The Experience of GP Services: E4 Network

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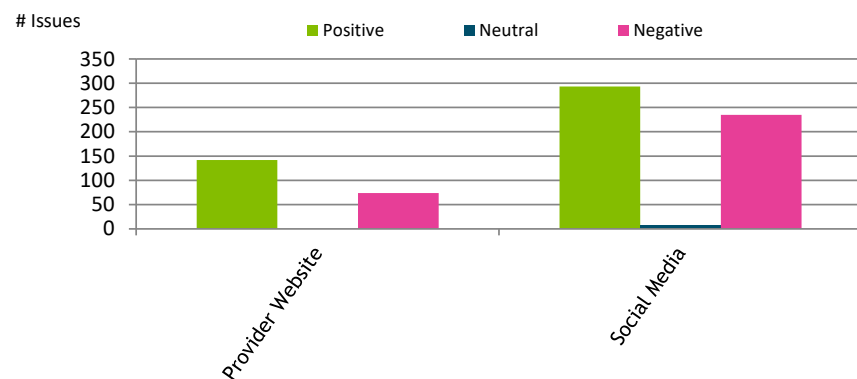
Community*Insight*

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.

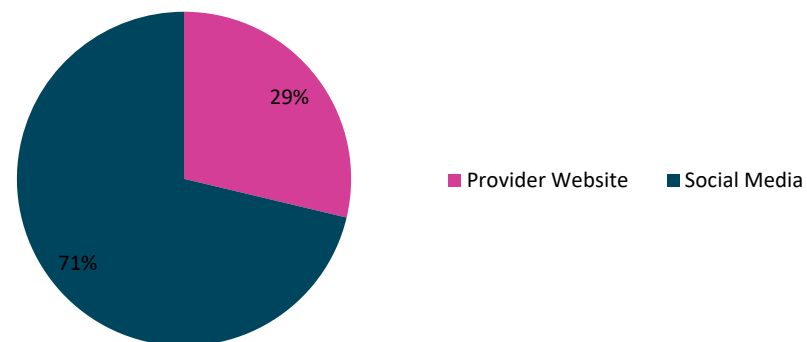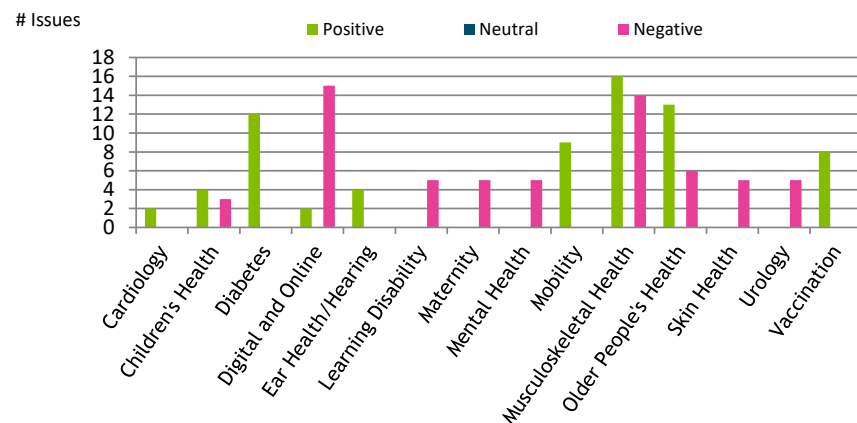*Qualitative Feedback, 1 July 2024 - 30 June 2025*

healthwatch
Waltham Forest

1. Data Source and Conditions/Topics

1.1 Source

 # Issues

Legend: Positive, Neutral, Negative

Bar chart showing Provider Website and Social Media values on a scale of 0 to 350.

Sources providing the most comments overall

Pie chart:
- Provider Website: 29%
- Social Media: 71%

1.2 Stated medical conditions/topics

 # Issues

Legend: Positive, Neutral, Negative

Bar chart showing issues by category (Cardiology, Children's Health, Diabetes, Digital and Online, Ear Health/Hearing, Learning Disability, Maternity, Mental Health, Mobility, Musculoskeletal Health, Older People's Health, Skin Health, Urology, Vaccination) on a scale of 0 to 18.

Medical conditions/topics receiving the most comments overall

Pie chart:
- Cardiology: 1%
- Children's Health: 5%
- Diabetes: 9%
- Digital and Online: 13%
- Ear Health/Hearing: 3%
- Learning Disability: 4%
- Maternity: 4%
- Mental Health: 4%
- Mobility: 7%
- Musculoskeletal Health: 22%
- Older People's Health: 14%
- Skin Health: 4%
- Urology: 4%
- Vaccination: 6%
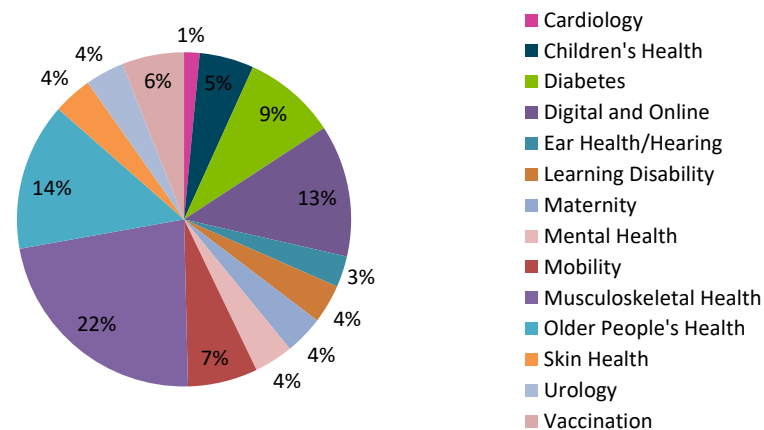
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 761 issues from 180 people

