The Experience of GP Services

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 July 2024 - 30 June 2025



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 2,527 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

Top Themes (Page 5)

A broad majority of people receive good quality treatment and nursing care, with good levels of inolvement. According to feedback, patients would like greater levels of service access.

Overall sentiment is 79% positive and 21% negative, comments suggest.

Trends...

According to feedback, overall satisfaction has improved by 1% this quarter.

Addison Road Medical Practice, Crawley Road Medical Centre, Harrow Road Practice and Lime Tree Surgery receive a notable volume and ratio of positive comments.

Service Access (Page 6)

People continue to report difficulties with telephone access, associated problems with booking, and longer than expected waits for routine appointments.

Trends...

Satisfaction on service access has improved by 13% this quarter, comments suggest. Complaints are down by 12% on ability to book appointments, by 9% on waiting times and by 8% on telephone access.

Addison Road Medical Practice, Crawley Road Medical Centre, Harrow Road Practice and Lime Tree Surgery receive a notable volume and ratio of positive comments.

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment and nursing care, with good levels of involvement. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are up by 2% on treatment and care, and by 1% on staff attitude.

Addison Road Medical Practice, Crawley Road Medical Centre, Harrow Road Practice and Lime Tree Surgery receive a notable volume and ratio of positive comments.

Administration and Communication (Pages 9-10)

Many people complain of general administration, and some would like greater levels of support from reception staff, and levels of communication service wide. Repeat prescriptions, test results and staff training are also cited as issues.

Trends...

Complaints are down by 3% on administration, and by 2% on communication.

Addison Road Medical Practice, Crawley Road Medical Centre, Harrow Road Practice and Lime Tree Surgery receive a notable volume and ratio of positive feedback.

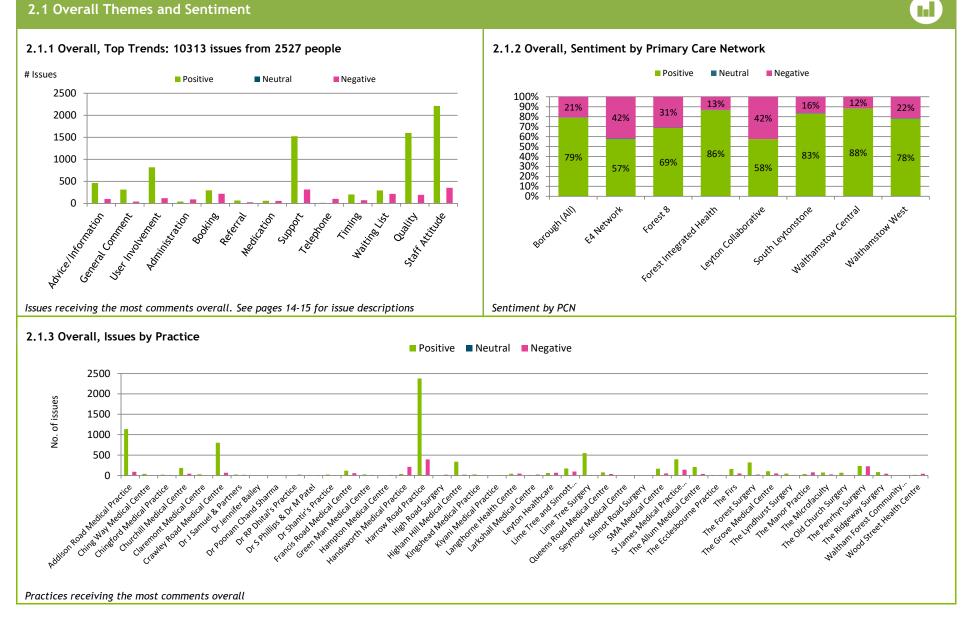
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics



1.1 Source # Issues Negative Positive Neutral 7000 6000 5000 22% 4000 3000 2000 1000 Provider Website Social Media 0 Solis Maria Police, Herestie Sources providing the most comments overall 1.2 Stated medical conditions/topics Asthma # Issues 3% 2% Positive Neutral Negative Autism 300 1% Children's Health 250 14% 1%_2% Diabetes 200 Digital and Online 150 23% Ear Health/Hearing 100 4% 50 Maternity China durish 0 Mental Health leifel to show the second Mrscoller Street Oler Desta 11% Somech Person Disberges Morenit Set of Health Stil Health Karing t Asiline Asiline Musculoskeletal Health Older People's Health 11% Sexual Health 14% 5% Skin Health Stomach Related 2% Vaccination Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 1159 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 350 100% 90% 300 32% 27% 80% 35% 48% 250 70% 60% 50% 599 68% 200 90% 40% 30% 20% 10% 150 51% 73% 68% 64% 61% 100 41% 32% 50 0% Forest Integrated Health Waltanson entral Leton Collaborative Southertonstore Walthanston Wet 0 Borough Ann EA Network Carcellerions | Onine Streets Walting List 800 1110 00 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 140 120 No. of issues 100 80 60 40 20 0 Walton forst Committy Addron Road Medical Practice Chine Way Nedica Centre Chind on the day had the Covenant we did cante Crawlet Road Media Centre Dr Pooren Chend Stating Dr5phillsborn Parel Francis Road Medical Centre Green Man Medica Centre Horoton webcal centre Handsmonth Medica Protice Harrow Real Produce History HIN Medica Centre King-sead week a Practice Ayan Madeal Practice Landtone teath centre Line Tree and Simple. Overs Road Medical Centre semour weba centre Stanes hedded Parties The Allin Medical Centre The Ecdemonte Pradue The Gove Medical Centre The Robert Surgery Wood Steel Health Cente Churchinged calcente D1-Samel Parties Dre Ohie Protice Lenon Heatmale The wants support The Old Church Surgery 5Ma Medica Centre The Manor Practice The Pentin Suger The Micoleulus Practices receiving the most comments overall

2.3 Clinical Treatment and Care

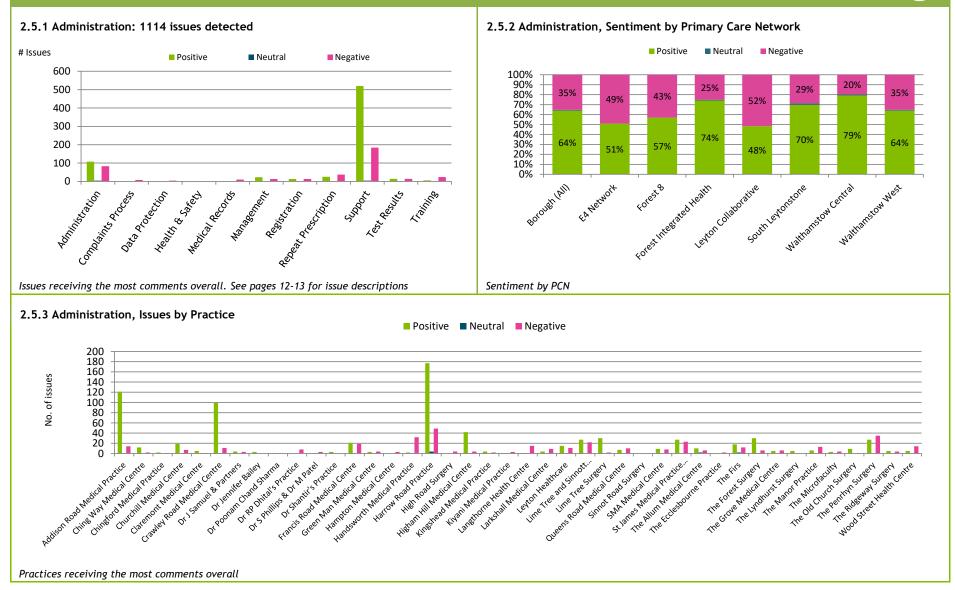
2.3.1 Treatment: 4253 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1400 100% 90% 13% 14% 15% 16% 1200 80% 1000 70% 60% 50% 40% 30% 20% 10% 0% 800 94% 94% 87% 86% 85% 600 81% 80% 70% 400 200 Forest megaed Health Waltansoncentral Letton Collebolative Southertonstone Walthanston Wet 0 Borough Ann EA Network on the second se to the second Moi Scool Star the second second Solo of Contraction o ese ese Colina Co Cione. 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 1400 1200 No. of issues 1000 800 600 400 200 Hill Road suffer Leave Line Tree Suffer Contre the subserved community 0 Chine Walve de Centre Chine od well a Partie Charmon Medica Centre Crawley Bood Medical Centre DrSmills Dr.M.Patel Farcis Bood Media Centre Green Nan Nedica Centre Hampon webcal centre Haddshold Medica Produce une ed wedda Practice Lanethone teath centre Stanes Medica Practice. The Allon Ned Caller The Ecdemonth Practice The Gove we deal centre Ration Road Medical Practice Churchinged called DI Sanal OPatries Dr Pooren Chard Stama Dree Dite Protice Harrow Boah Practice Krein Medica Profile Leyton Heathcale Line Tread Strott The Od Church Superv Wood Street Health Centre Semon Medical Cante Simot Road Surgery SM Medical Centre The Holding Surgery The Pentin Suger The Manon Practice

