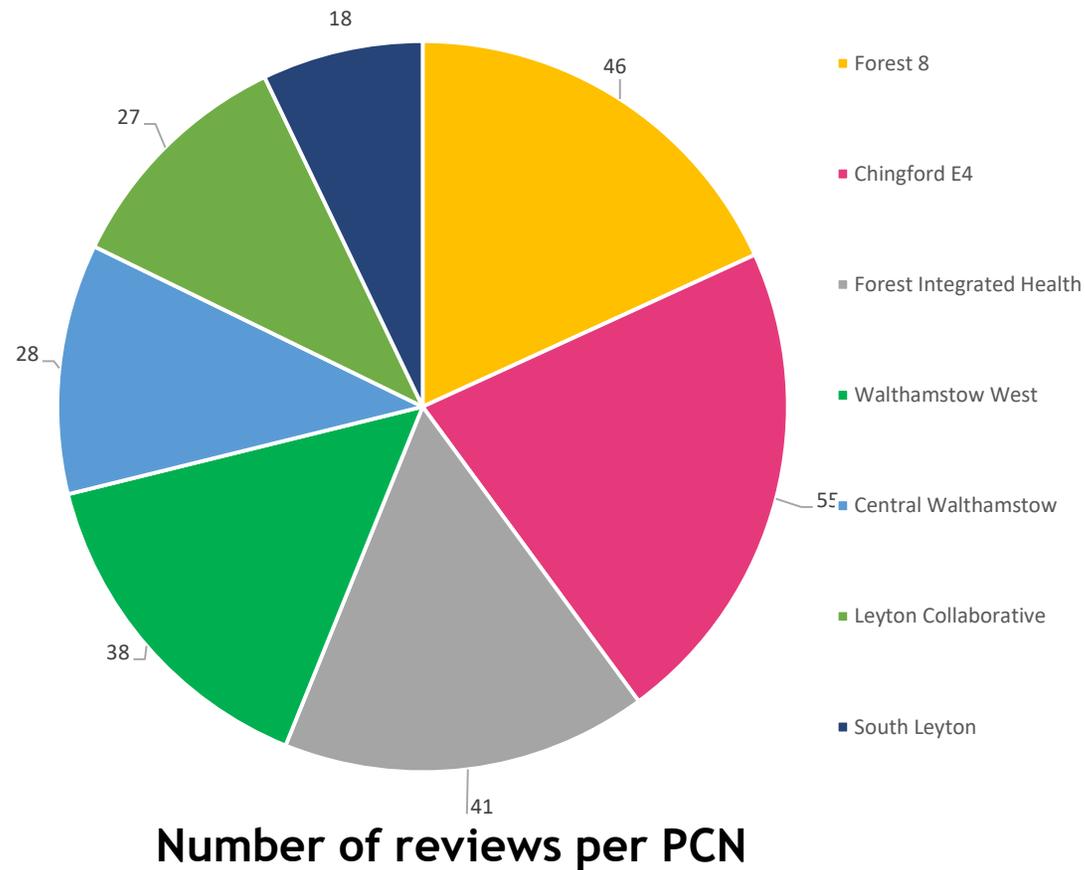
“Horrendous.”

*Social Care*

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# Primary Care Network Area Reviews

This pie chart demonstrates the total number of reviews received by each of the seven Primary Care Networks (PCNs) in Waltham Forest. Of the seven PCNs, Chingford E4 received the highest total number of reviews with 55 (22%); followed by Forest 8 with 46 (18%) and Forest Integrated Health with 41 (16%).

