



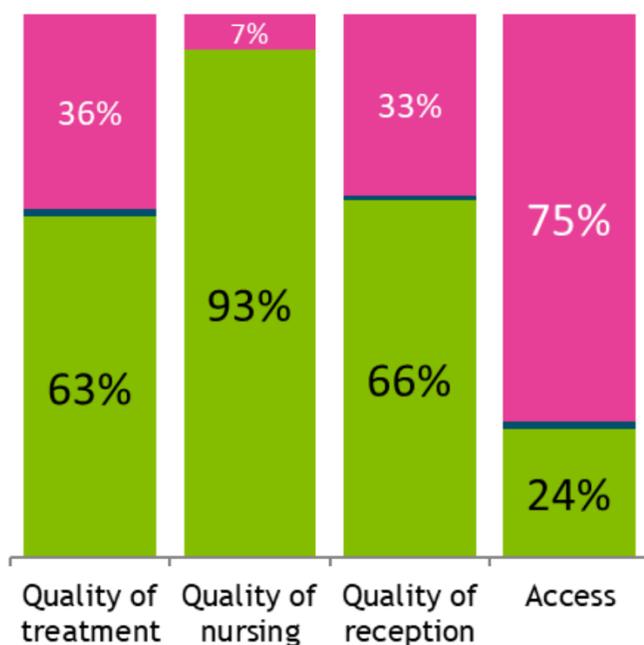
4675 comments, 20819 issues
2020 to 2022



The Quality of services in Waltham Forest receives more positive feedback than Access to services. This is true of primary care, hospital-based care and community services.

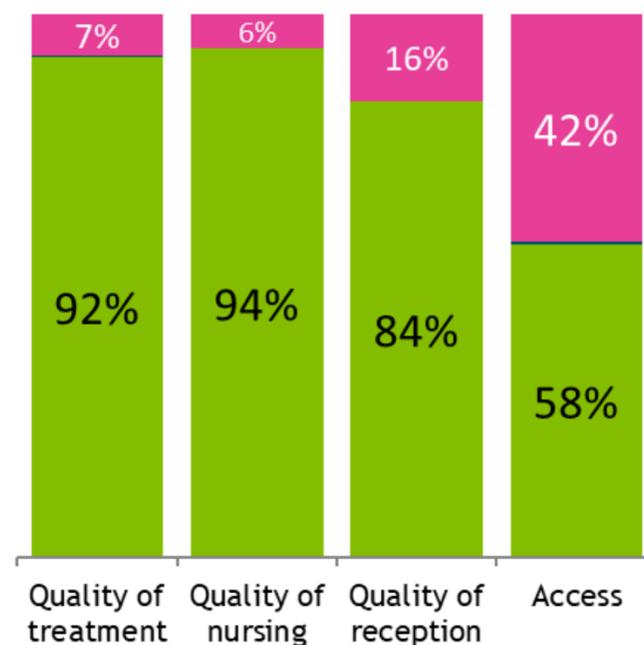
GP People feel that services are good, if you are able to access them.

