

Primary Care Patient Experience Study 2019



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Executive summary

Healthwatch Waltham Forest was commissioned by Waltham Forest Clinical Commissioning Group (CCG) to conduct a patient experience study of primary care. The research focused on patient experience in four key areas of primary care. These are GP services, mental health, diabetes and respiratory disease.

The study highlights a number of key considerations in commissioning arrangements going forward.

- 1) Newly commissioned services should be able to evidence how they engage, involve and coproduce services with service users and or patients.
- 2) Mental health and wellbeing is an increasing issue. This is particularly the case among social care users.
- 3) Review possibility of commissioning specific interventions to address health inequality for ethnic minority communities exhibiting disproportionate rates of diseases.

Based on the patient evidence reviewed, we propose six recommendations:

1. Ensure all GP surgeries have an accessible and informative website that makes it easy for patients to manage their health e.g. book appointments for health professionals, order prescriptions and find information.
2. Waltham Forest CCG to regularly review and update NHS website with GP practice changes.
3. Commission disease specific patient information that is easy to read, accessible and culturally appropriate for residents in Waltham Forest.
4. Develop innovative ways to engage with and deliver health prevention information for ethnic minorities to reduce risk of disease e.g. diabetes.
5. Collaborate with service providers and the Voluntary Community Sector to deliver health promotion (disease prevention) messages e.g. health checks.
6. The patient experience of Mental Health services requires further investigation.

Background

Healthwatch Waltham Forest was commissioned by Waltham Forest Clinical Commissioning Group (WFCCG) to conduct a patient experience study of Primary Care. The research focused on patient experience in four key areas of Primary Care. The areas discussed are GP services, mental health, diabetes and respiratory disease.

Purpose: To evidence the patient perspective of WF CCG commissioned Primary Care services. This study seeks to reflect views, experiences and opportunities for improvement in; GP services, mental health services, diabetes and respiratory disease.

Objective: To develop a comprehensive patient experience focused study that supports the Waltham Forest Clinical Commissioning Group with commissioning appropriate and accessible services for local residents.

Healthwatch Waltham Forest

Healthwatch Waltham Forest is the local patient public champion for health and social care services. We work directly with Healthwatch England and the Care Quality Commissions to bring about positive changes for health and social care service users. Our primary statutory functions are to:

- Obtain the views of people about their needs and experience of local health and social care services. Our role is to make these views known to those involved in the commissioning and scrutiny of care services.
- Make reports and make recommendations about how those services could or should be improved.
- Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- Provide information and advice to the public about accessing health and social care services and the options available to them.
- Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion.
- Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.

Healthwatch Waltham Forest vision, mission and values:

Our Vision

We believe that people should be at the heart of health and social care services and that when it comes to shaping the future of those services, every voice counts.

Our Mission

Our mission is to empower local people to understand and get involved in improving health and social care services.

Our Values

- Reach out to all people.
- Be inclusive.
- Be approachable and making it easy for you to talk to us.
- Use evidence to build a true picture of local services.
- Promote services that are doing well and highlight where improvements are needed.
- Keep you informed and tell you about opportunities to get involved.
- Act on behalf of the people of Waltham Forest.

Summary of findings

Primary care

From April 2019 to May 2019, 152 local people completed our primary care survey. The survey captured local views of primary care health services in Waltham Forest. On examining the data, we found that 138 of the 152 people surveyed have been to a General Practitioner (GP) in the last 12 months. Of those surveyed 86% (100 people) told us that '1 week' is a reasonable time to wait to see a GP or practice nurse. In addition, 26% of respondents were prepared to wait two weeks for an appointment. The evidence suggests that two weeks is the maximum amount of time that patients are prepared to wait to see a GP. However, the overwhelming majority of people want to see a GP within a week.

On the NHS website, there were 10 practices in Chingford, 16 practices in Walthamstow and 17 in Leyton/Leytonstone. However, some of these figures have now changed. Unfortunately, this was not reflected on the NHS website. We took into consideration NHS ratings to gain a better understanding of how patients view their GP services. In addition, each General Practitioner website was reviewed to identify the quality of the patient information. In particular we looked at; how many patients they have, whether they offer out-of-hour appointments and the online system used to book appointments and order repeat prescriptions.

Mental Health

Overall, the mental health of residents in Waltham Forest is decreasing. Between 2015 and 2017, Waltham Forest saw an increase in suicide rates compared to 2014-2016. This increase is shown in the graphs in Appendix V. Between 2015 and 2017, 68 people committed suicide in Waltham Forest, more than the London and England averages and the highest number recorded by the borough. There are eight pathways and to access mental health services. The increase in suicide rates, and increasing depression and anxiety among social care users' requires attention.

Diabetes

There were no figures on the Fingertips website for London in regards to diabetes which made it difficult to carry out a comparison. However, comparisons were made between Waltham Forest and England averages. Although the figures are looking positive overall, those who have type 1 or type 2 diabetes who are of minority ethnic origins is increasing and the figures are higher than the England average.