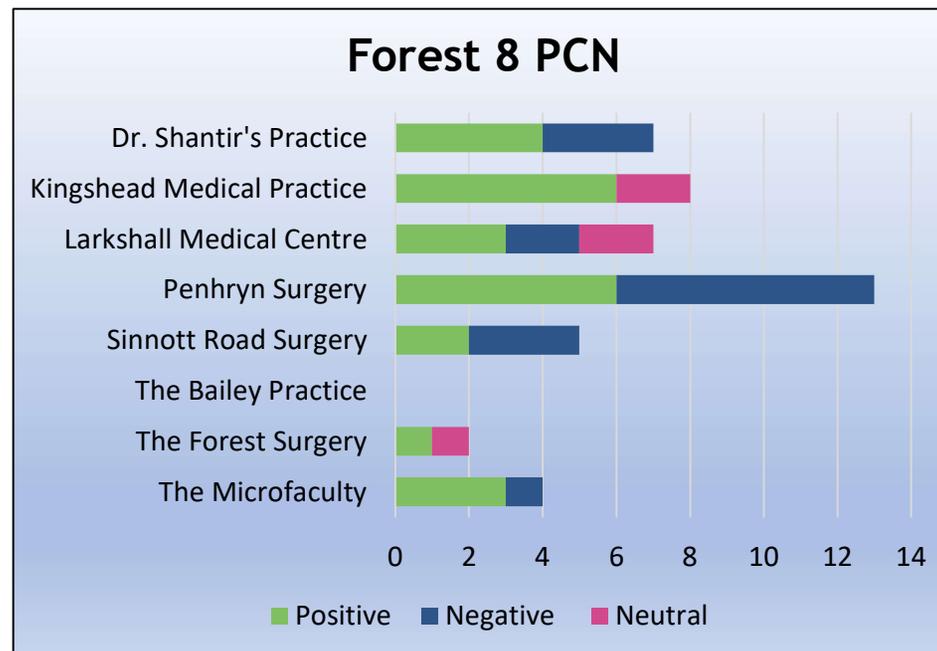


# Primary Care Network Area Reviews

The following seven bar charts (pages 29 -32) illustrate the distribution of star ratings for each GP surgery within its Primary Care Network (PCN).

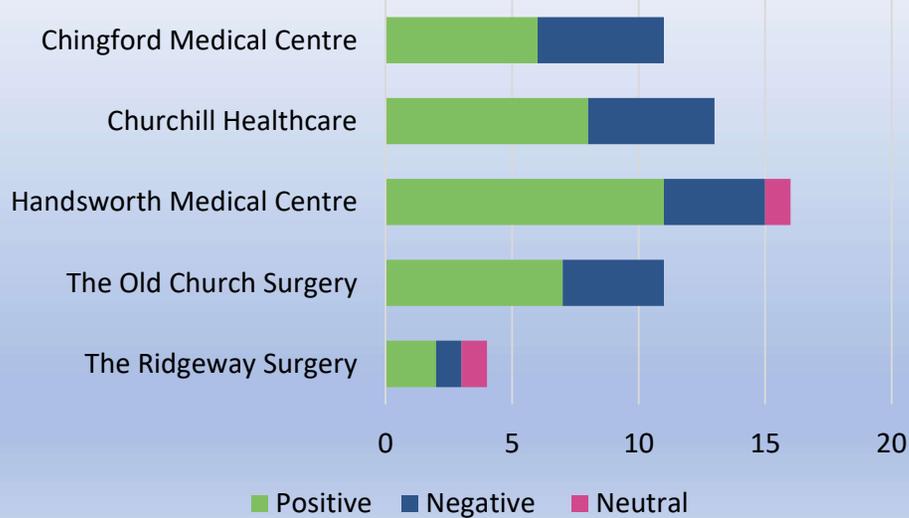
There are seven PCNs in Waltham Forest; Forest 8, Chingford E4, Forest Integrated Health, Walthamstow West, Central Walthamstow, Leyton Collaborative and South Leytonstone.

Star ratings are categorised as follows: Positive (4-5 stars), Negative (1-2 stars) and Neutral (3 stars).