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 2524 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1200 100% 90% 11% 14% 15% 1000 26% 32% 80% 70% 60% 50% 40% 30% 20% 10% 0% 800 600 91% 88% 92% 85% 85% 74% 68% 400 200 Forest megaed Health Waltanson entral Leton Collaborative Southertonstone WattansonWest 0 Borough Ann EA Network es es to initial str 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 800 700 600 No. of issues 500 400 300 200 100 Hell Pool Sufer Medica Practice The Roleshop Lorent Common the Roleshop Lorent Common the Street C Instein adda Instein Upens Road Medical Cantre 0 Londsworth Wedden Protice Ration Road Medical Practice Chine Walk Medica Centre Christon Welling Practice Clarenon well a centre Canter Pool Medial Cartre Dr.Smilles Dr.M.Parel Facts Real Media Centre Geen Wan Media Centre Honorow we live centre Harrow Road Produce Stanes headed Practice. The Allon Ned Caller The Ecdemonte Practice The Gove Medica Centre Wood Street Health Centre Churchinged called DI Same Partes DrPooran Chard Stama Dree Dite Protice Kyen Wester Profile Leyton Heathcale Line tree and Simple. The Od Church Superv Semon wedde cente Simot Road Surgery SM Medica Centre The undrug Surgery The Pentin Suger The Manon Pacifice Practices receiving the most comments overall

2.5 Administration



2.6 Communication

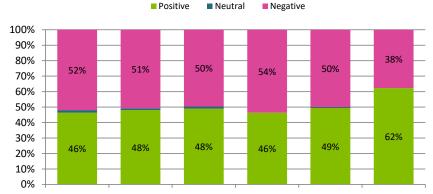
2.6.1 Communication: 586 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 500 100% 90% 450 12% 19 400 80% 41% 350 70% 60% 50% 40% 30% 20% 10% 0% 300 250 \vdash 90% 88% 909 819 82% 200 77% 72% 59% 150 100 50 Forest Integated Health Leton Collaborative Waltanson entra Southertonstone Walthanston Wet 0 Borough Ann EA Network And the second s 40, 10,000 10,000 10,000 Serror (1000) 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 120 100 No. of issues 80 60 40 20 0 Watten forest onnumber. Line Tee and Smoot Stanes Medica Practice. Chine Way Neeled Centre Christon wedde natice Caenon well contre Crawley Road Wellial Centre Draonan Charles Starting Ore Onital Practice Francis Road Medical Centre Geen Wan Nealed Centre Hanpon we deal centre Hardshort Wester Protect Harow Road Produce Heart HI Medica Centre Kyen westen Protice Landtone teath centre Overs Road Wellia Lettre The Allon we deal Centre The Ledesburne Pradue The Gove Medica Centre The Robert Surgery Raticon Road Medical Practice Churchinged calcentre or same parties Levon Healthcare The Old Church Surgery The Pentin Subert Wood Street Health Centre Simot Road Surgery SMA Medica Centre The undrug surgery the Marou Practice The Microfaculty Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

