The Experience of GP Services: Walthamstow Central

A trends analysis report by Healthwatch Waltham Forest
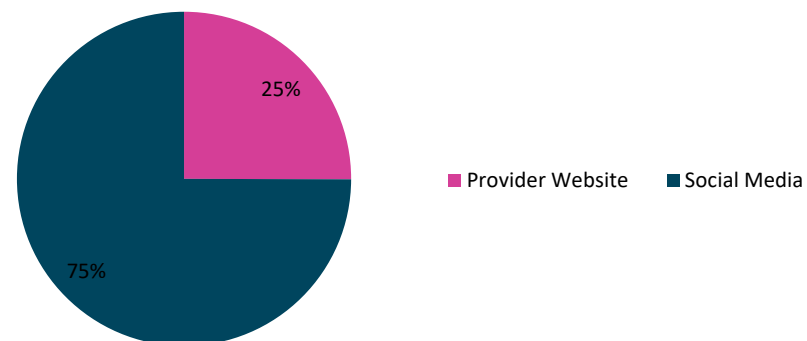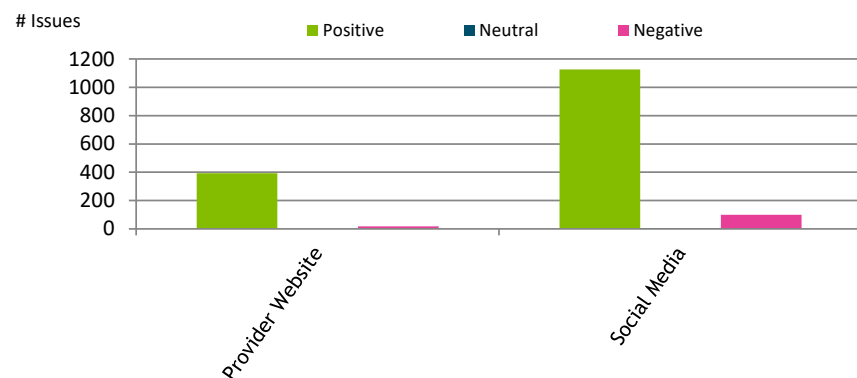
CommunityInsight

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.

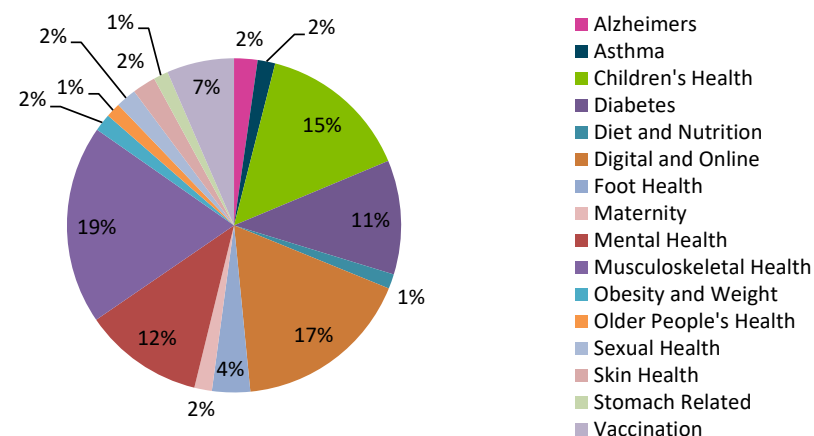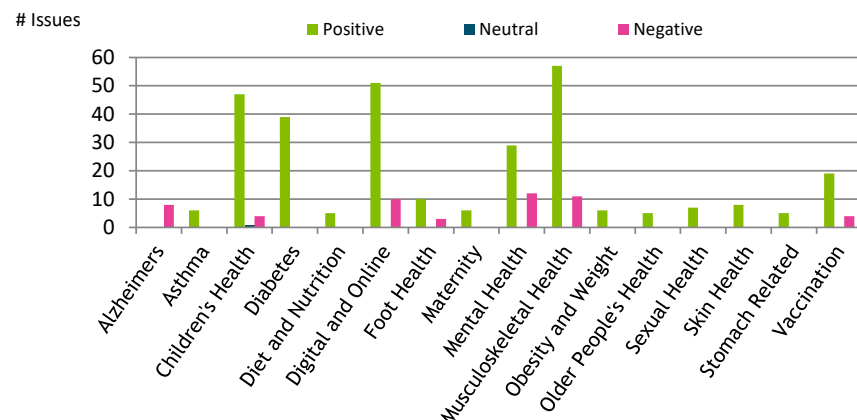*Qualitative Feedback, 1 October 2024 - 30 September 2025*

healthwatch
Waltham Forest

1. Data Source and Conditions/Topics

1.1 Source

Issues

Positive | Neutral | Negative

1200
1000
800
600
400
200
0

Provider Website | Social Media

Sources providing the most comments overall

25%

75%

Provider Website | Social Media

1.2 Stated medical conditions/topics

Issues

Positive | Neutral | Negative

60
50
40
30
20
10
0

Alzheimers | Asthma | Children's Health | Diabetes | Diet and Nutrition | Digital and Online | Foot Health | Maternity | Mental Health | Musculoskeletal Health | Obesity and Weight | Older People's Health | Sexual Health | Skin Health | Stomach Related | Vaccination

Medical conditions/topics receiving the most comments overall

2% | 1% | 2% | 2%
2% | 2% | 7%
2% | 1% | 15%
19% | 11%
12% | 1%
4% | 17%
2%

- Alzheimers
- Asthma
- Children's Health
- Diabetes
- Diet and Nutrition
- Digital and Online
- Foot Health
- Maternity
- Mental Health
- Musculoskeletal Health
- Obesity and Weight
- Older People's Health
- Sexual Health
- Skin Health
- Stomach Related
- Vaccination

2

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 1670 issues from 364 people