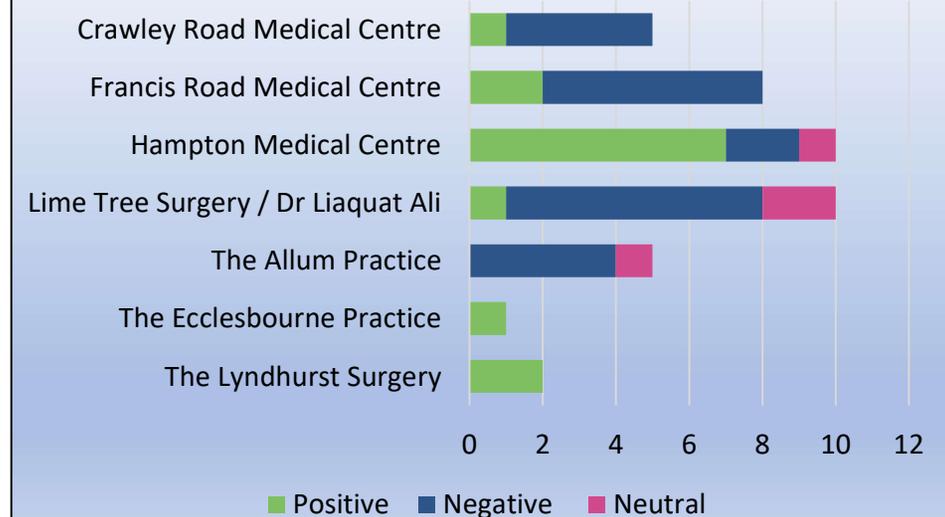


# Primary Care Network Area Reviews

## Chingford E4 PCN

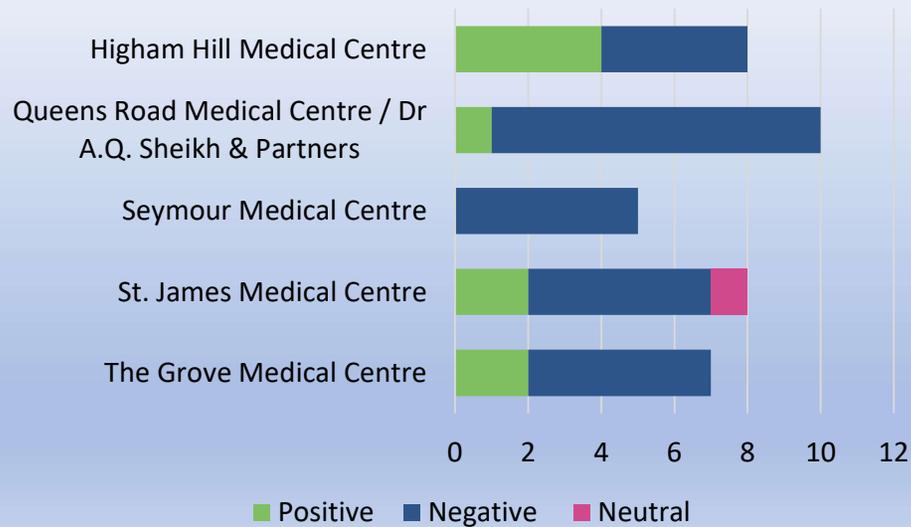


## Forest Integrated Health PCN

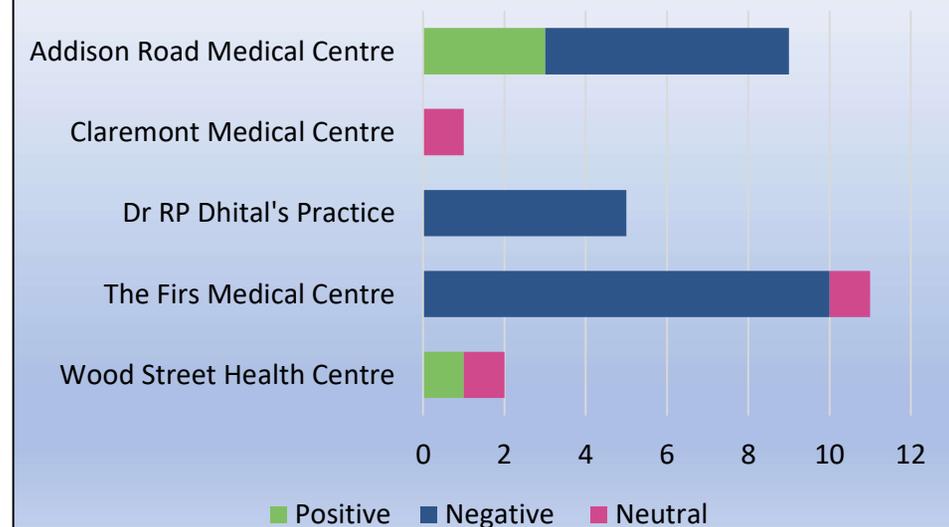


# Primary Care Network Area Reviews

## Walthamstow West PCN

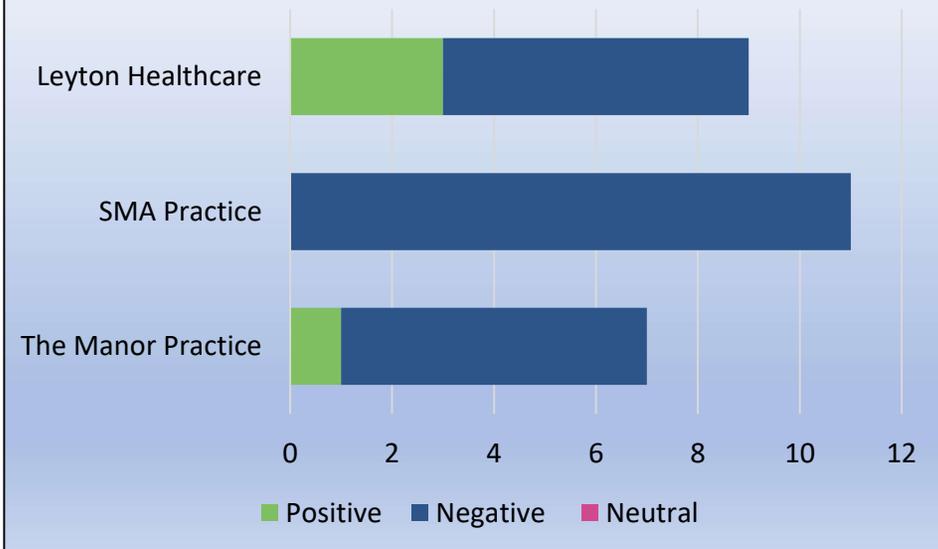


## Central Walthamstow PCN

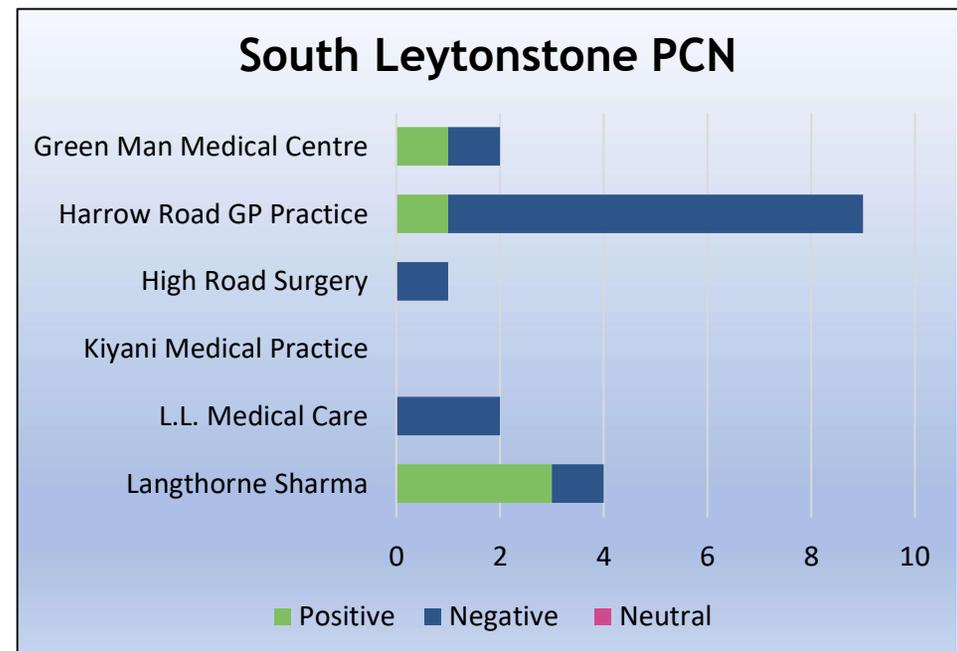


# Primary Care Network Area Reviews

## Leyton Collaborative PCN



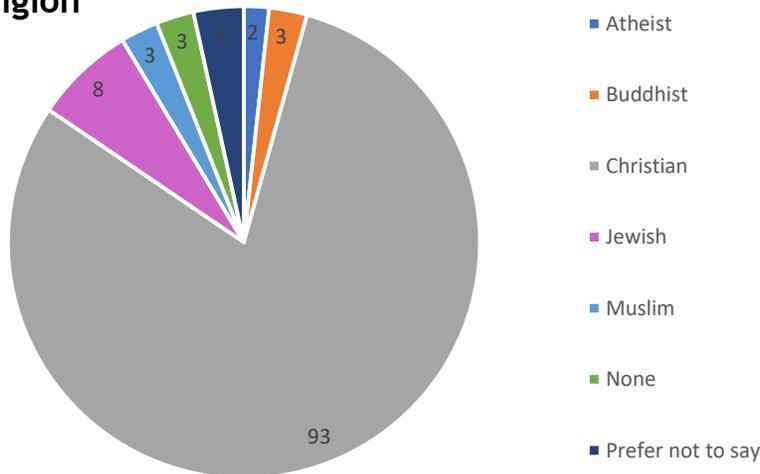
## South Leytonstone PCN



# Demographic Information

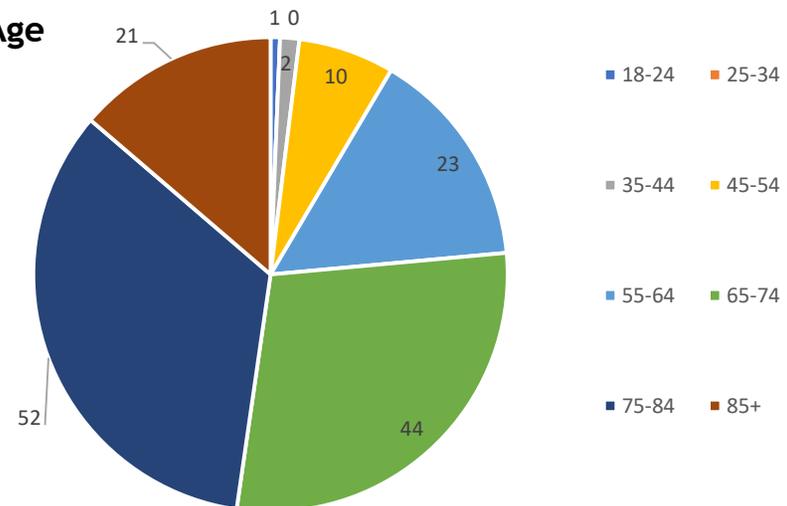
The pie chart below shows the number of reviews received this quarter from different religious groups. A large percentage of our reviews are collected online, therefore the