Issues

Legend: Positive, Neutral, Negative

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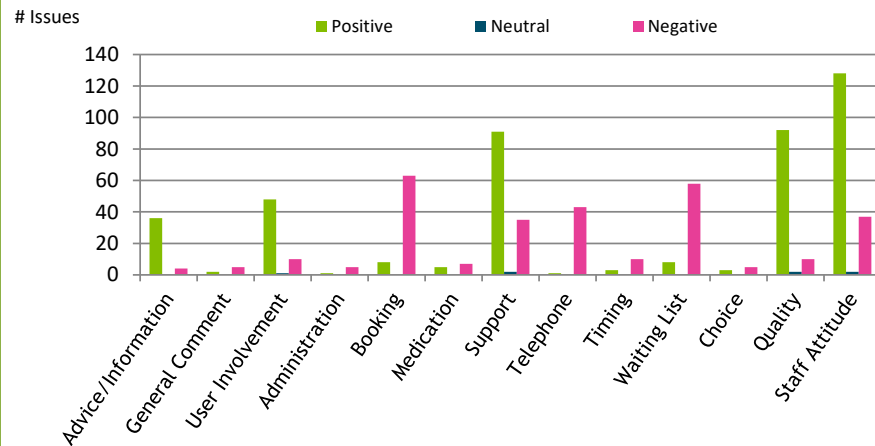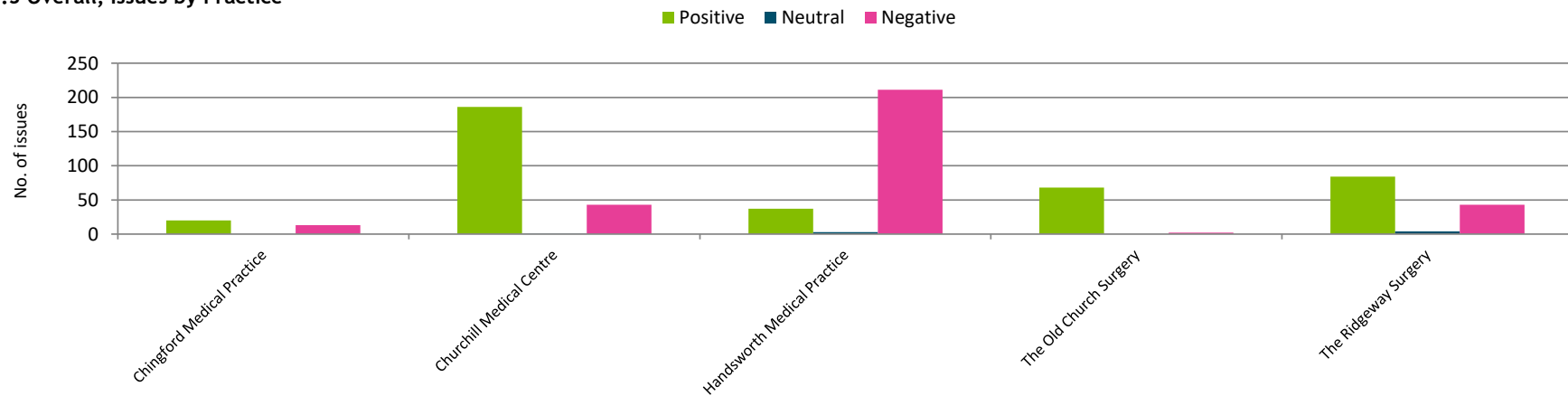
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	79%	21%
E4 Network	57%	42%
Forest 8	69%	31%
Forest Integrated Health	86%	13%
Leyton Collaborative	58%	42%
South Leytonstone	83%	16%
Walthamstow Central	88%	12%
Walthamstow West	78%	22%
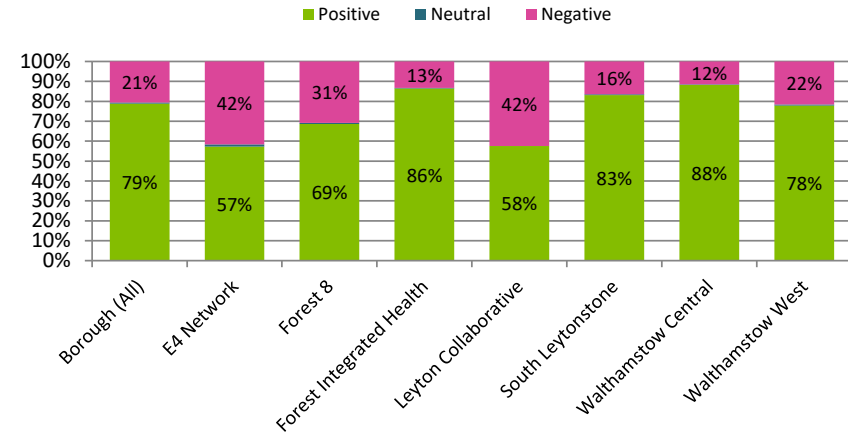
Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 185 issues detected