Issues

Legend: Positive, Neutral, Negative

Bar chart with y-axis from 0 to 450. Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude.
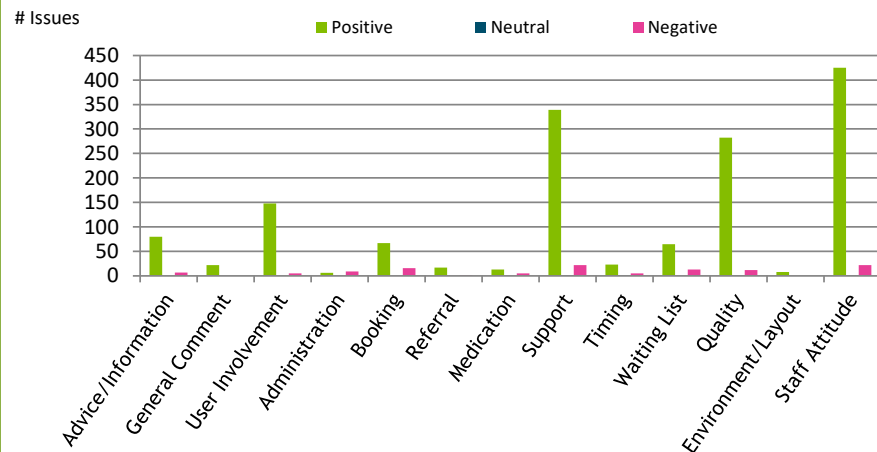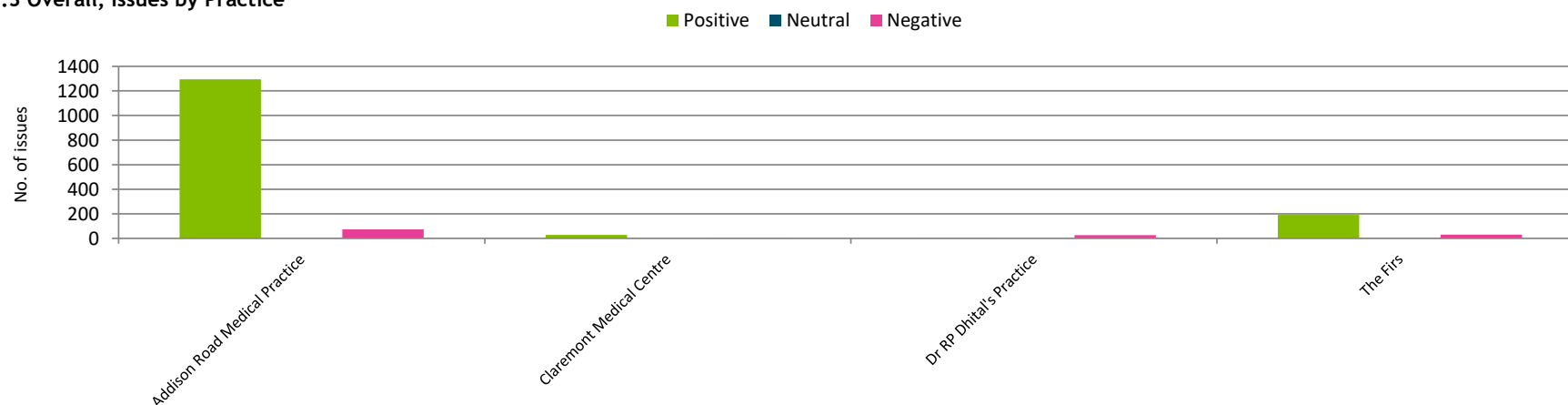
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	80%	19%
E4 Network	53%	47%
Forest 8	68%	32%
Forest Integrated Health	88%	12%
Leyton Collaborative	48%	52%
South Leytonstone	81%	18%
Walthamstow Central	91%	9%
Walthamstow West	85%	14%
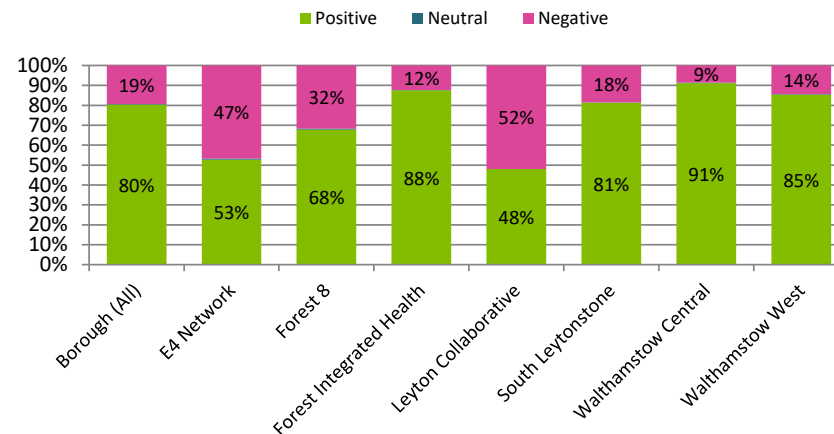
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues — Bar chart with y-axis from 0 to 1400. Practices: Addison Road Medical Practice, Claremont Medical Centre, Dr RP Dhital's Practice, The Firs.
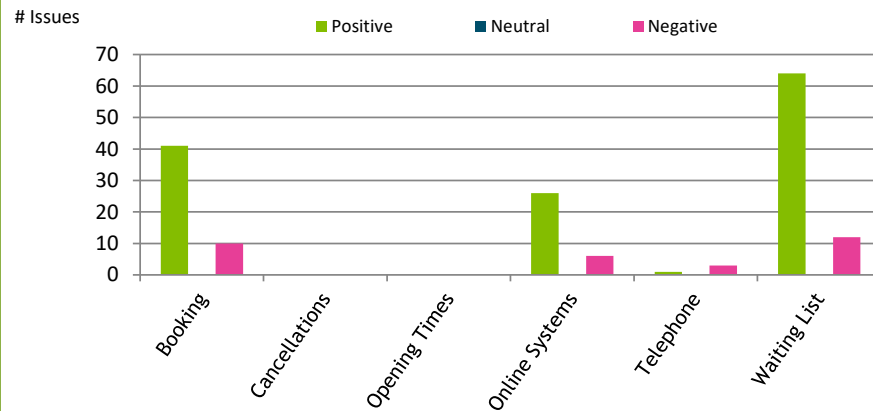
Practices receiving the most comments overall