demographic information is not available. For the direct engagement reviews, where people were happy to give monitoring information, there were 116 reviews where a religion was given -13% of the total reviews. Of those, 93 (80%) identified as being Christian, eight (7%) as Jewish, four (3%) as Prefer Not To Say, three (3%) as Buddhist, three as Muslim (3%), three as None (3%) and two (2%) as Atheist.

Religion



The pie chart below shows the number of reviews received this quarter from different age groups. A large percentage of our reviews are collected online, therefore the demographic information is not available and left blank. For those that did provide this information (153 reviews - 17% of total), the 75-84 age group was the most represented with 52 (34%), followed by 65-74 with 44 (29%). There is minimal representation in the lower age groups and further work will be done to increase feedback from these groups in future reports.

Age

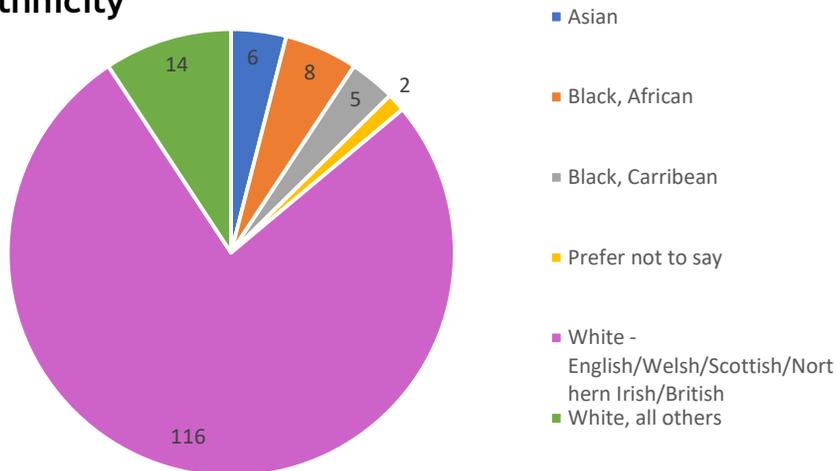


# Demographic Information

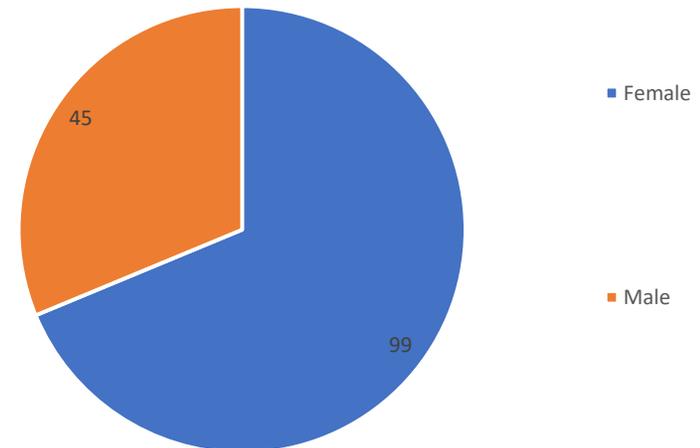
The pie chart below shows the number of reviews received this quarter from different ethnicity groups. A large percentage of our reviews are collected online, therefore the demographic information is not available. In terms of ethnicity, excluding the 762 who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' with 115 (77 %) of those who completed this section. Further monitoring of ethnicity data will take place to help direct targeted engagement work in the future.