Issues

Legend: Positive, Neutral, Negative

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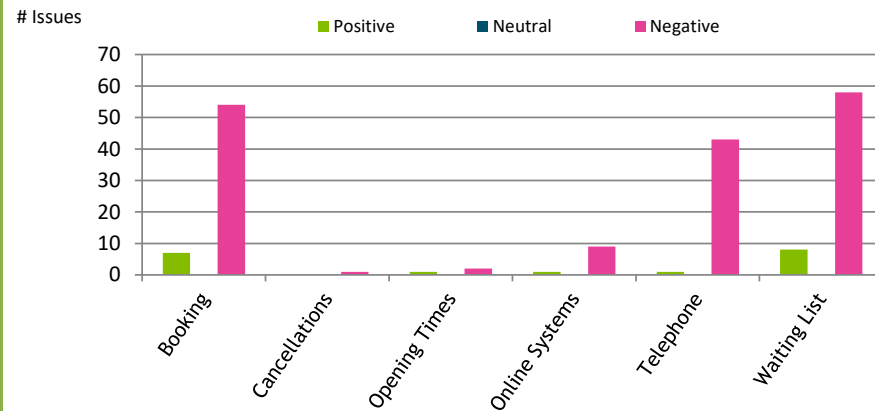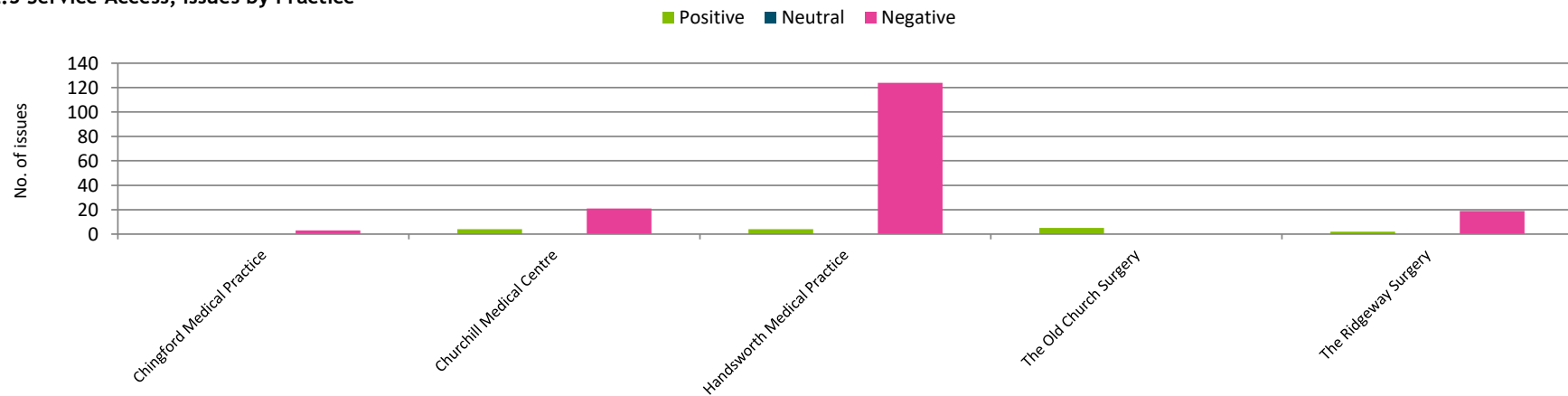
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	51%	48%
E4 Network	10%	90%
Forest 8	41%	59%
Forest Integrated Health	64%	35%
Leyton Collaborative	32%	68%
South Leytonstone	68%	32%
Walthamstow Central	73%	27%
Walthamstow West	61%	37%
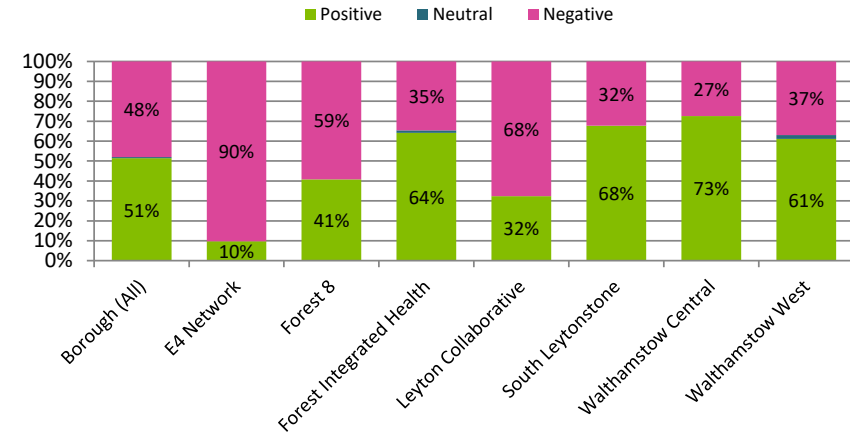
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery
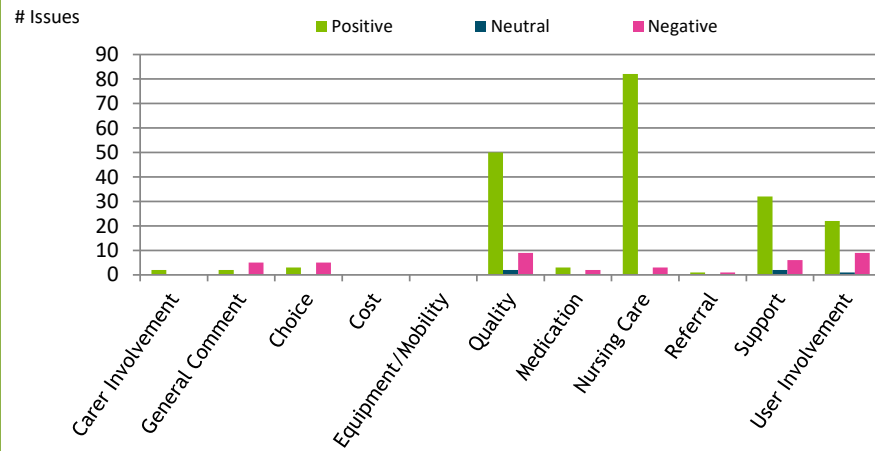
Practices receiving the most comments overall