3

2.2 Service Access

2.2.1 Service Access: 163 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by category:
- Booking: Positive ~41, Negative ~10
- Cancellations: (none)
- Opening Times: (none)
- Online Systems: Positive ~26, Negative ~6
- Telephone: Positive ~1, Negative ~3
- Waiting List: Positive ~64, Negative ~12
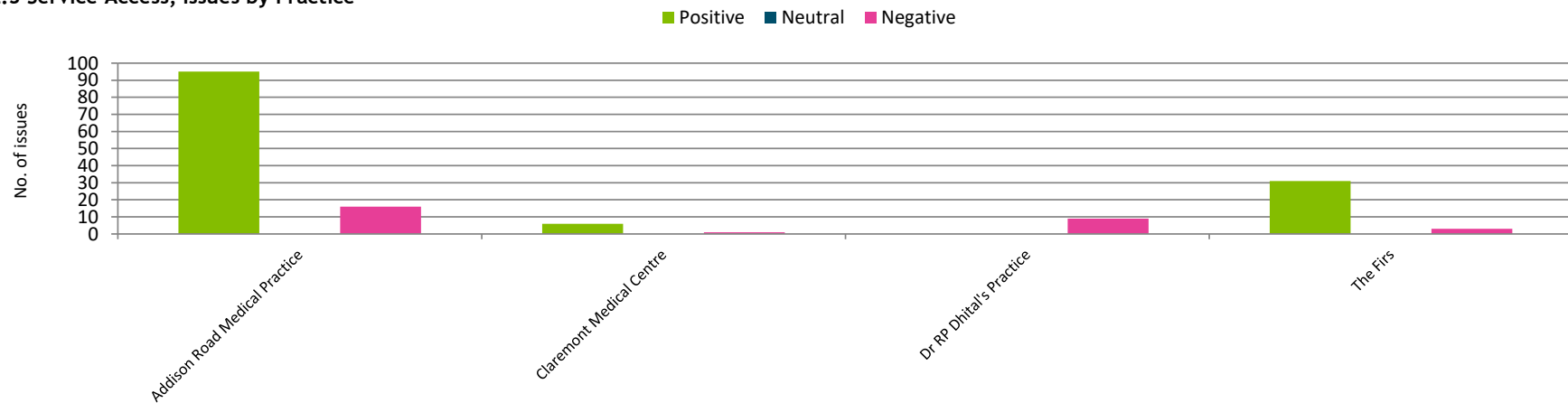
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Chart showing sentiment by PCN (Positive / Negative):
- Borough (All): 55% / 45%
- E4 Network: 9% / 91%
- Forest 8: 50% / 50%
- Forest Integrated Health: 70% / 29%
- Leyton Collaborative: 13% / 87%
- South Leytonstone: 62% / 38%
- Walthamstow Central: 81% / 19%
- Walthamstow West: 67% / 32%
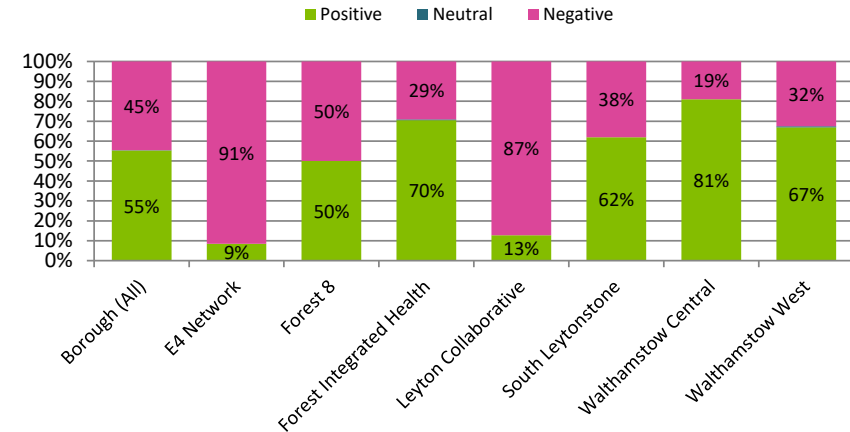
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Chart showing issues by practice (Positive / Negative):
- Addison Road Medical Practice: Positive ~95, Negative ~16
- Claremont Medical Centre: Positive ~5, Negative ~1
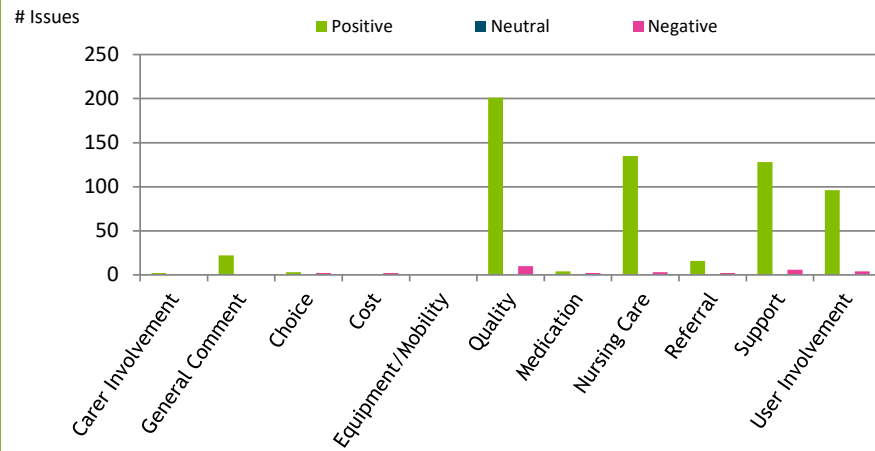- Dr RP Dhital's Practice: Negative ~10
- The Firs: Positive ~31, Negative ~3

