The Experience of GP Services: Walthamstow West

A trends analysis report by Healthwatch Waltham Forest



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 April 2024 - 31 March 2025



1. Data Source and Conditions/Topics





2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 134 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 35 29% 32% 40% 30 51% 66% 25 78% 86% 20 48% 15 71% 68% 59% 55% 10 33% South landsone wattension central 5 13% FOREST INTERNET 0 Bater Letton Collaborative Letto Wattanston Wet BoroughtAll EA Network Cancertain Carlons Weitige List 800 1100 100 Southern Street - Hall Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 40 35 30 No. of issues 25 20 15 10 5 0 Strames weden Practice limited The Gove Medical Centre Dr.SpillosornPatel Heron HI Media Lentre semou we drai centre Overshood weeks conve Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 390 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 120 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 13% 13% 14% 20% 100 29% 80 60 96% 93% 87% 85% 85% 79% 80% 70% 40 South extensione watternad 20 Forest Integated Health Bater, Leytor Collaborative , meeto Wattenston West 0 Borough AM EA Network toiner the second second Car hunder Medi of String NUN CONSTRUCTION Stoods rec. money Contraction of the second State Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 200 180 160 140 120 100 80 60 40 20 No. of issues Ō Stranes Medical Practice Invited DrSphillpson Matel The Gove Medica Centre Heron HI Medical Centre semour wedra centre Oueers Road Meetical Centre Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 226 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 120 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 11% 14% 19% 100 25% 41% 80 60 92% 94% 88% 85% 80% 78% 74% 40 58% South ertors one waltanson central 20 FOREST INTERNET ener. Levor collaborative , in Levo Wattanston West Ed Network 0 BOROUENIAM Post Contraction of the second inition of the second Miles Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 90 80 70 60 50 40 30 20 10 No. of issues 0 5. 18 no. Weben Prostee limited DrSpillosornPatel Heron HI Media Centre The Gove Medica Centre semou we drai centre Ouens Road Medical Centre Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 108 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 50 45 100% 90% 80% 19% 25% 40 29% 36% 43% 45% 35 30 25 20 15 10 5 0 70% 60% 50% 40% 30% 20% 10% 0% 64% 80% 74% 70% 63% 63% 57% 55% 36% South ertonstone waltonston central FOREST INTERNAL HEALTH Letton Collaborative Wattanston Wet BoroughtAll EA Network and a second Colores - Colore opto opto teally & Step | Not of the second secon est state Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 35 30 25 No. of issues 20 15 10 5 0 stimes weden practice innied DrSphillps Dr. M. Patel The Gove Medica Centre Heron HI Media Centre somour wedde conte Oueers Road Meetical Centre

Practices receiving the most comments overall

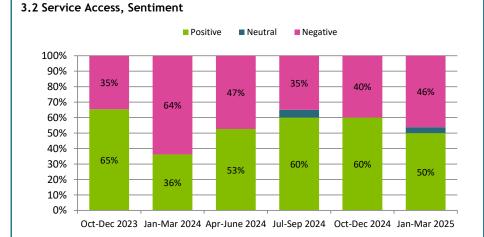
2.6 Communication

2.6.1 Communication: 60 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 45 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 12% 13% 12% 40 219 25% 35% 35 43% 30 25 20 88% 88% 88% 80% 79% 75% 15 57% 10 5 0 Wattenston West And the second Borough AM EA Network Forest & Leyton Collaborative Viattansone Wattanson Leyton Collaborative Viattanson Wattanson Wattanson Wattanson Autor Contraction of the second second Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 30 25 No. of issues 20 15 10 5 0 Dr.Sphillosoft. Mpatel Stimes weeken practice invited The Gove Medical Centre semour wedta centre Hefantilwedcal care Outents Road Medical Centre Practices receiving the most comments overall

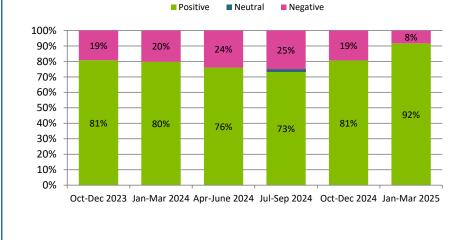
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 16% 26% 28% 27% 35% 34% 80% 70% 60% 50% 84% 40% 74% 73% 71% 65% 64% 30% 20% 10% 0% Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025

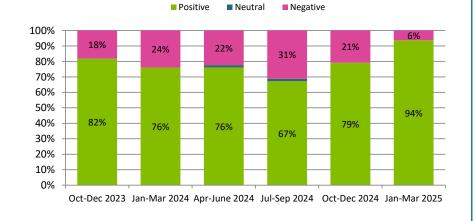
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment

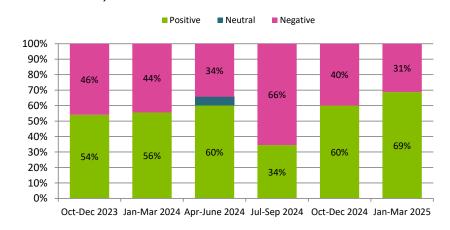


3.4 Staff Attitude, Sentiment

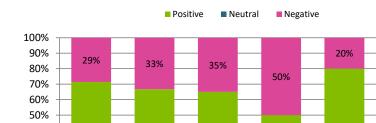


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3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment