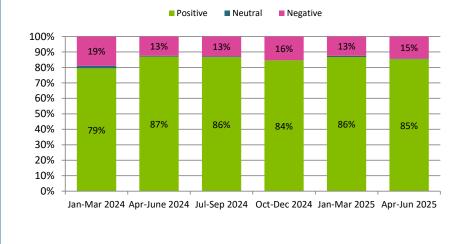
Positive Neutral Negative 100% 90% 20% 19% 22% 22% 25% 27% 80% 70% 60% 50% 81% 40% 80% 78% 77% 74% 71% 30% 20% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

3.1 Overall Sentiment



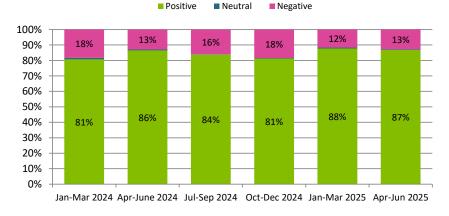


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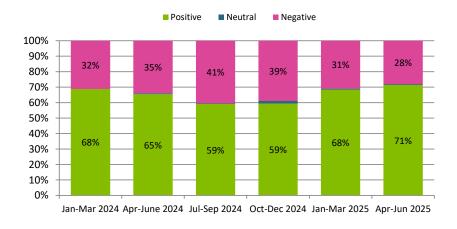
3.3 Treatment and Care, Sentiment

3.4 Staff Attitude, Sentiment

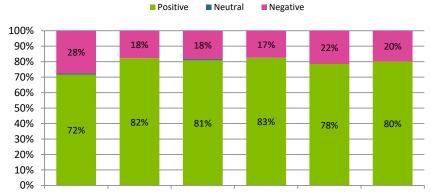


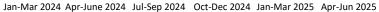
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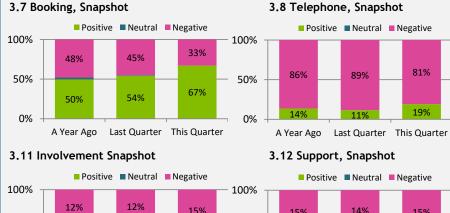
3.5 Administration, Sentiment



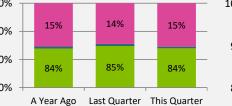
3.6 Communication, Sentiment







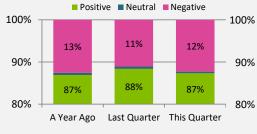




3.9 Online Access, Snapshot ■ Positive ■ Neutral ■ Negative 100% 26% 37% 47%

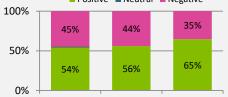
50% 74% 61% 53% 0% A Year Ago Last Quarter This Quarter

3.13 Staff Attitude, Snapshot



3.10 Waiting List, Snapshot ■ Positive ■ Neutral ■ Negative

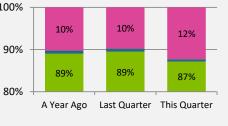
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A Year Ago Last Quarter This Quarter