Practices receiving the most comments overall

4

2.3 Clinical Treatment and Care

2.3.1 Treatment: 638 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
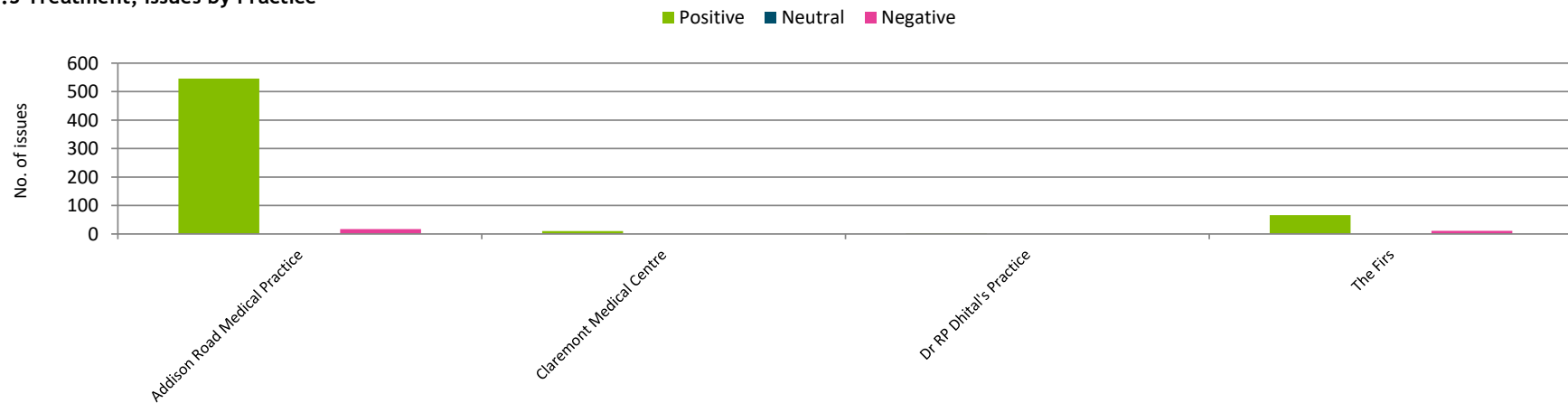
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	87%	13%
E4 Network	80%	19%
Forest 8	76%	23%
Forest Integrated Health	93%	7%
Leyton Collaborative	66%	34%
South Leytonstone	84%	16%
Walthamstow Central	95%	5%
Walthamstow West	90%	10%
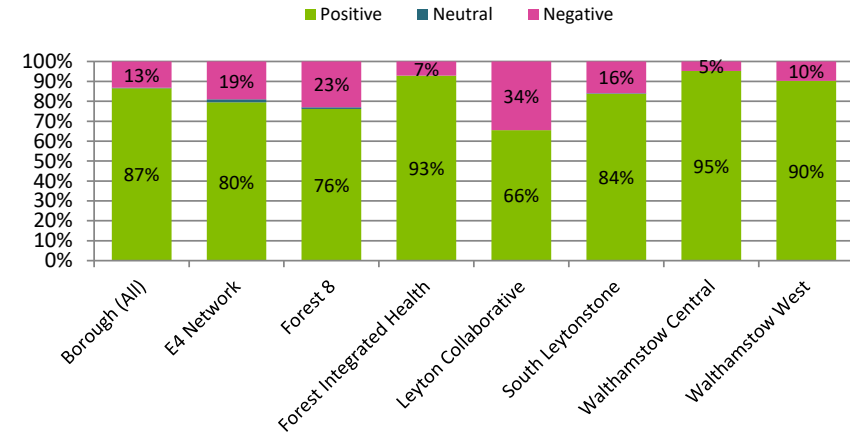
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

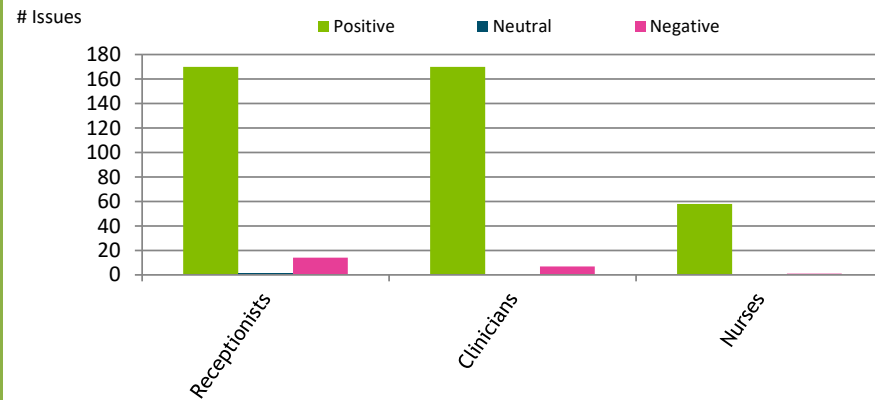Practices: Addison Road Medical Practice, Claremont Medical Centre, Dr RP Dhital's Practice, The Firs