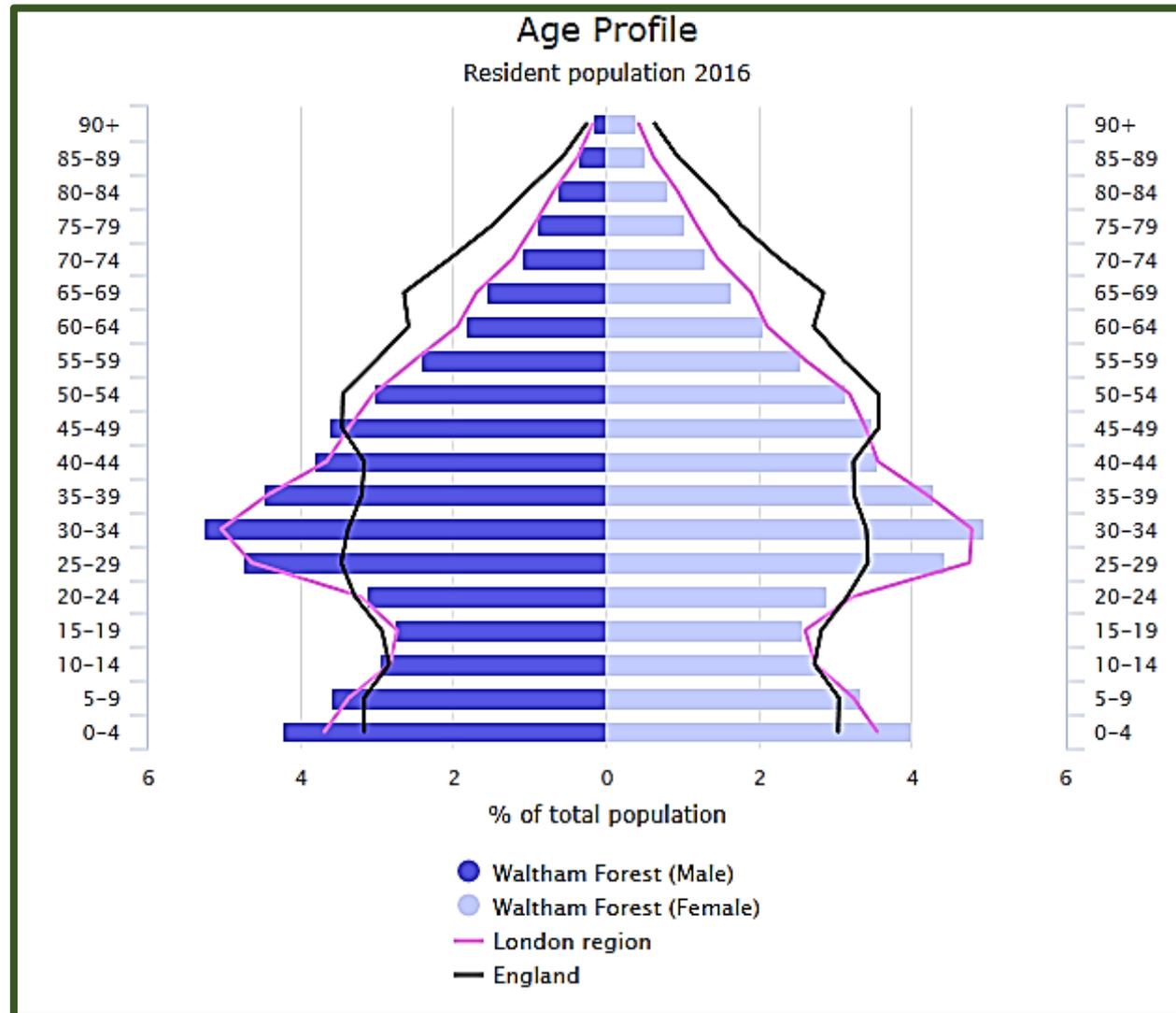
Respiratory Disease

Under 75 years old mortality rates from respiratory disease is increasing in Waltham Forest and has seen the highest number of fatalities since 2007 (Public Health England). Waltham Forest figures are higher than the average London and England figures with 173 deaths between 2015 and 2017 due to respiratory diseases, with males being the highest risk group with 112 of those deaths (Fingertips). 81 of the overall deaths were considered preventable. Although the overall deaths with underlying cause of respiratory disease is decreasing, they are increasing for those aged 65 to 74. Females dying of chronic obstructive pulmonary disease (COPD) has increased, whereas the rate of deaths for COPD is slightly decreasing in males. Between 2017 and 2018, 405 people were admitted into hospital for COPD, the highest number since 2013. There is a support service in Waltham Forest for people with Respiratory Disease. However, there are limited health promotion strategies.