4

2.3 Clinical Treatment and Care

2.3.1 Treatment: 242 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
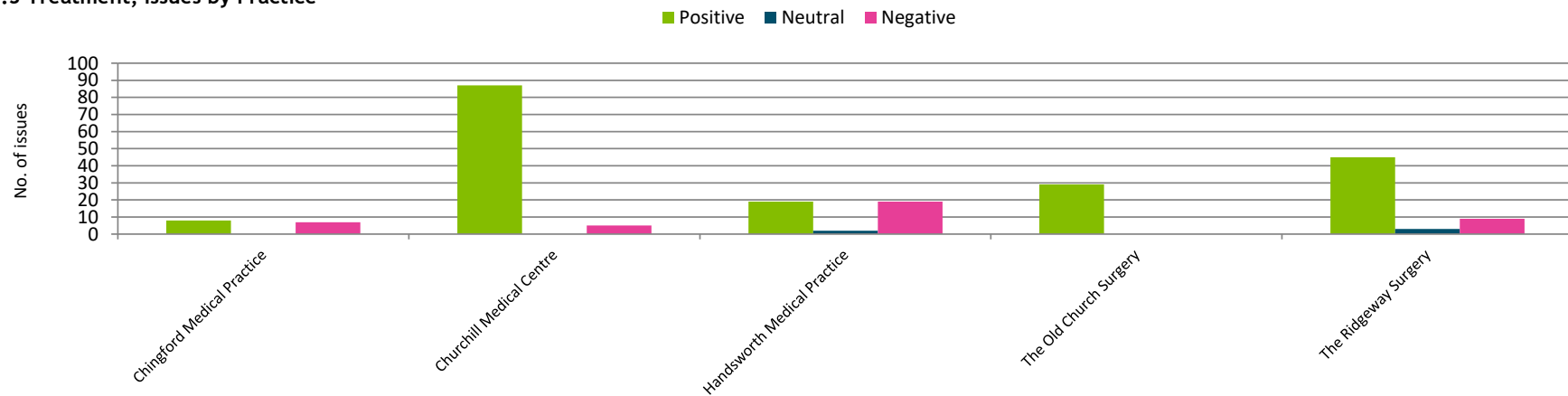
y-axis: 0 to 90

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)	87%	13%
E4 Network	81%	16%
Forest 8	80%	19%
Forest Integrated Health	94%	6%
Leyton Collaborative	70%	30%
South Leytonstone	86%	14%
Walthamstow Central	94%	6%
Walthamstow West	85%	15%
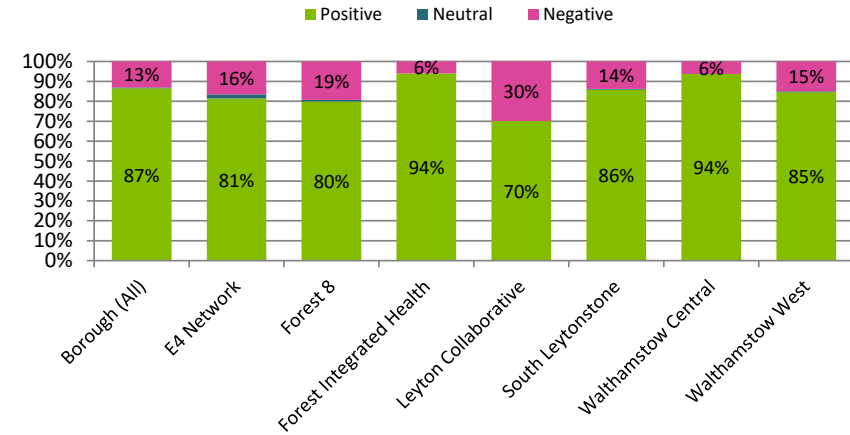
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues (y-axis: 0 to 100)