Practices receiving the most comments overall

5

2.4 Staff Attitude

2.4.1 Staff Attitude: 421 issues detected

Issues

Legend: Positive | Neutral | Negative

Bar chart (y-axis 0 to 180):
- Receptionists: Positive ~170, Neutral ~2, Negative ~14
- Clinicians: Positive ~170, Negative ~6
- Nurses: Positive ~58, Neutral ~1
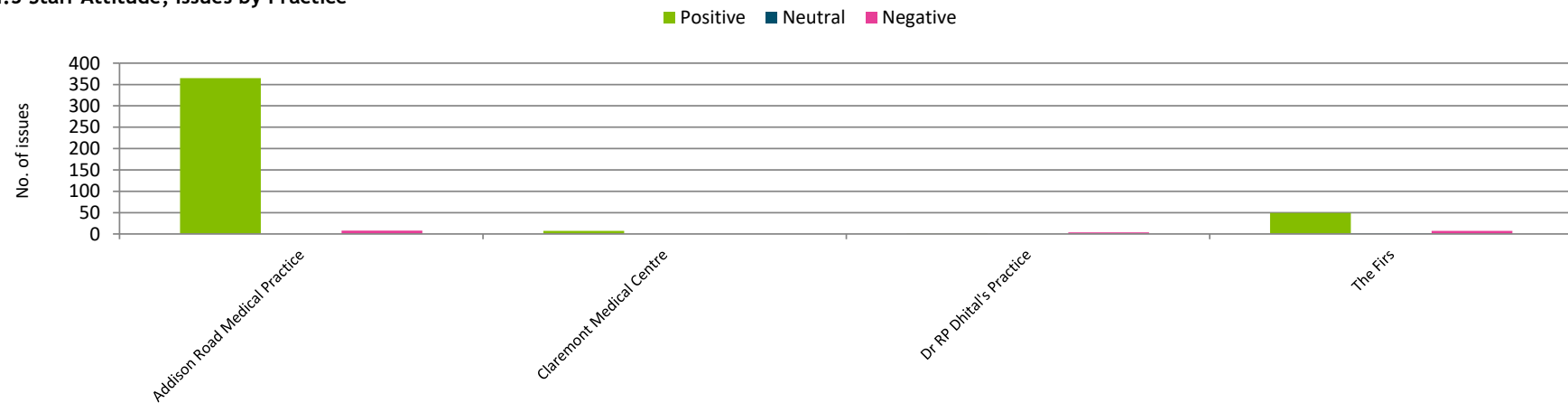
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive | Neutral | Negative

100% stacked bar chart:
- Borough (All): Positive 87%, Negative 13%
- E4 Network: Positive 72%, Negative 27%
- Forest 8: Positive 74%, Negative 26%
- Forest Integrated Health: Positive 92%, Negative 8%
- Leyton Collaborative: Positive 61%, Negative 39%
- South Leytonstone: Positive 87%, Negative 13%
- Walthamstow Central: Positive 95%, Negative 5%
- Walthamstow West: Positive 92%, Negative 8%

Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: Positive | Neutral | Negative

No. of issues

Bar chart (y-axis 0 to 400):
- Addison Road Medical Practice: Positive ~365, Negative ~10
- Claremont Medical Centre: Positive ~10
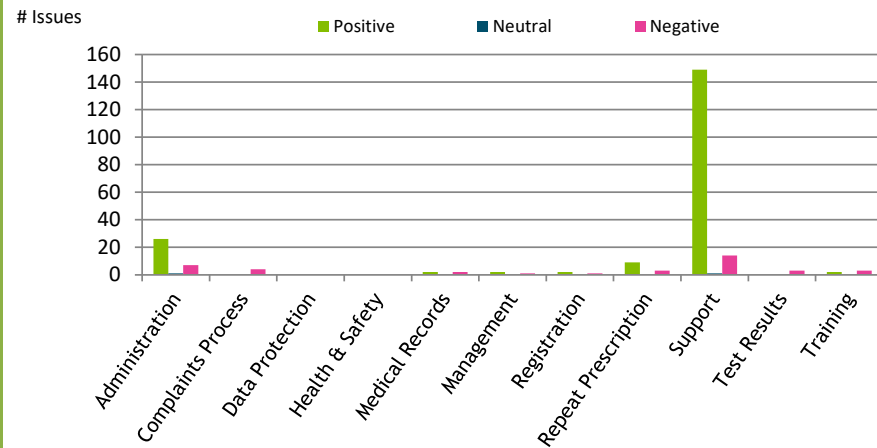- Dr RP Dhital's Practice: Negative ~5
- The Firs: Positive ~48, Negative ~10