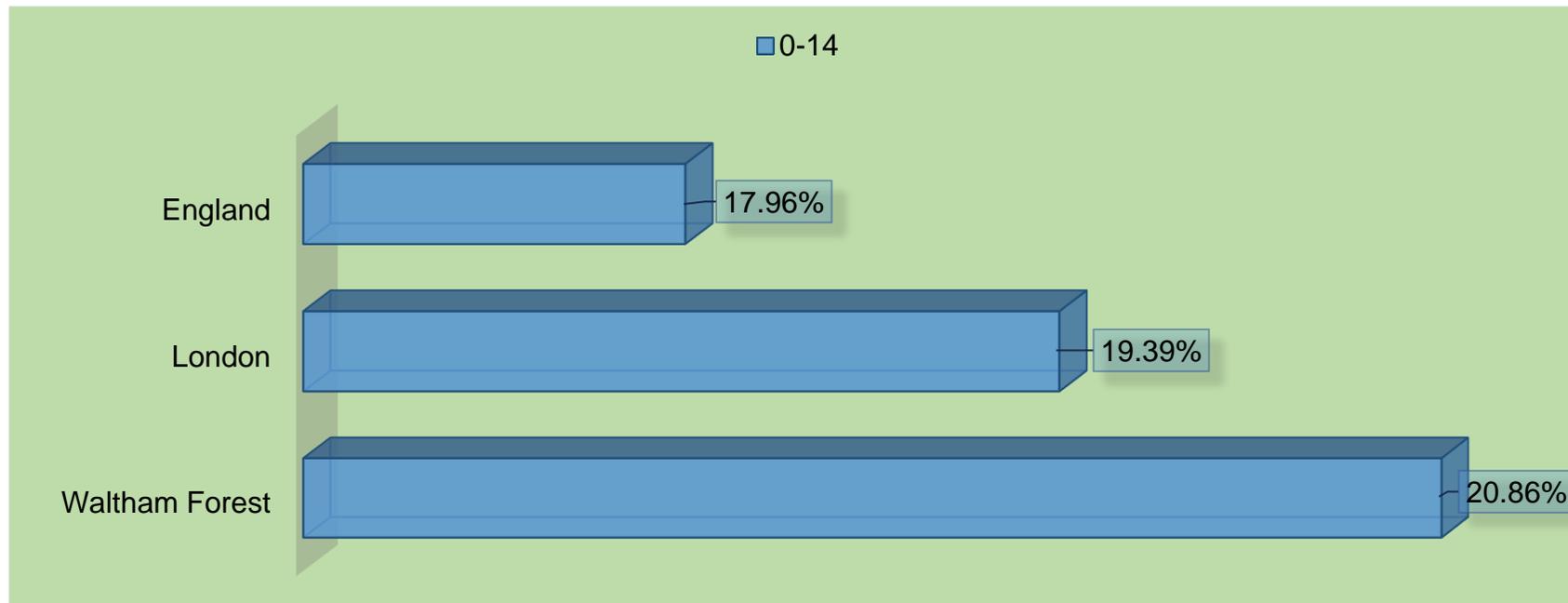
Population overview in Waltham Forest



Population Overview



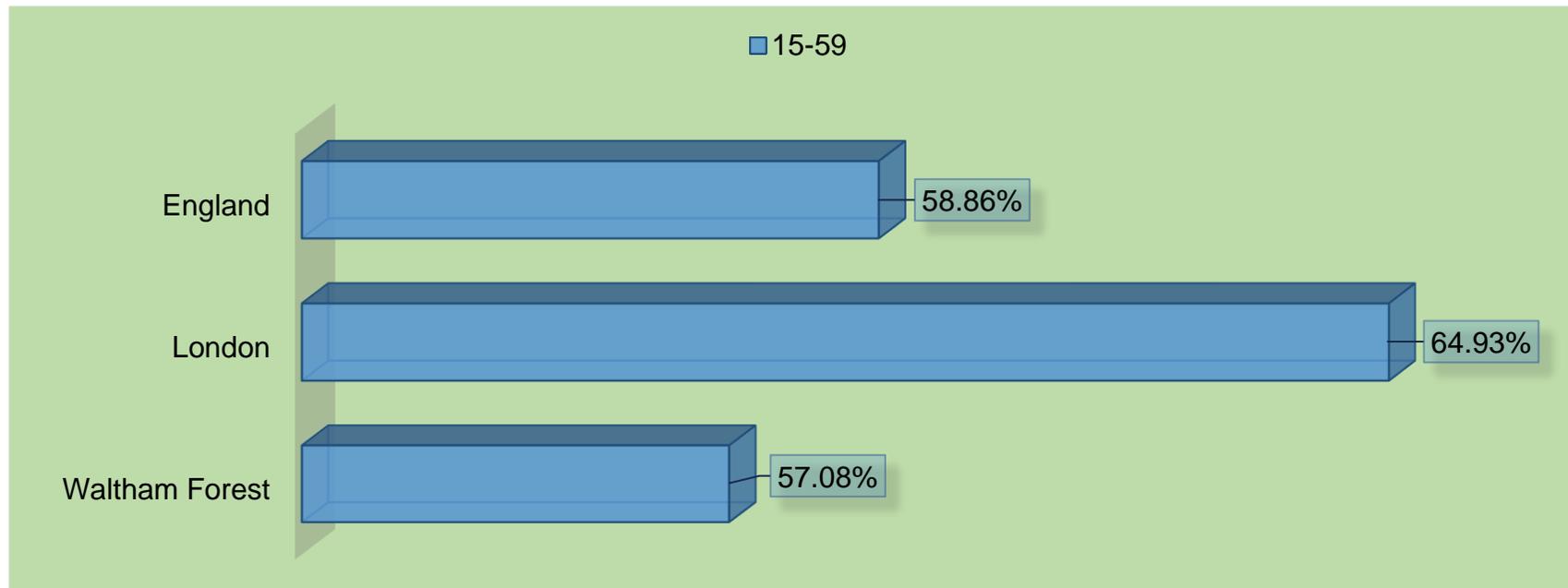
Children 0-14 years



Graph 1.1 - Percentage of children aged 0-14 in Waltham Forest, London and England (ONS, 2017)