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 166 issues detected

Issues

Legend: Positive, Neutral, Negative
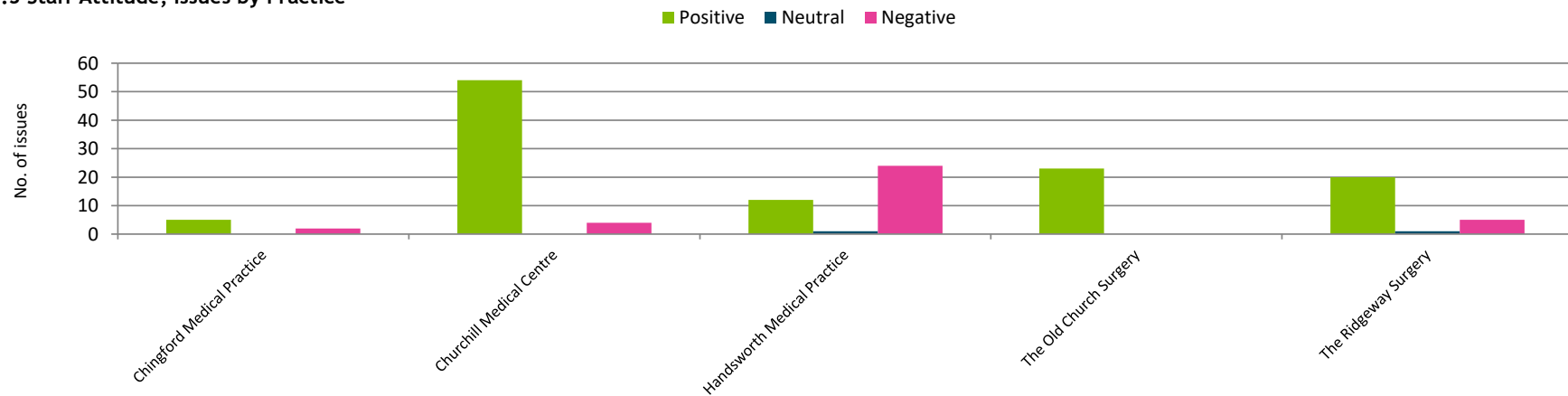
Categories (x-axis): Receptionists, Clinicians, Nurses
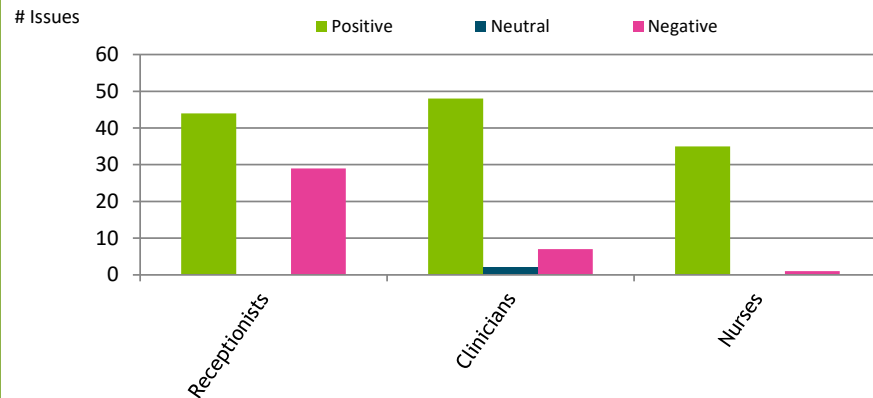
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Primary Care Network	Positive	Negative
Borough (All)	85%	14%
E4 Network	77%	22%
Forest 8	74%	26%
Forest Integrated Health	91%	9%
Leyton Collaborative	68%	32%
South Leytonstone	88%	11%
Walthamstow Central	92%	8%
Walthamstow West	85%	15%
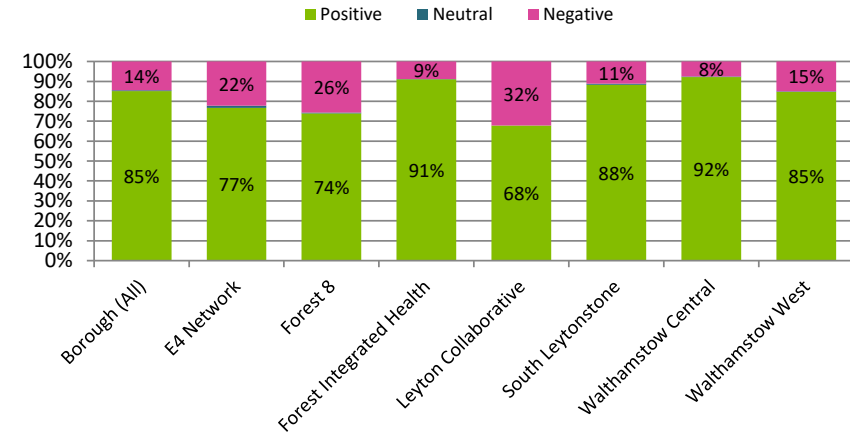
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 93 issues detected