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 232 issues detected

Issues

Legend: Positive, Neutral, Negative

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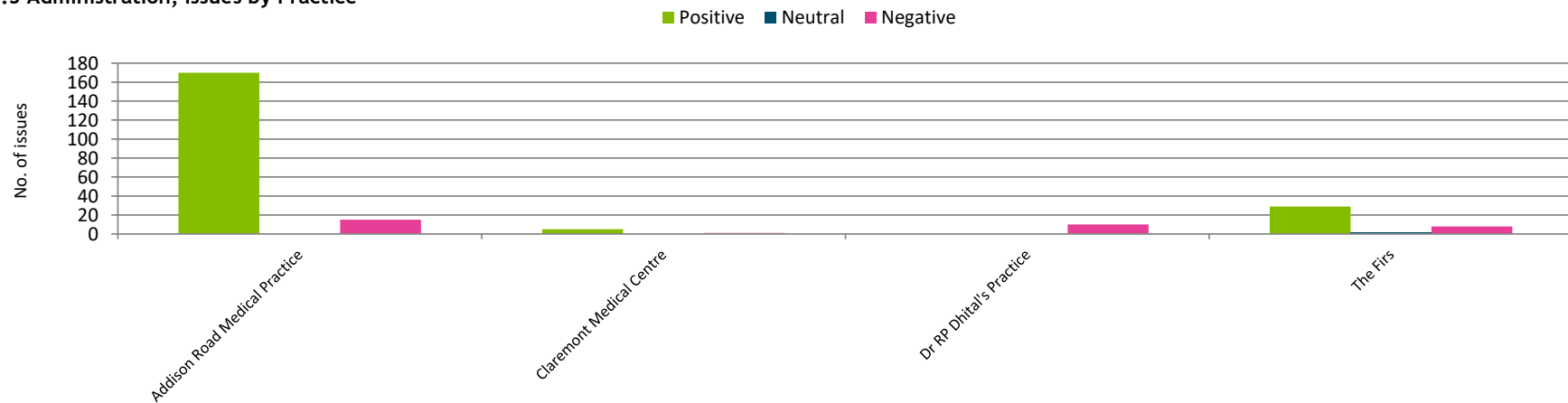
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	69%	30%
E4 Network	44%	56%
Forest 8	59%	41%
Forest Integrated Health	81%	19%
Leyton Collaborative	44%	56%
South Leytonstone	71%	29%
Walthamstow Central	85%	14%
Walthamstow West	69%	30%
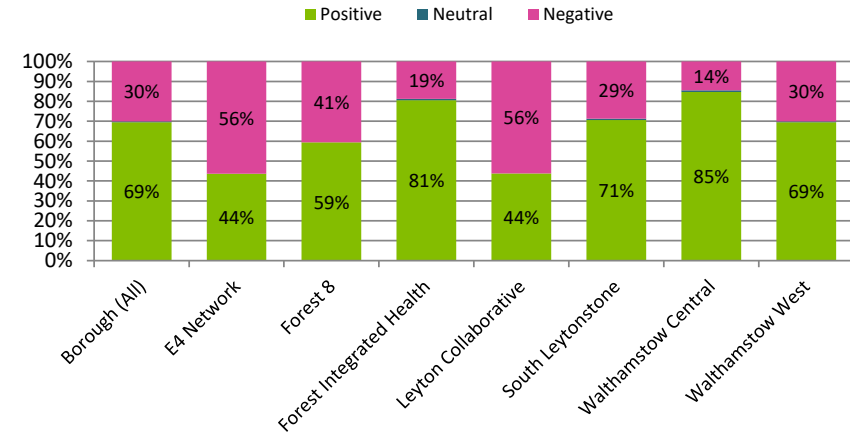
Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

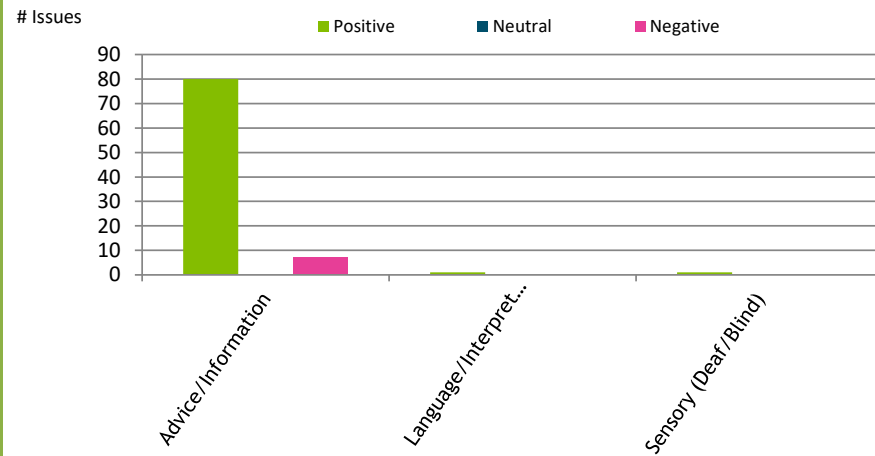X-axis categories: Addison Road Medical Practice, Claremont Medical Centre, Dr RP Dhital's Practice, The Firs

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 89 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart showing issues by category:
- Advice/Information: Positive ~80, Negative ~7
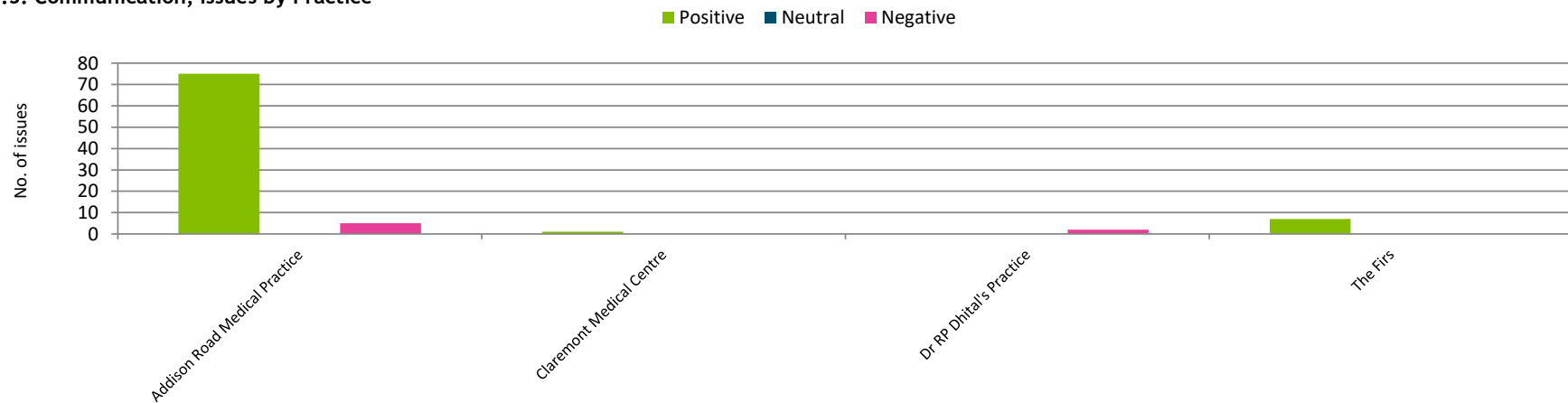- Language/Interpret...: minimal
- Sensory (Deaf/Blind): minimal

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

100% stacked bar chart, Sentiment by Primary Care Network:

PCN	Positive	Negative
Borough (All)	82%	18%
E4 Network	83%	17%
Forest 8	79%	21%
Forest Integrated Health	90%	10%
Leyton Collaborative	59%	41%
South Leytonstone	74%	26%
Walthamstow Central	92%	8%
Walthamstow West	84%	16%
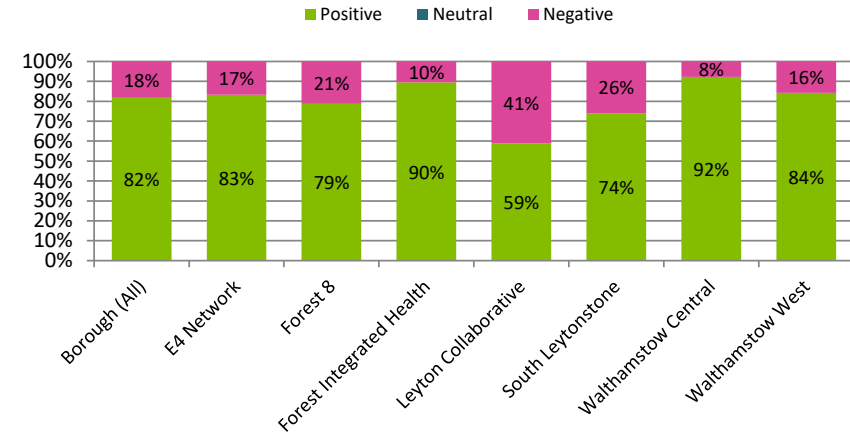
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Bar chart showing issues by practice:
- Addison Road Medical Practice: Positive ~75, Negative ~5
- Claremont Medical Centre: Positive ~1
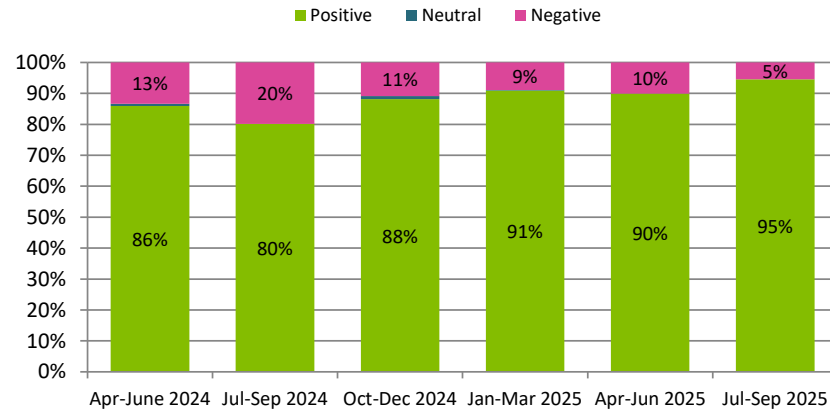- Dr RP Dhital's Practice: Negative ~2
- The Firs: Positive ~7

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive | Neutral | Negative
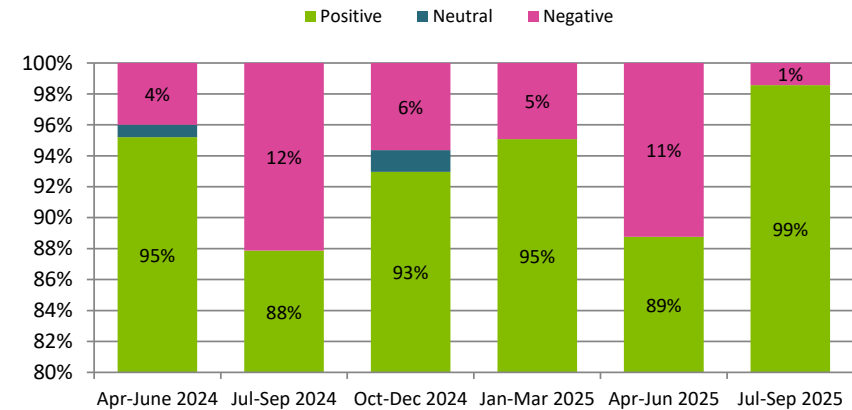
	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	13%	20%	11%	9%	10%	5%
Positive	86%	80%	88%	91%	90%	95%

3.2 Service Access, Sentiment

Legend: Positive | Neutral | Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	38%	49%	30%	21%	13%	11%
Positive	63%	51%	70%	79%	87%	89%
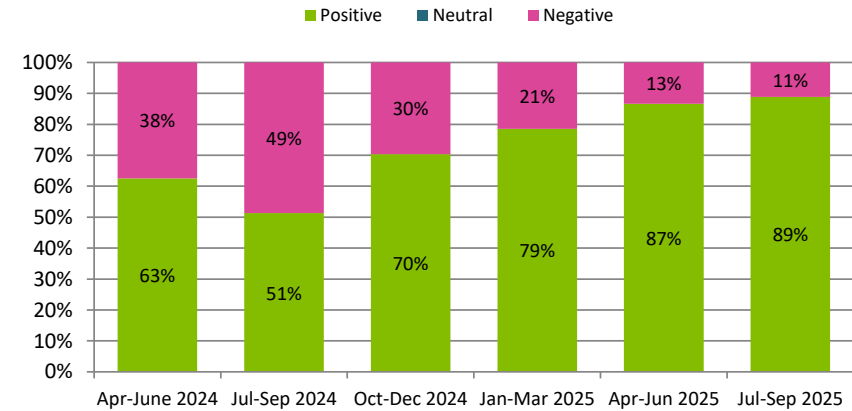
3.3 Treatment and Care, Sentiment

Legend: Positive | Neutral | Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	6%	11%	10%	4%	8%	2%
Positive	93%	89%	90%	96%	92%	98%