Data collected from ONS projections (2017) show there are 57,200 0-14 year olds in Waltham Forest. The bar chart above illustrates the percentage of 0-14 year olds live locally, regionally and nationally. 20.86% of our population in Waltham Forest are children; this is 3% higher than the national average.

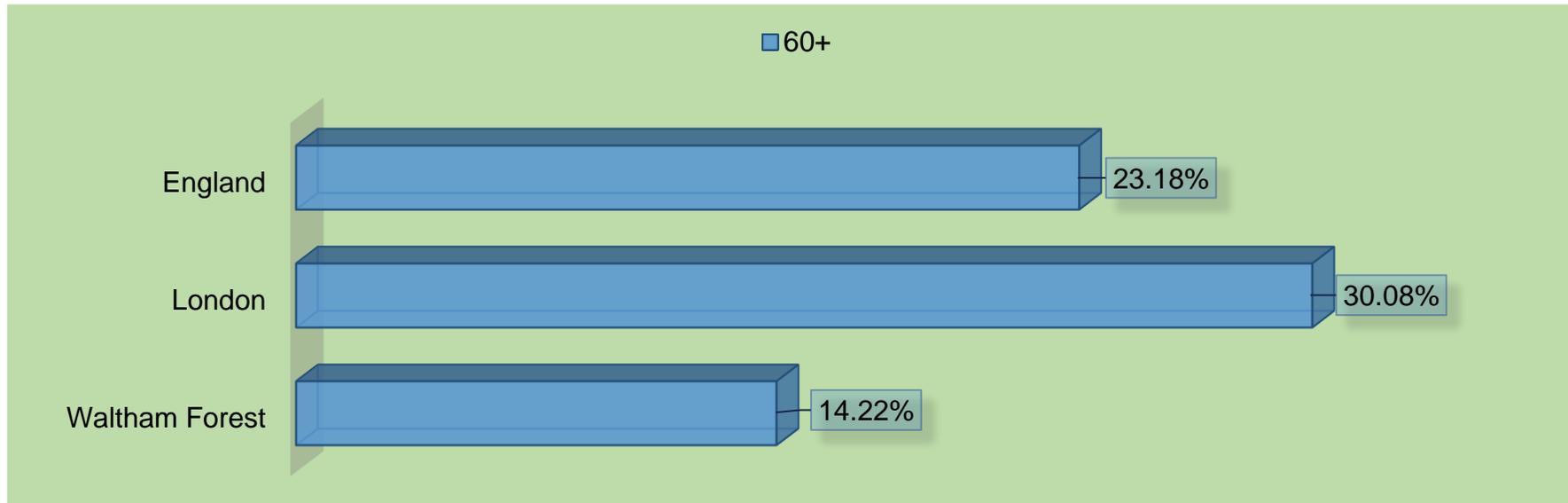
Young people and Adults 15-59 years



Graph 1.2 - Percentage of adults aged 15-59 in Waltham Forest, London and England (ONS, 2017)

The graph above demonstrates our population of working age residents aged 15-59 is lower than the regional and national average (ONS, 2017). Due to the number of 0-14 year olds currently, the number of 15-59 year olds is expected to increase.

Elderly 60+



Graph 1.3 - Percentage of elderly aged 60+ in Waltham Forest, London and England (ONS, 2017)

Graph 1.3 shows that the Waltham Forest population of 60+ is lower than the national average by 9% (ONS, 2017). However, based on the projected population for Waltham Forest and the number of children we presently have, the population of elderly residents will increase with time.

Ethnicity

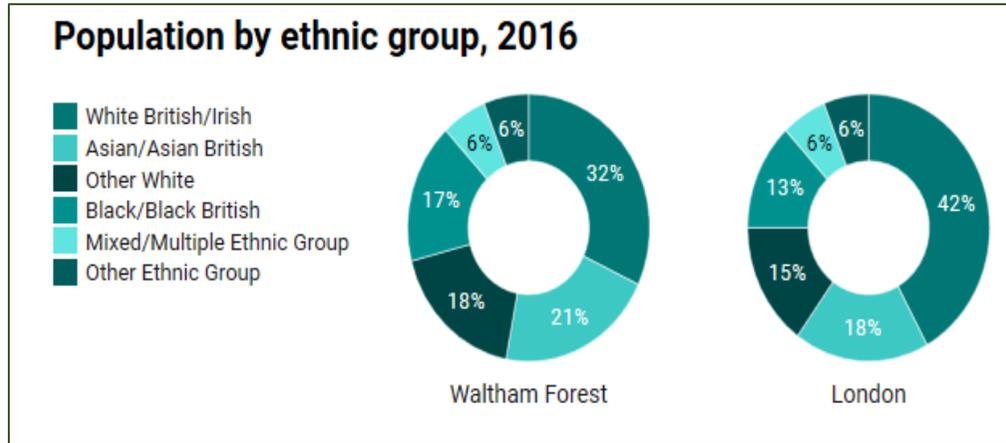


Chart 1.4 - Percentage of each ethnicity within Waltham Forest and London (GLA Population Projections, 2019).