GP surgeries



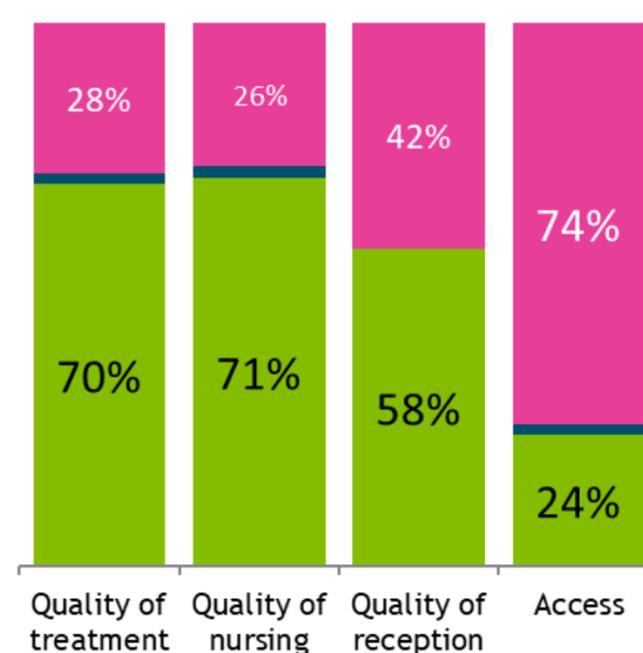
2046 comments

Dentists



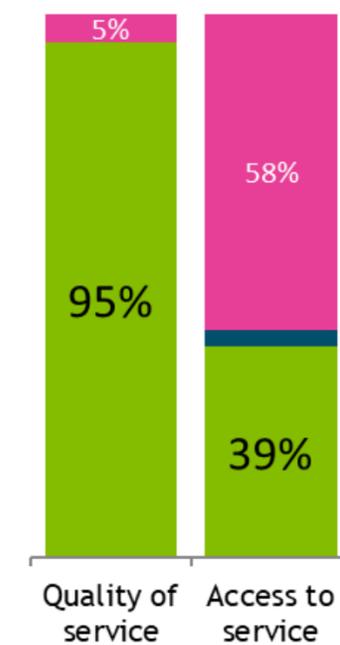
1371 comments

Hospital services



594 comments

Community services

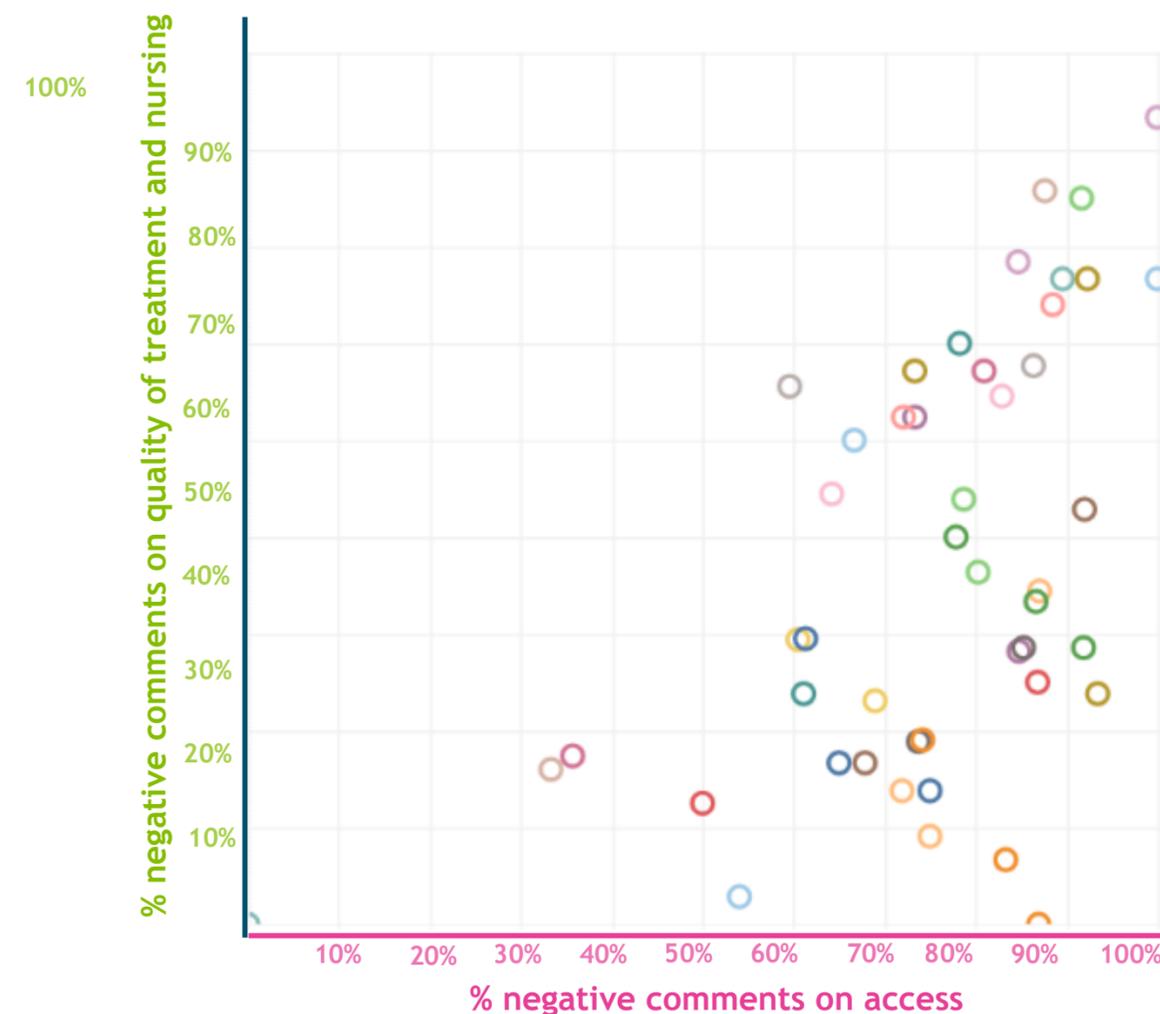
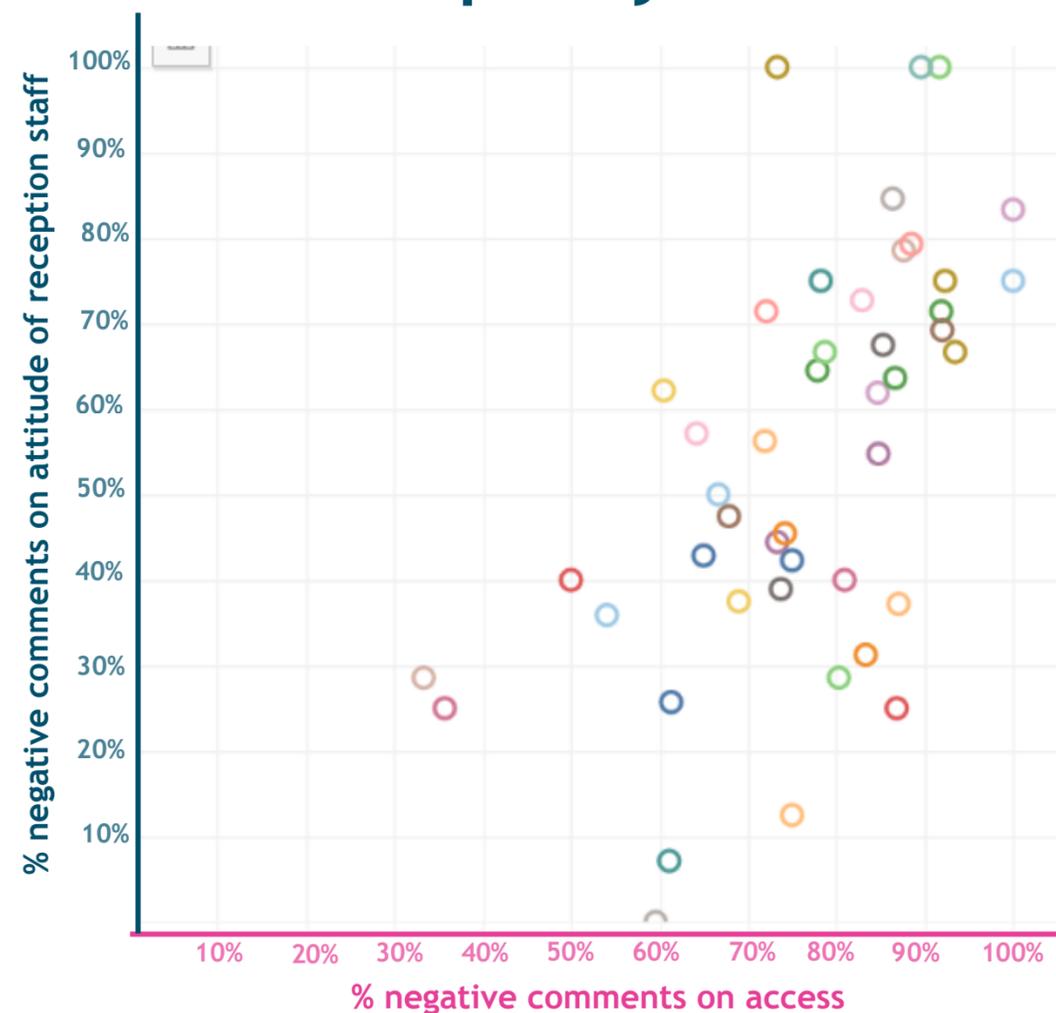