The pie chart below shows the number of reviews received this quarter from gender groups. . A large percentage of our reviews are collected online, therefore the demographic information is not available. Excluding the 769 (84%) that are left blank, the majority of the reviews received this quarter are from females, with 99 (69%), with 45 (31%) from males. During our Direct Telephone Engagement work we have noticed that women are more willing to share their experiences. Further work will be undertaken to better appeal to men in the future.

**Ethnicity**



**Gender**



# Conclusion

A total of 913 patient experience reviews were collected for this quarter. Of these, the majority 605 (66%), were positive with a rating of 4 or 5 stars. Neutral (3 stars) and negative (1 or 2 stars) reviews accounted for 36 (4%) and 272 (30%) of the reviews, respectively. This finding suggests that overall, patients and service users in Waltham Forest were generally positive about their health and social care experience throughout the months of April, May and June 2021. Although, the percentage of positive reviews had fallen from 75% in Quarter 4 with the proportion of negative reviews increasing from 21%.

However, if this is examined more closely, it is clear that patients were generally negative about their GP services. Of the 253 reviews, 57% (143) were negative compared to just 29% in the previous quarter. Examining the applied themes for the GP services, 61% (479) were negative compared to 47% for Quarter 4. Of these, the Administration theme had 41% (198). Within this theme, the Getting Through on the Telephone sub-theme had 94% (60) negative, Booking Appointments had 76% (47) negative and Management of Service had 55% (51) negative. This suggests that patients are not happy with administration, especially the appointment system, at their GP service. The Staff theme accounted for a further 22% (105) of the negative themes. The Attitudes sub-theme had 56% (69) negative. But, for the Treatment & Care theme, 52% (100) were positive with 54% (36) for the Quality sub-theme and 48% (48) for the Experience sub-theme which suggests patients are happier with their treatment and care received than the administration of their GP service.

The COVID-19 pandemic has had a massive impact on the traditional GP experience, how these services are managed, and how both the provider and patient perceive these changes. Changes such as the reduction in available appointments and the shift to using online forms to initially contact the GP before a telephone or virtual consultation which may lead to a face-to-face consultation as restrictions are being lifted, has been a polarising issue.

The most reviews collected for a service type was for dentists with 263 reviews. Of these, 230 (87%) were positive, two (1%) neutral and 31 (12%) negative. The most applied theme was the Treatment & Care theme with 405 with 91% (368) positive and 9% (35) negative. For the sub-themes, both Experience with 89% (175) and Quality with 93% (135) positive. The Staff theme had 249 with 88% (220) positive. This indicates that patients are very happy with both the treatment and care and with the staff at their dental practices. In addition, it is excellent to see that Facilities & Surroundings received 100% (20) for Cleanliness (Environment and Infection Control). Due to the pandemic Infection Prevention measure perception has been heightened in the general population. Dental consultations are unique in this pandemic context in that their consultation medium cannot be changed and poses a high potential infection risk due to the dental work that occurs in the oral cavity. From the reviews, it is clear that Waltham Forest dentists have prioritised provider and patient safety by implementing high levels of infection prevention measures.

We collected 114 reviews for Covid-19 Centres, of which 89 (78%) were positive, seven (6%) neutral and 18 (16%) negative. Looking at themes, Administration has 79% (12%) positive and Treatment & Care has 91% (69) positive. This suggests that the majority of patients have expressed their satisfaction regarding the organization and their experience of the COVID-19 vaccination programme running in Waltham Forest.

# Actions, impact and next steps

Healthwatch Waltham Forest will share this report with relevant stakeholders, including commissioning, local authority and integrated care boards and committees. In Waltham Forest these include:

- Integrated Care Board
- WEL CCG Governing Body
- WEL CCG Primary Care Committee in Common
- Waltham Forest Health and Wellbeing Board
- Waltham Forest Health Scrutiny Committee
- Waltham Forest Safeguarding Adults (joint) Board
- Waltham Forest Social Care Scrutiny Committee.

In addition to formal board meetings, we have regular meetings with officers responsible for service delivery and or patient experience. Therefore, we will share our patient experience reports with patient experience leads, partners and providers working to improve patient and service user experience in the borough.