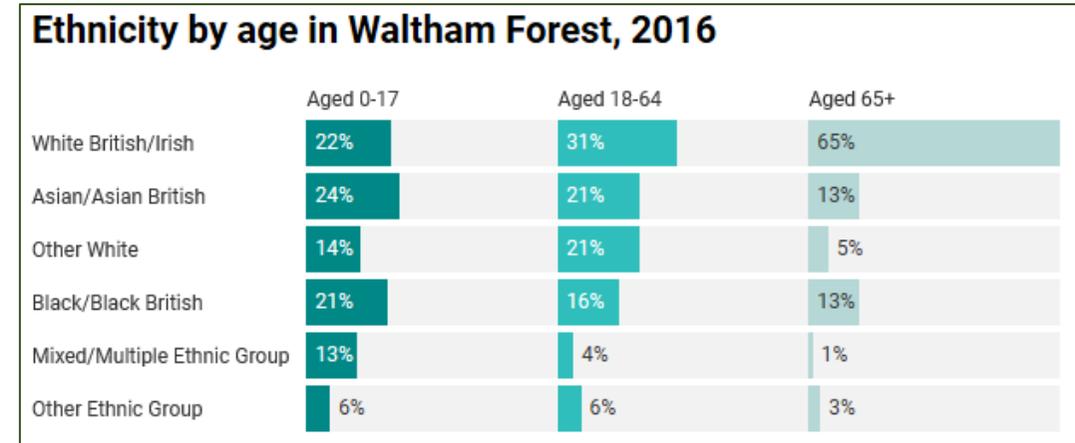


Chart 1.5 - Percentage of each ethnicity by age within Waltham Forest (GLA Population Projections, 2019).

Chart 1.4 illustrates the population by ethnic group in Waltham Forest compared to London. As the chart shows, there is a higher rate of ethnic minorities in Waltham Forest than in London overall. Chart 1.5 demonstrates the percentage of each ethnicity by age in Waltham Forest. As shown, the population majority is white British/Irish in those aged 65 and over. However, these trends will change over time as evidenced by the diversity of young people in Waltham Forest.

Over time, Waltham Forest will see a diverse aging population with an increasingly diverse ethnic population. It is important to engage with all cultures and ensure services and support are culturally accessible and appropriate. .

Faith

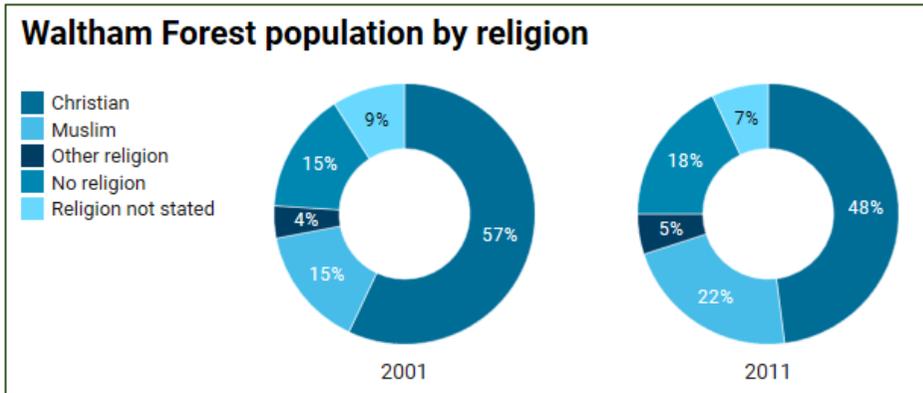


Chart 1.6 - Percentage of each religion within Waltham Forest 2001 and 2011 (Census ONS, 2011)

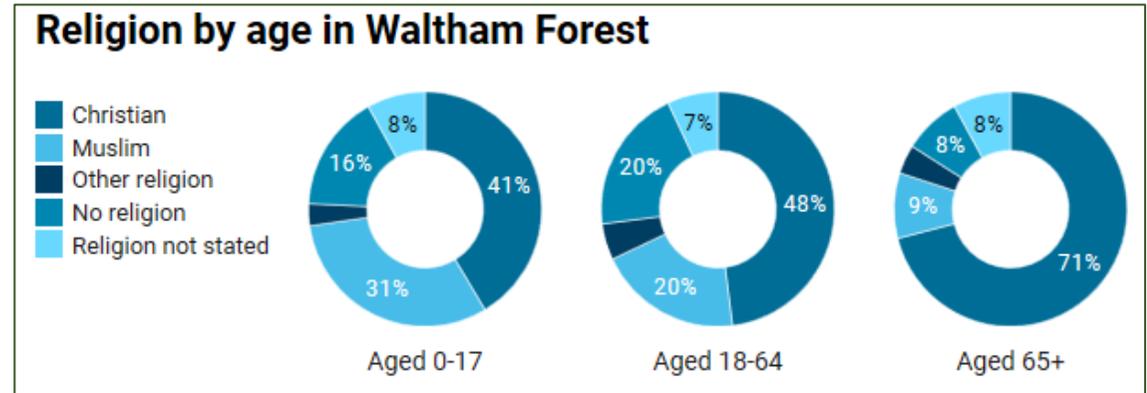


Chart 1.7 - Percentage of each religion by age within Waltham Forest (Census ONS, 2011)