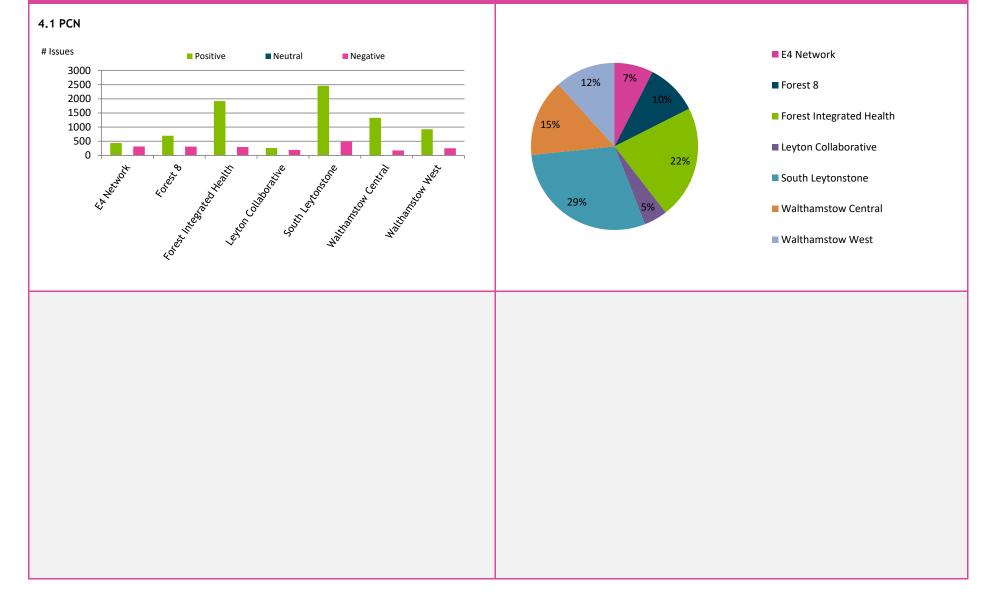
3.14 Quality, Snapshot

■ Positive ■ Neutral ■ Negative



4. Volume by Primary Care Network





5. Data Table: Number of issues

Issue Name	Descriptor	# Issues				
		 Positive	Neutral	Negative	Total	
Advice/Information	Communication, including access to advice and information.	465	1	102	568	
Carer Involvement	Involvement of carers, friends or family members.	26	0	4	30	
General Comment	A generalised statement (ie; "The doctor was good.")	314	6	43	363	
User Involvement	Involvement of the service user.	820	1	119	940	
Administration	Administrative processes and delivery.	43	0	91	134	
Booking	Ability to book, reschedule or cancel appointments.	298	4	220	522	
Cancellations	Cancellation of appointment by the service provider.	0	0	17	17	
Data Protection	General data protection (including GDPR).	0	0	4	4	
Referral	Referral to a service.	67	0	25	92	
Medical Records	Management of medical records.	2	0	10	12	
Medication	Prescription and management of medicines.	62	0	59	121	
Opening Times	Opening times of a service.	4	0	7	11	
Planning	Leadership and general organisation.	24	0	13	37	
Registration	Ability to register for a service.	13	1	14	28	
Support	Levels of support provided.	1527	10	317	1854	
Telephone	Ability to contact a service by telephone.	14	0	104	118	
Timing	Physical timing (ie; length of wait at appointments).	203	2	72	277	
Waiting List	Length of wait while on a list.	295	2	218	515	
Choice	General choice.	23	0	20	43	
Cost	General cost.	1	0	4	5	
Language	Language, including terminology.	9	0	6	15	
Nutrition	Provision of sustainance.	0	0	0	0	
Privacy	Privacy, personal space and property.	2	0	6	8	
Quality	General quality of a service, or staff.	1600	10	196	1806	
Sensory	Deaf/blind or other sensory issues.	2	0	1	3	
Stimulation	General stimulation, including access to activities.	1	0	1	2	

Values

Patients/Carers

Systems

5. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor	# Issues					
			Positive	Neutral	Negative	Total	
Catchment/Distance	Distance to a service (and catchment area for eligability).		12	1	3	16	
Environment/Layout	Physical environment of a service.		40	0	12	52	
Equipment	General equipment issues.		2	0	5	7	
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	2	2	
Hygiene	Levels of hygiene and general cleanliness.		33	0	3	36	
Mobility	Physical mobility to, from and within services.		5	0	3	8	
Travel/Parking	Ability to travel or park.		4	1	2	7	
Omission	General omission (ie; transport did not arrive).		0	0	26	26	
Security/Conduct	General security of a service, including conduct of staff.		0	0	10	10	
Staff Attitude	Attitude, compassion and empathy of staff.		2214	10	354	2578	
Complaints	Ability to log and resolve a complaint.		2	0	8	10	
Staff Training	Training of staff.		6	0	24	30	
Staffing Levels	General availability of staff.		0	0	6	6	
		Total:	8133	49	2131	10313	

CommunityInsight CRM