Issues

Legend: Positive, Neutral, Negative

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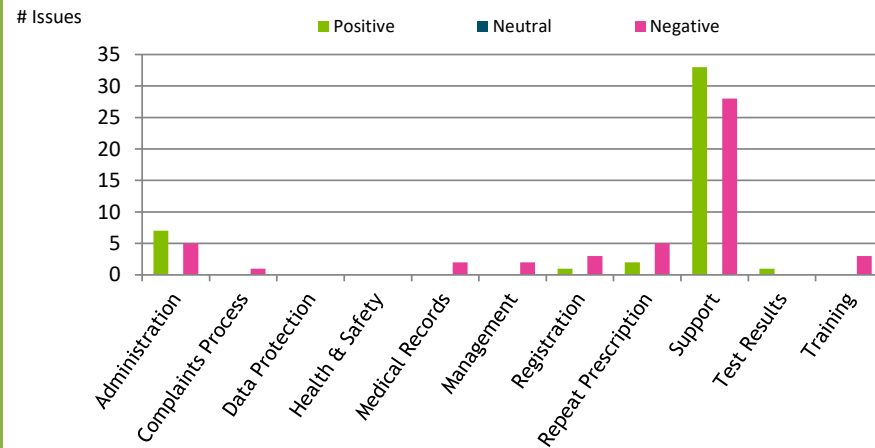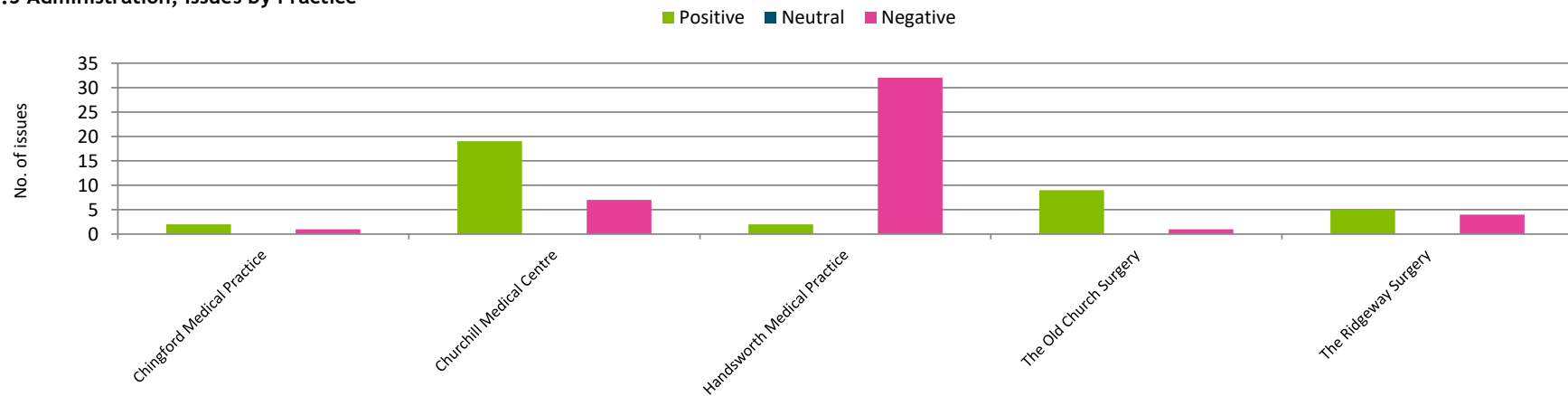
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	64%	35%
E4 Network	51%	49%
Forest 8	57%	43%
Forest Integrated Health	74%	25%
Leyton Collaborative	48%	52%
South Leytonstone	70%	29%
Walthamstow Central	79%	20%
Walthamstow West	64%	35%
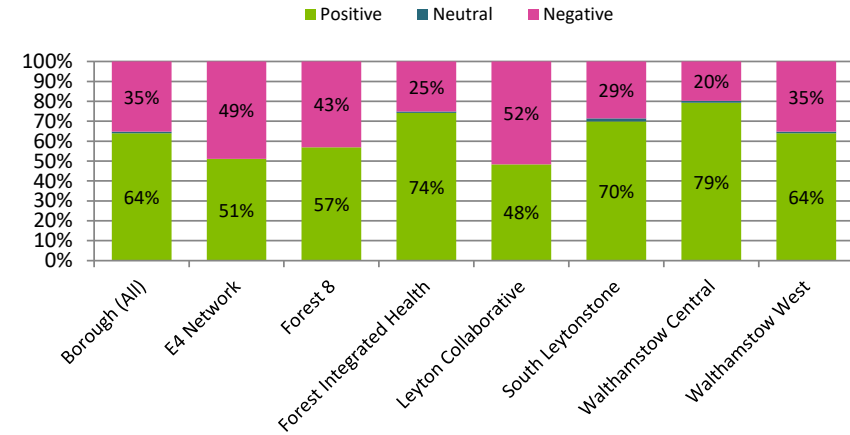
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 40 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative

(Bar chart showing # Issues by category. Y-axis: 0 to 40. Advice/Information: ~36 Positive, ~4 Negative. Language/Interpret...: none visible. Sensory (Deaf/Blind): none visible.)

Categories: Advice/Information, Language/Interpret..., Sensory (Deaf/Blind)
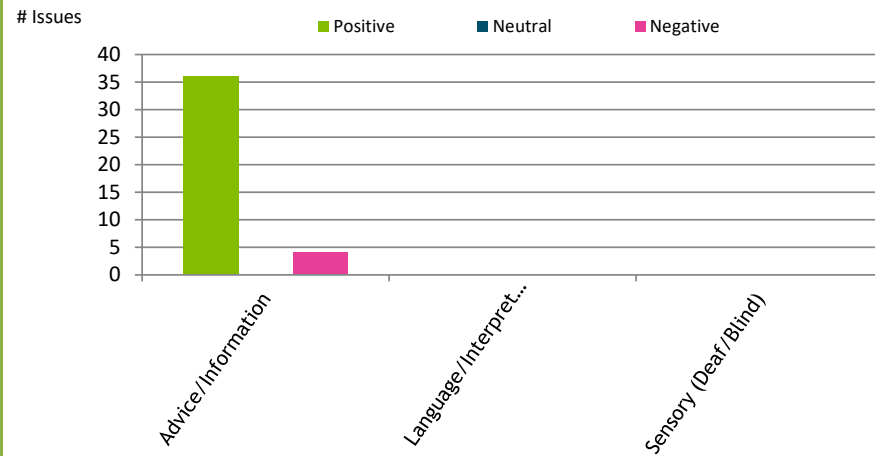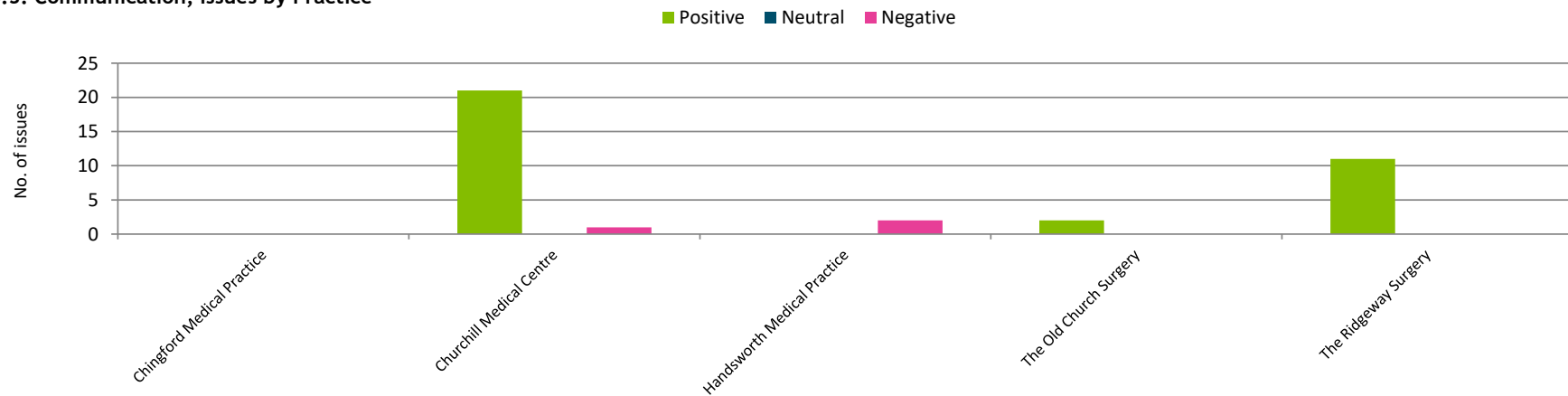
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