Chart 1.6 illustrates the percentage of each religion within Waltham Forest in 2001 and 2011. The data shows, since 2011, Christianity the main religion, has decreased over the ten year period from 57% to 48%. However, the Muslim religion increased from 15 % to 22% over the same period. The number of people saying that they had no religion also increased from 15% in 2001 to 18% in 2011.

Chart 1.7 illustrates the percentage of each religion by age within Waltham Forest in 2011. Of those aged 0-17, 41% identify as Christian, 31% as Muslim and 16% as no religion. In the 18-64 category; 48% identify as Christian, 20% as Muslim and 20% as no religion. Of the 65 and over category; 71% are Christian, 9% Muslim and 8% have no religion.

Commissioned services need to be accessible, relevant and appropriate for a changing local population.

Methodology

The majority of the patient experience data presented in this report came from our Primary Care Questionnaire. In addition, we held focus groups and themed events to capture people's experiences of primary care services. Healthwatch Waltham Forest researched information that is publically available to fully understand patient experience.

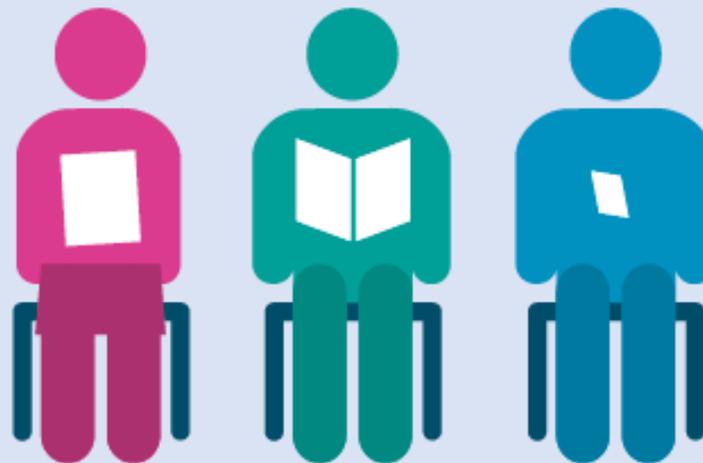
The study began by researching the GP practices. The NHS and individual GP websites were analysed to appreciate what information is available to patients. We also wanted to establish how patients could provide feedback on the services they receive. We also wanted to clarify the appointment booking process . On the NHS website, a rating out of 5 is given by patients to their GP. A sample of these ratings are included in each locality section of this report.

Healthwatch Waltham Forest completed outreach within Whipps Cross Hospital, engagement forums and other areas to engage with a diverse representation of services users. Overall, 152 surveys were completed through outreach and via our website. The surveys were coded by our Patient Experience Panel (who are service users) and input into our Community Insight System (CIS). The data collected was then used to create the Primary Care Survey report shown in Appendix I. This allows us to analyse themes and trends based on genuine patient experience.

We used the ONS website to gather the demographics of those living in Waltham Forest. This is shown in the 'Population overview' section of the report. Fingertips, enabled us to present the latest trends in health in Waltham Forest compared to London and England averages (appendices V, VI and VII). Evidenced based recommendations were made to create positive change and improve services for patients.

In Focus - GP Services

RECEPTION



GP Primary Care Survey results summary

- ✚ Between April 2019 and May 2019, Healthwatch Waltham Forest carried out a survey with residents of Waltham Forest. Of the 152 Waltham Forest residents surveyed, 138 residents stated they have visited a General Practitioner in the last 12 months.
- ✚ 66% of 146 respondents stated they consider 1 week to be a reasonable waiting time to see a GP or practice nurse.
- ✚ 56% of 144 respondents think it is very important for staying healthy and well to be able to see their preferred GP/nurse/professional.
- ✚ 51% of 139 respondents think it is very important for staying well to have out-of-hours (weekend/evening) appointments available.
- ✚ 36% of 141 respondents would consider having an online consultation rather than seeing their GP face-to-face, 19% stated this was a bad idea.
- ✚ 48% of 106 respondents currently use blood testing services at their GP and 29% having health checks. However, of 51 respondents, 28 (68%) stated they would like blood testing at their GP.

Chingford

General Practitioner information summary

We reviewed individual GP practices websites and the NHS website for information about GP surgeries.