In Quarter 2 (2021/2022), we will continue to focus on the services and service areas that we expect to play a critical role in the health and social care response to the Covid 19 pandemic.

The key areas that we will focus on in Quarter 2 (July, August, September) are:

- Information, Guidance and Signposting
- GPs - examining the administrative issues highlighted in this report
- Covid-19 vaccination centres
- Mental Health
- Planning the implementation of face-to-face interviews with patients in GP surgeries

Healthwatch Waltham Forest is part of the North East London STP/CCG that have funded a Community Insight Research project to investigate patient service user experience in more detail. This project will run for 6 months and will produce regional, system and local patient experience reports. This will allow Healthwatch Waltham Forest to investigate key themes in health and social care.

# Appendix 1: Themes & Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Access to services	Convenience/Distance to travel	Communication	General
Access to services	Inequality	Communication	Interpretation Services
Access to services	Information and Advice	Communication	Lack of
Access to services	Lack of	Communication	Community engagement and involvement
Access to services	General		Response times
Access to services	Patient choice	Communication	
Access to services	Service Delivery/Opening Times		
Access to services	Suitability of Provider (Individual or Partner)	Continuity and integration of care	
Access to services	Suitability of Provider (Organisation)	Diagnosis/assessment	General
Access to services	Waiting times	Diagnosis/assessment	Lack of
		Diagnosis/assessment	Late
		Diagnosis/assessment	Mis-diagnosis
		Diagnosis/assessment	Tests/Results
Administration	Admission Procedure	Dignity and Respect	Confidentiality/Privacy
Administration	Appointment availability	Dignity and Respect	Consent
Administration	Booking appointments	Dignity and Respect	Death of a Service User
Administration	Commissioning and provision	Dignity and Respect	Death of a Service User (Mental Health Services)
Administration	General	Dignity and Respect	Equality & Inclusion
Administration	Incident Reporting	Dignity and Respect	Involvement & Engagement
Administration	Management of service		
Administration	Medical records	Discharge	Coordination of services
Administration	Quality/Risk management	Discharge	General
Care Home Management	Registered Manager - Absence	Discharge	Preparation
Care Home Management	Registered Manager - Suitability	Discharge	Safety
Care Home Management	Registered Manager - Training & Development	Discharge	Speed
Care Home Management	Staffing levels	Discharge	
Care Home Management	Suitability of Staff		

# Appendix 1: Themes & Sub-Themes

<b>Theme</b>	<b>Sub-themes</b>	<b>Theme</b>	<b>Sub-themes</b>
Facilities and surroundings	Buildings and Infrastructure	Referrals	Waiting times
Facilities and surroundings	Car parking		
Facilities and surroundings	Cleanliness (Environment)	Safety/Safeguarding/Abuse	
Facilities and surroundings	Cleanliness (Staff)		
Facilities and surroundings	Disability Access	Staff	Ambulance Staff/Paramedics
Facilities and surroundings	Equipment	Staff	Attitudes
Facilities and surroundings	Food & Hydration	Staff	Capacity
Facilities and surroundings	General	Staff	District Nurses/Health Visitors
		Staff	General
Finance	Financial Viability	Staff	Midwives
Finance	Transparency of Fees	Staff	Staffing levels/Lack of
Finance	Lack of funding	Staff	Suitability
		Staff	Training and development
Home support	Care		
Home support	Co-ordination of Services	Treatment and care	Effectiveness
Home support	Equipment	Treatment and care	Experience
		Treatment and care	Quality
Making a complaint	Complaints Management	Treatment and care	Safety of Care/Treatment
Making a complaint	General	Treatment and care	Treatment Explanation
Making a complaint	PALS/PACT	Treatment and care	Lack of support
Medication	Pharmacy Repeat Prescriptions		
Medication	Medicines Management		
Transport	Patient Transport Service (non-NHS)		
Transport	Ambulance (Emergency)		
Transport	Ambulance (Routine)		
Referrals	General		
Referrals	Timeliness		

# Appendix II: Online Feedback Form

## Online Feedback Form

### Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

### Your ratings (select if applicable)

Ease of gaining appointment  ☆☆☆☆☆

Convenience of appointment  ☆☆☆☆☆

Cleanliness  ☆☆☆☆☆

Staff Attitude  ☆☆☆☆☆

Waiting Time  ☆☆☆☆☆

Treatment explanation  ☆☆☆☆☆

Quality of care  ☆☆☆☆☆

Quality of food  ☆☆☆☆☆

Generally how easy is it to get through to someone on the phone?  ☆☆☆☆☆

In relation to your comments are you a:

Select one

When did this happen

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

- Informally with the Service Provider (those who run the service)
- Formally with the Service Provider (via an official complaint)
- Patient Liason and Advice Service (PALS)
- Ealing Clinical Commissioning Group
- Ealing Council Social Services (including safeguarding)
- Care Quality Commission (CQC)
- Other

If other, please specify

Where did you hear about us?