(Stacked bar chart, Y-axis 0% to 100%)

PCN	Positive	Negative
Borough (All)	81%	19%
E4 Network	90%	10%
Forest 8	82%	18%
Forest Integrated Health	88%	12%
Leyton Collaborative	59%	41%
South Leytonstone	77%	23%
Walthamstow Central	90%	10%
Walthamstow West	72%	28%
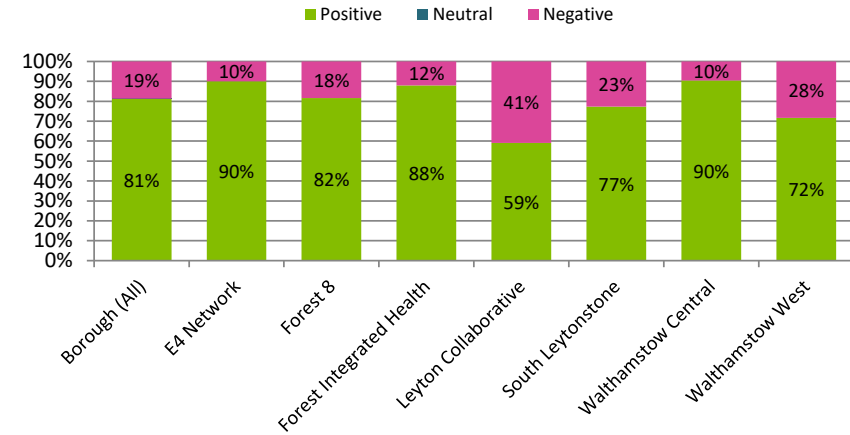
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

(Bar chart, Y-axis 0 to 25)

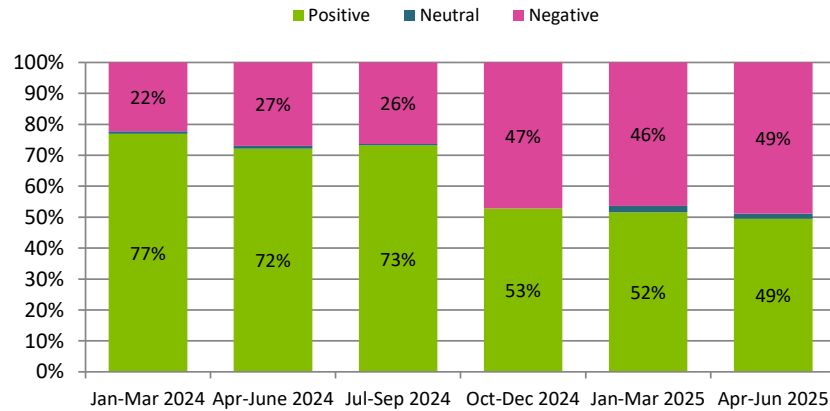| Practice	Positive	Negative
Chingford Medical Practice		
Churchill Medical Centre	21	1
Handsworth Medical Practice		2
The Old Church Surgery	2	
The Ridgeway Surgery	11	

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	22%	27%	26%	47%	46%	49%
Positive	77%	72%	73%	53%	52%	49%