193 comments

negative neutral positive



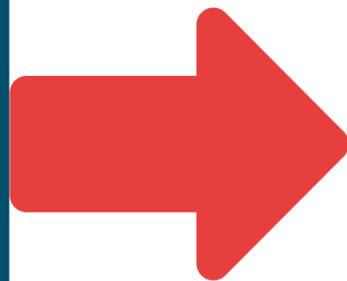
In GP surgeries, negative feedback on access correlates with negative feedback on quality of treatment/nursing and on attitude of reception staff





To improve the quality of health and social care services, we must first improve access to them!

Right now, many people in Waltham Forest feel the quality of services they receive is good, but accessing them is difficult.



However, the worse access to services gets, the more people start to lose trust in the quality of services. This could look like:

- ➔ Feeling like their care is "rationed", sacrificing quality for efficiency/cost-cutting.
- ➔ Distrusting medical advice or decisions -such as having a telephone consultation rather than in-person, or receiving advice to take over the counter painkillers; believing that these decisions are taken for reasons other than their clinical best interest.
- ➔ Perceiving admin staff as adversarial gatekeepers who illegitimately take clinical decisions on who needs to be seen.



What good quality of care looks like

My doctor is highly skilled, knowledgeable and professional, always providing excellent medical care, as well as explaining results, treatments and involving me in the discussion - which is empowering me as a patient to better understand a diagnosis and be confident in managing this. Staff treat us with great dignity and respect, this I see is how they speak with all patients whenever I visit the surgery or pop in to collect a form. Just today. when I rang and spoke with a member of staff she was caring, skilled, and efficient in dealing with my query and concern, which brought much reassurance to me as a patient.

What poor quality of care looks like

I have been suffering with my knee for about a year now and during lockdown they kept postponing appointments and now after few questions on the phone they gave me some exercises! This is ridiculous! I have been calling them once a week for the past couple of months for other matters and they keep saying they will call back and they never do.