Select one

Do you want to know more about how to make an official complaint?\*

- No
- Yes

Would you like to speak to Healthwatch directly?\*

- No
- Yes

### About you

Name

Leave feedback anonymously?

**Email\*** (So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk))

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

# Appendix III: Feedback Form

## Physical Feedback Form

### Share Your Experience with Us

Healthwatch Hammersmith and Fulham gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

Name of Service: .....

Month/Year: .....

1. How likely are you to recommend this anyone who needs similar care or treatment?  
5 = Extremely likely    4 = Likely    3 = Neither likely nor unlikely    2 = Unlikely  
1 = Extremely unlikely    ( ) Don't know

2. How do you rate your overall experience?  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

3. Summary of your experience  
.....  
.....

4. Tell us more about your experience  
.....  
.....  
.....  
.....

5. Where do you live? (town/city)  
.....

6. Your ratings (select if applicable)

Ease of gaining appointment	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Convenience of appointment	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Cleanliness	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Staff Attitude	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Waiting Time	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Treatment explanation	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible

In relation to your comments are you a:

- ( ) Patient    ( ) Carer    ( ) Relative    ( ) Carer and Relative  
( ) Service Provider    ( ) Visitor    ( ) Professional

When did this happen  
.....

Do you know the name of the ward / department? (if applicable)  
.....

If applicable, describe your overall experience of making an appointment  
.....

Have you shared your experience with any of the following? (Please tick)

- ( ) Informally with the Service Provider (those who run the service)  
( ) Formally with the Service Provider (via an official complaint)  
( ) Patient Liaison and Advice Service (PALS)  
( ) Ealing Clinical Commissioning Group  
( ) Ealing Council Social Services (including safeguarding)  
( ) Care quality Commission (CQC)  
( ) Other  
If "other", please specify .....

Where did you hear about us? (Select one)

- ( ) Event    ( ) Newspaper / Magazine    ( ) TV  
( ) Radio    ( ) Internet / Website    ( ) Word of mouth  
( ) Healthcare setting    ( ) Other    ( ) Social media (Twitter/Facebook)

Do you want to know more about how to make an official complaint?

- ( ) No    ( ) Yes

Would you like to speak to Healthwatch directly?

- ( ) No    ( ) Yes

### About you

Name.....

Email.....  
( ) Leave feedback anonymously

### Monitoring Informator

What gender do you identify yourself as:

- ( ) Female    ( ) Male    ( ) Other.....  
( ) Prefer not to say

Which age group are you in?

- ( ) Under 18    ( ) 18 to 24    ( ) 25 to 34    ( ) 35 to 44    ( ) 45 to 54    ( ) 55 to 64  
( ) 65 to 74    ( ) 85+    ( ) Prefer not to say

# Appendix III: Feedback Form

**What is your ethnicity?**

**White**

- English / Welsh / Scottish / Northern Irish / British
- Gypsy or Irish Traveller
- Any other white background.....

- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....

**Other Ethnic Group**

- Arab
- Any other ethnic group.....

**Which area of the borough do you live in?**

- Hammersmith
- Fulham
- Shepherds Bush
- White City
- West Kensington
- Other
- Out of the Borough
- Prefer not to say

**Do you consider yourself to be disabled?**

- Yes
- No
- Prefer not to say

**Do you consider yourself to have a long-term condition or health and social care need?**

- Yes
- No
- Prefer not to say

**Are you a carer?**

- Yes
- No
- Prefer not to say

**What is your religion?**

- Buddhist
- Muslim
- Prefer not to say
- Christian
- Sikh
- Hindu
- Jewish
- Other religion.....

**What is your sexual orientation?**

- Bisexual
- Prefer not to say
- Gay man
- Lesbian
- Straight / Heterosexual

**Which of these categories best describes your employment status?**

- In unpaid voluntary work only
- Not in Employment & Unable to Work
- Not in Employment / not actively seeking ..... retired
- Not in Employment (seeking work)
- Not in Employment (student)
- Paid: 16 or more hours/week
- Paid: Less than 16 hours/week
- Prefer not to say

**Thank you for sharing your experience!**