- ✚ Based on the information shown on the NHS website, there are 10 GP practices in Chingford, all overviews on the NHS website (apart from Silverthorne Medical Centre) of the practices were updated by the Waltham Forest CCG between March 2018 and March 2019.
- ✚ Of the 10 practices, Kings Head Medical Practice and Silverthorne Medical Centre do not have a website.
- ✚ No weekend appointments are available for any of the practices in Chingford, and half of the practices offer extended evening appointments until 19:30 - 20:00. Practices that offer evening appointments are:
 - Chingford Medical Practice - Monday, Tuesday and Wednesday appointments until 19:30
 - Chingway Medical Practice - Thursday appointments until 20:00
 - Churchill Medical Centre - Monday appointments until 20:00
 - The Old Church Surgery - Wednesday appointments until 20:00
 - The Ridgeway Surgery - Tuesday and Thursday appointments until 20:00
- ✚ Half of the practices use Patient Access; to book appointments online and order repeat prescriptions. The Microfaculty is the only GP in Chingford that uses SystemOnline. The Ridgeway Surgery, allows patients to book online directly with the practice.
- ✚ Less than half of all Chingford patients (according to www.nhs.uk) are signed up to the online booking services.

Most recent NHS website patient feedback on GP practices in Chingford

Practice	Feedback title	Date of entry	Star rating
Chingford Medical Practice	Missleading and giving me a wrong information	28th February 2019	★☆☆☆☆
Chingway Medical Practice	I felt imbaresed (embarrassed)	8th February 2019	★★★☆☆
Churchill Medical Centre	No appointments, long phone calls	28th May 2019	★☆☆☆☆
Handsworth Medical Practice	Unconcerned, uncaring & disinterested telephone operative	24th April 2019	★☆☆☆☆
Kings Head Medical Practice	Happy	13th November 2018	★★★★★
Larkshall Medical Centre	Very happy!	29th January 2019	★★★★★
Silverthorne Medical Centre	Terrible receptionist	3rd June 2019	★☆☆☆☆
The Microfaculty	Really nice friendly GP Practice.	13th May 2019	★★★★★
The Old Church Surgery	The care	27th May 2019	★★★★★
The Ridgeway Surgery	Service is appalling	20th April 2019	★☆☆☆☆

Majority of the feedback on the NHS website is from this current year, 2019. As shown in the table above, there are mixed reviews on each of the practices, these can be viewed fully on the NHS website. The feedback shown are the most recent reviews, as searched on 29th May 2019.

Walthamstow

General Practitioner information summary

- ✚ Based on the information shown on the NHS website, there are 16 GP practices in Walthamstow. The GP practise information were updated by the Waltham Forest CCG between October 2017 and February 2019.
- ✚ Of the 16 practices, The Forest Surgery e currently does not have a website
- ✚ Two practices offer weekend appointments:
 - Addison Road Medical Practice - Saturday 9:00 until 14:00
 - Waltham Forest Community and Fhs Ltd: Wood Street Medical Centre - Saturday 8:30 until 13:30
- ✚ Nine of the practices offer extended evening appointments. Practices that offer evening appointments are:
 - Addison Road Medical Practice - Monday appointments until 19:45
 - Claremont Medical Centre - Wednesday appointments until 20:00
 - Dr Dhital Practice - Tuesday appointments until 20:00. Thursday's until 18:30 by FedNet
 - Dr. Shantir's Practice - Monday and Tuesdays until 19:30. Wednesday and Fridays until 19:00
 - Higham Hill Medical Centre - Tuesday and Wednesdays 18:30 until 19:15
 - Lime Tree and Sinnott Healthcare - Mondays until 20:00. Tuesday and Wednesdays until 19:00
 - St James Medical Practice - Mondays until 20:00
 - The Firs Medical Centre - Wednesdays until 20:30
 - The Grove medical Centre - Mondays until 20:30
- ✚ Twelve of the practices use Patient Access to book appointments online and order repeat prescriptions. The remaining practises use My GP, and SystmOnline.
- ✚ Less than half of all patients (www.nhs.uk) are signed up to the online booking services. Higham Hill Medical Centre has 61.16% of patients signed up for online booking of appointments and 61.06% for prescriptions.

Most recent NHS website patient feedback on GP practices in Walthamstow

Practice	Feedback title	Date of entry	Star rating
Addison Road Medical practice	Shocking system for trying to see a health professional	24th April 2019	★☆☆☆☆
Claremont Medical Centre	Great Doctors	4th December 2018	★★★★★
Dr Rp Dhital Practice	Great Dr's Surgery	5th October 2018	★★★★★
Dr. Shantir's Practice	no Appointments left to discuss my test results AGAIN	16th May 2019	★☆☆☆☆
Higham Hill Medical Centre	Friendly and accommodating	22nd May 2019	★★★★★
Lime Tree and Sinnott Healthcare	impossible to make an appointment	31st May 2019	★☆☆☆☆
Penrhyn Surgery	Disappointing service and condescending GP	5th April 2019	★☆☆☆☆
Queens Road Medical Centre	Shocking experience	13th March 2019	★☆☆☆☆
St James Medical Practice	Do not come here	28th May 2019	★☆☆☆☆
The Bailey Practice	Outstanding surgery in every way	19th February 2019	★★★★★
The Ecclesbourne Practice	Waiting times are ridiculous for booked appointments	26th October 2018	★★★☆☆
The Firs Medical Centre	Abysmal	29th January 2019	★☆☆☆☆
The Forest Surgery	Worst doctors ever!	18th May 2019	★☆☆☆☆
The Grove Medical Centre	Failure to listen to patients and act respectfully	8th April 2019	★☆☆☆☆
Waltham Forest community and Fhs Ltd - Forest Road Medical Centre	The worst GP I have been to	28th May 2019	★☆☆☆☆
Waltham Forest community and Fhs Ltd - Wood Street Medical Centre	Thank you, thank you and thank you again	23rd April 2019	★★★★★