3.4 Staff Attitude, Sentiment

Legend: Positive | Neutral | Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	4%	12%	6%	5%	11%	1%
Positive	95%	88%	93%	95%	89%	99%
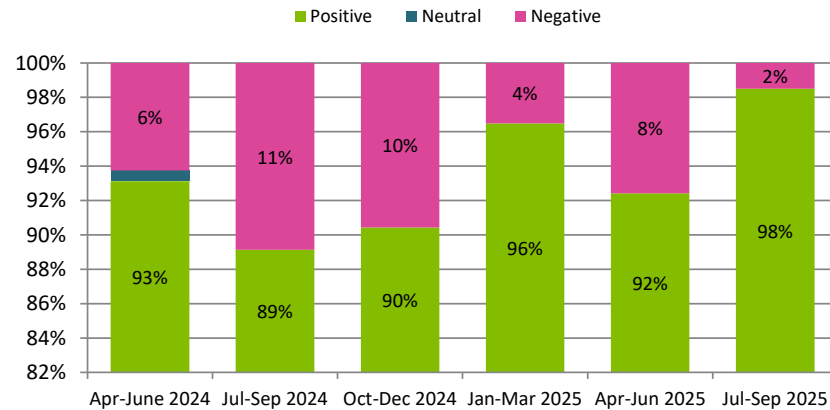
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	20%	33%	18%	14%	23%	11%
Positive	80%	67%	73%	86%	77%	89%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	14%	22%	11%	6%	5%	8%
Positive	86%	78%	89%	94%	95%	92%
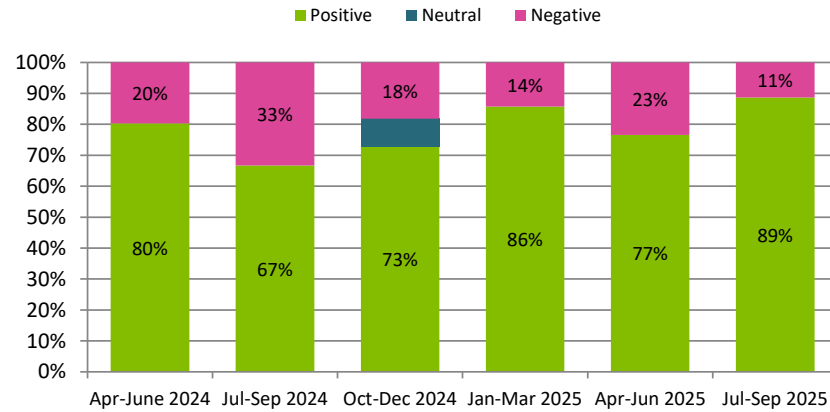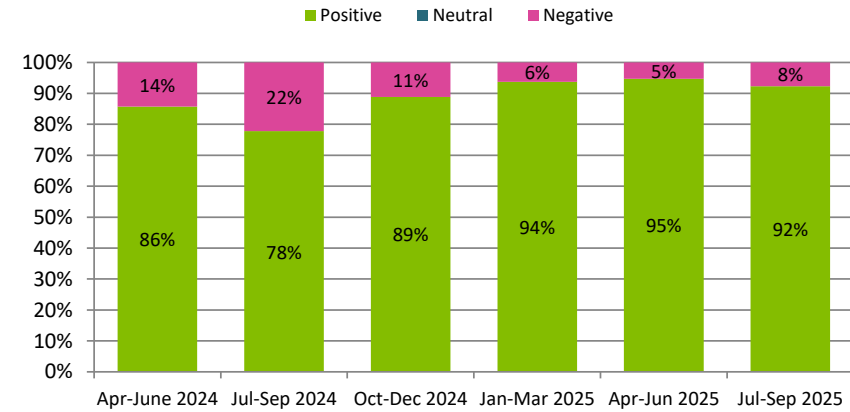
4. Volume by Primary Care Network

4.1 PCN

Issues

Positive | Neutral | Negative

Bar chart categories:
- E4 Network
- Forest 8
- Forest Integrated Health
- Leyton Collaborative
- South Leytonstone
- Walthamstow Central
- Walthamstow West

Pie chart:
- E4 Network — 6%
- Forest 8 — 10%
- Forest Integrated Health — 22%
- Leyton Collaborative — 3%
- South Leytonstone — 31%
- Walthamstow Central — 16%
- Walthamstow West — 12%

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	80	0	7	87
	Carer Involvement	*Involvement of carers, friends or family members.*	2	0	0	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	22	0	0	22
	User Involvement	*Involvement of the service user.*	148	0	5	153
Systems	Administration	*Administrative processes and delivery.*	6	0	9	15
	Booking	*Ability to book, reschedule or cancel appointments.*	67	0	16	83
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	17	0	2	19
	Medical Records	*Management of medical records.*	2	0	2	4
	Medication	*Prescription and management of medicines.*	13	0	5	18
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	2	0	1	3
	Registration	*Ability to register for a service.*	2	0	2	4
	Support	*Levels of support provided.*	339	1	22	362
	Telephone	*Ability to contact a service by telephone.*	1	0	3	4
	Timing	*Physical timing (ie; length of wait at appointments).*	23	1	5	29
	Waiting List	*Length of wait while on a list.*	65	0	13	78
Values	Choice	*General choice.*	3	0	2	5
	Cost	*General cost.*	0	0	2	2
	Language	*Language, including terminology.*	1	0	0	1
	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.*	282	1	12	295
	Sensory	*Deaf/blind or other sensory issues.*	2	0	0	2
	Stimulation	*General stimulation, including access to activities.*	1	0	0	1

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).*	3	0	2	5
	Environment/Layout	*Physical environment of a service.*	8	0	0	8
	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.*	7	0	0	7
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	0	0	1	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	2	2
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	425	1	22	448
	Complaints	*Ability to log and resolve a complaint.*	0	0	4	4
	Staff Training	*Training of staff.*	2	0	3	5
	Staffing Levels	*General availability of staff.*	0	0	0	0
	Total:		**1523**	**4**	**143**	**1670**

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