

PATIENT EXPERIENCE REPORT : QUARTER 1 APRIL to JUNE 2021

We collected **913** reviews including 1-5 star ratings in the quarter from April to June 2021 for health and social care services including GPs, hospitals, dentists, COVID-19 vaccination centres, pharmacists, opticians, social care, community and mental health services in the borough and those outside used by residents. They were collected from a variety of sources including online reviews (Google, NHS Choices), direct engagement (telephone or email) or reviews left on the Healthwatch Waltham Forest website.

FOR ALL SERVICES

POSITIVE reviews (4 or 5 Stars) - **66%** (605)
(73% in Quarter 4 – January to March 2021)
NEGATIVE reviews (1 or 2 stars) - **30%** (272)
(21% in Quarter 4 – January to March 2021)
NEUTRAL reviews (3 stars) - **4%** (36)
(6% in Quarter 4 – January to March 2021)

FOR GPs

We collected **253** reviews.
POSITIVE reviews (4 or 5 Stars) - **38%** (95)
(61% in Quarter 4 – January to March 2021)
NEGATIVE reviews (1 or 2 stars) - **57%** (143)
(29% in Quarter 4 – January to March 2021)
NEUTRAL reviews (3 stars) - **6%** (15)
(10% in Quarter 4 – January to March 2021)

THEMES AND SUB-THEMES

We look at the text of the review and assign one of a number of themes e.g. Administration, Staff, Treatment & Care and a sub-theme for more detail up to a maximum of five. If the review was about booking an appointment then we would assign Administration - Booking Appointments.

We also include whether the comment was positive, negative or neutral. Can have more than one within the same review.

THEMES FOR GPs

The top three themes applied were

Administration

23% POSITIVE, 74% NEGATIVE, 3% NEUTRAL

Staff

52% POSITIVE, 46% NEGATIVE, 2% NEUTRAL

Treatment and Care

91% POSITIVE, 9% NEGATIVE, 0% NEUTRAL



ADMINISTRATION SUB-THEMES

The most applied sub-themes were:

Management of service – **55% negative**

Getting through on telephone – **94% negative**

Booking Appointments – **76% negative**

Appointment Availability – **88% negative**

STAFF SUB-THEMES

Attitudes – **43% positive, 56% negative**

General – **51% positive, 49% negative**

TREATMENT AND CARE SUB-THEMES

Experience – **89% positive**

Quality – **93% positive**

CONCLUSIONS – OVERALL

Our data, for this quarter (April to June 2021) suggests that patients and service users in Waltham Forest were generally happy with their health and social care services they received.

The proportion of positive reviews had fallen from **75%** in the previous quarter (January to March 2021) to **66%**.

CONCLUSIONS – GPs

But patients in Waltham Forest were not happy with their GP services.

Only **38%** of reviews were positive compared to **61%** last quarter.

The percentage of negative reviews increased from **29%** in Quarter 4 (January to March) to **57%** in this quarter.



CONCLUSIONS – GPs

Patients were unhappy with the **administration** at GP surgeries. About three-quarters of instances where we applied this theme were negative.

Accessing appointments seems to be an issue with very high proportions of negative reviews for getting through on the telephone, booking appointments and appointment availability.

CONCLUSIONS – GPs

Our data shows that patients were very happy with the **treatment and care** they received from their GPs with 91% positivity in this theme.

The **staff** theme was just over 50% positive which suggests that there is an almost equal split in how patients perceive the staff at GP surgeries.