3.6 Communication, Sentiment

 50%
 80%
 71%

 40%
 65%
 50%

 20%

 10%

 0%

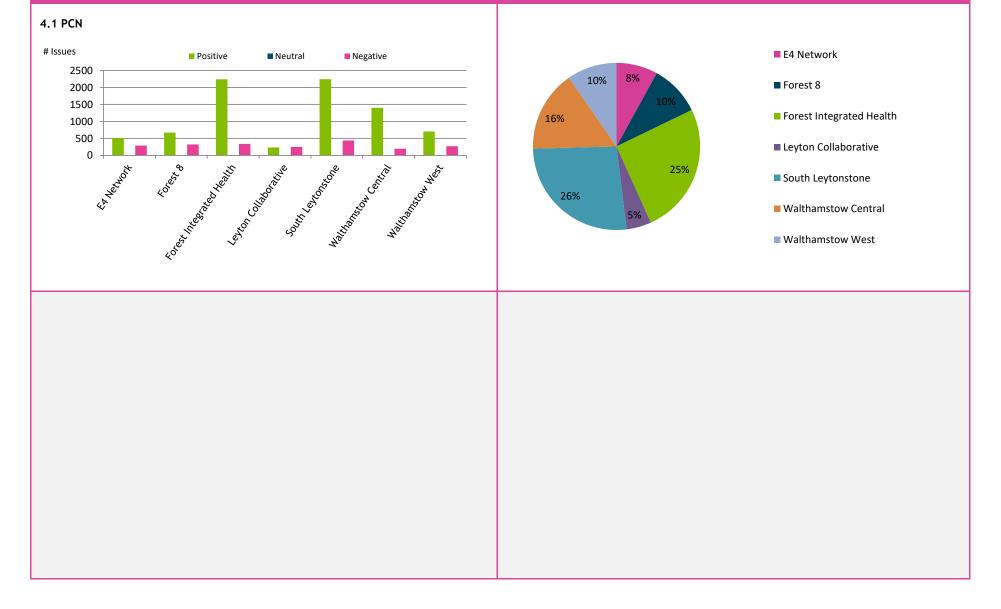
Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025

:

29%

4. Volume by Primary Care Network





5. Data Table: Number of issues

Issue Name

Advice/Information

Carer Involvement

General Comment

User Involvement

Administration

Cancellations

Data Protection

Medical Records

Opening Times

Booking

Referral

Medication

Planning

Support

Timing

Choice

Language

Nutrition

Privacy

Quality

Sensory

Stimulation

Cost

Registration

Telephone

Waiting List

| # Issues | | | | | | |
|----------|---------|----------|-------|--|--|--|
| ositive | Neutral | Negative | Total | | | |
| 39 | 0 | 21 | 60 | | | |
| 1 | 0 | 0 | 1 | | | |
| 8 | 0 | 4 | 12 | | | |
| 75 | 0 | 19 | 94 | | | |
| | | | | | | |
| 6 | 0 | 12 | 18 | | | |
| 38 | 2 | 22 | 62 | | | |
| 0 | 0 | 3 | 3 | | | |
| 0 | 0 | 0 | 0 | | | |
| 9 | 0 | 2 | 11 | | | |
| 0 | 0 | 2 | 2 | | | |
| 7 | 0 | 7 | 14 | | | |
| 0 | 0 | 2 | 2 | | | |
| | | | | | | |

1

0

2

21

37

8

1

0

0

0

0

0

130

135

0

0

2

0

0

1

0

0

0

0

0

2

0

0

Systems

Patients/Carers

Values

2 4

1

177

10

26

61

14

1

0

0

1

0

0

158

3

1

40

8

5

23

6

0

0

0

1

26

0

0

Descriptor

Communication, including access to advice and information.

Involvement of carers, friends or family members.

Involvement of the service user.

Management of medical records.

Leadership and general organisation.

Ability to contact a service by telephone.

Physical timing (ie; length of wait at appointments).

General stimulation, including access to activities.

Opening times of a service.

Levels of support provided.

Length of wait while on a list.

Language, including terminology.

Privacy, personal space and property.

General quality of a service, or staff.

Deaf/blind or other sensory issues.

Provision of sustainance.

General choice.

General cost.

Ability to register for a service.

Referral to a service.

Administrative processes and delivery.

General data protection (including GDPR).

Prescription and management of medicines.

A generalised statement (ie; "The doctor was good.")

Ability to book, reschedule or cancel appointments.

Cancellation of appointment by the service provider.

5. Data Table: Number of issues

| Issue Name | Descriptor | | # Issues | | | | |
|--------------------|---|--------|----------|---------|----------|-------|--|
| | Descriptor | | Positive | Neutral | Negative | Total | |
| Catchment/Distance | Distance to a service (and catchment area for eligability). | | 0 | 0 | 0 | 0 | |
| Environment/Layout | Physical environment of a service. | | 1 | 0 | 5 | 6 | |
| Equipment | General equipment issues. | | 0 | 0 | 2 | 2 | |
| Hazard | General hazard to safety (ie; a hospital wide infection). | | 0 | 0 | 0 | 0 | |
| Hygiene | Levels of hygiene and general cleanliness. | | 1 | 0 | 2 | 3 | |
| Mobility | Physical mobility to, from and within services. | | 0 | 0 | 0 | 0 | |
| Travel/Parking | Ability to travel or park. | | 0 | 0 | 0 | 0 | |
| Omission | General omission (ie; transport did not arrive). | | 0 | 0 | 0 | 0 | |
| Security/Conduct | General security of a service, including conduct of staff. | | 0 | 0 | 0 | 0 | |
| Staff Attitude | Attitude, compassion and empathy of staff. | | 183 | 2 | 48 | 233 | |
| 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 | 3 | 3 | |
| | | Total: | 703 | 9 | 271 | 983 | |

Disclaimer:

Environment

Staff

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