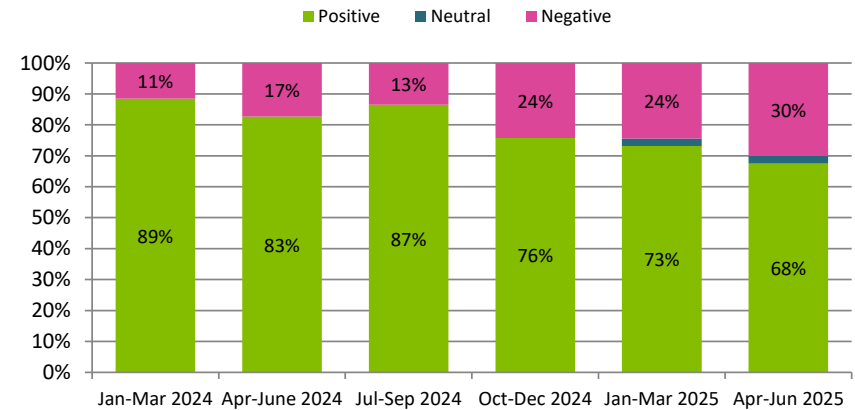## 3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	68%	78%	85%	91%	89%	95%
Positive	28%	17%	15%	9%	11%	5%
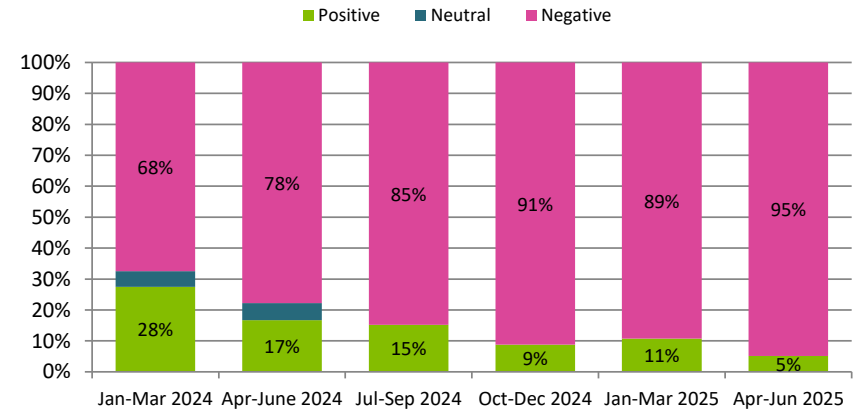
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	13%	18%	7%	14%	25%	33%
Positive	88%	82%	93%	86%	68%	63%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	11%	17%	13%	24%	24%	30%
Positive	89%	83%	87%	76%	73%	68%
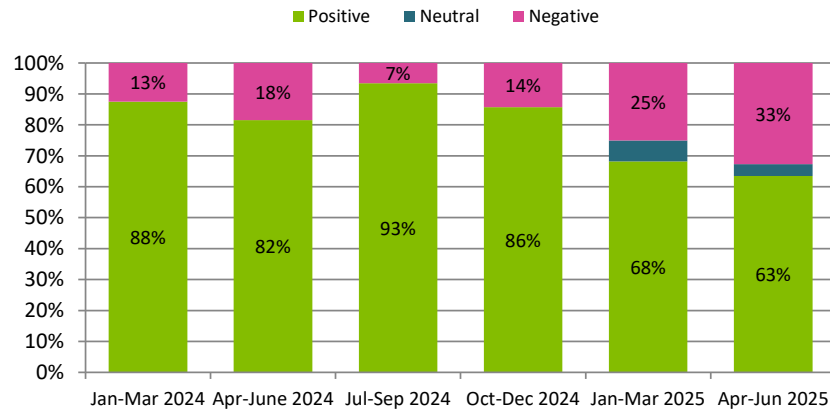
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jan-Mar 2024	82%	18%
Apr-June 2024	65%	35%
Jul-Sep 2024	56%	44%
Oct-Dec 2024	21%	79%
Jan-Mar 2025	54%	46%
Apr-Jun 2025	52%	48%

3.6 Communication, Sentiment

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jan-Mar 2024	92%	8%
Apr-June 2024	95%	5%
Jul-Sep 2024	94%	6%
Oct-Dec 2024	80%	20%
Jan-Mar 2025	86%	14%
Apr-Jun 2025	86%	14%

4.1 PCN

Issues

Positive ▪ Neutral ▪ Negative

E4 Network · Forest 8 · Forest Integrated Health · Leyton Collaborative · South Leytonstone · Walthamstow Central · Walthamstow West

- ▪ E4 Network
- ▪ Forest 8
- ▪ Forest Integrated Health
- ▪ Leyton Collaborative
- ▪ South Leytonstone
- ▪ Walthamstow Central
- ▪ Walthamstow West

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	36	0	4	40
	Carer Involvement	*Involvement of carers, friends or family members.*	3	0	1	4
	General Comment	*A generalised statement (ie; "The doctor was good.")*	2	0	5	7
	User Involvement	*Involvement of the service user.*	48	1	10	59
Systems	Administration	*Administrative processes and delivery.*	1	0	5	6
	Booking	*Ability to book, reschedule or cancel appointments.*	8	0	63	71
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	1	1
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	1	0	1	2
	Medical Records	*Management of medical records.*	0	0	2	2
	Medication	*Prescription and management of medicines.*	5	0	7	12
	Opening Times	*Opening times of a service.*	1	0	2	3
	Planning	*Leadership and general organisation.*	0	0	2	2
	Registration	*Ability to register for a service.*	1	0	3	4
	Support	*Levels of support provided.*	91	2	35	128
	Telephone	*Ability to contact a service by telephone.*	1	0	43	44
	Timing	*Physical timing (ie; length of wait at appointments).*	3	0	10	13
	Waiting List	*Length of wait while on a list.*	8	0	58	66
Values	Choice	*General choice.*	3	0	5	8
	Cost	*General cost.*	0	0	0	0
	Language	*Language, including terminology.*	0	0	0	0
	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.*	92	2	10	104
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	1	0	1	2
	Environment/Layout	*Physical environment of a service.*	1	0	1	2
	Equipment	*General equipment issues.*	0	0	0	0
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	1	0	0	1
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	1	1	0	2
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	4	4
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	128	2	37	167
	Complaints	*Ability to log and resolve a complaint.*	0	0	1	1
	Staff Training	*Training of staff.*	0	0	3	3
	Staffing Levels	*General availability of staff.*	0	0	2	2
	Total:		**436**	**8**	**317**	**761**

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