Majority of the feedback on the NHS website is from this current year, 2019. As shown in the table above, there are mixed reviews on each of the practices, these can be viewed fully on the NHS website. The feedback shown are the most recent reviews, as searched on 29th May 2019.

Leyton and Leytonstone

General Practitioner information summary

- ✚ Based on the information shown on the NHS website, there are 17 GP practices in Leyton and Leytonstone. The practise overviews were updated by Waltham Forest CCG between May 2017 and May 2019.
- ✚ Of the 17 practices, The Lyndhurst Surgery currently does not have a website
- ✚ One practice offers weekend appointments:
 - Orient Practice - Saturday 9:00 until 13:00
- ✚ Ten of the practices offer extended evening appointments. These are:
 - Hampton Medical Centre - Wednesday appointments until 20:00
 - Harrow Road GP Practice - Wednesday appointments until 20:00
 - L.L Medical Centre Lt d- All Days apart from Thursday until 19:00
 - Langthorne Sharma Family Practice - Monday, Wednesday Fridays until 19:00
 - Leyton Health Care 4th Floor - Monday - Wednesday until 20:00. Thursday and Friday until 19:00
 - Lime Tree Surgery - Monday and Tuesday until 20:00
 - Seymour Medical Centre - Wednesday until 20:30
 - SMA Medical Practice - Monday - Wednesday until 20:00. Fridays until 19:45
 - The Manor Practice - Monday - Wednesday until 19:30. Fridays until 19:00
 - The Allum Medical Centre - Mondays until 20:00
- ✚ Fifteen of the practices use Patient Access to book appointments online and order repeat prescriptions. Leyton Health Care 4th Floor uses the SystmOnline database for their appointments and prescriptions.
- ✚ Less than half of all patients (based on the NHS figures) are signed up to the online booking services.

Most recent NHS website patient feedback on GP practices in Leyton and Leytonstone

Practice	Feedback title	Date of entry	Star rating
Crawley Road Medical Centre	Helpful & Always Professional Reception Service	12th April 2019	★★★★★
Francis Road Medical Centre	PLEASE NHS CHANGE THIS RECEPTION LADY	22nd February 2019	★★☆☆☆
Green Man Medical Centre	Told to wait 10+ days for GP appointment	4th April 2019	★★☆☆☆
Hampton Medical Centre	Excellent Care	23rd January 2019	★★★★☆
Harrow Road GP Practice	Great Staff. Great Building. Highly Recommended	20th May 2019	★★★★★
High Road Surgery	My experience	16th April 2018	★★★★★
Kiyani Medical Practice	Excellent service	28th March 2019	★★★★★
L.L Medical Care Ltd	Hard to contact	7th March 2019	★★☆☆☆
Langthorne Sharma Family Practice	Brilliant service	8th April 2018	★★★★★
Leyton Health Care 4th Floor	First pregnancy appointment	28th May 2019	★★☆☆☆
Lime Tree Surgery	Professional service, caring staff	21st May 2019	★★★★★
Orient practice	Fantastic surgery	22nd May 2019	★★★★★
Seymour Medical Centre	Glad to have these GPs for 33 yrs	23rd May 2019	★★★★★
SMA Medical Practice	The worth (worst) GP Practice I have ever used.	14th May 2019	★☆☆☆☆
The Lyndhurst Surgery	The most unfriendly receptionists ever....	28th September 2018	★★★☆☆
The Manor Practice	UNPROFESSIONALISM	21st April 2019	★☆☆☆☆
The Allum Medical Centre	I think they're great!	28th May 2019	★★★★★

Majority of the feedback on the NHS website is from this current year, 2019. As shown in the table above, there are mixed reviews on each of the practices (majority are positive), these can be viewed fully on the NHS website. The feedback shown are the most recent reviews, as searched on 29th May 2019.

Service user involvement in General Practitioners

Patient Participation Groups

Each General Practitioner is expected to have a Patient Participation Group (PPG). PPGs consist of patients from the GP practice who work with the practise team including (practice manager, practise nurse and GP's) to resolve identified issues, improve the practice performance and provide valuable feedback on services. The PPG also discuss patient feedback from the Family Friends Test and suggestion boxes with the practice. An effective PPG will work closely with the GP surgery and practise team to develop shared solutions and implement service improvements.

In Waltham Forest 33 practices have information and contact details for their PPG on their website. However, of those 33 some do not have updated PPG minutes or dates of meetings available on their website. On the NHS website, some practices give a summary of their PPG forums.

To encourage the development of PPG's, Waltham Forest CCG developed the PPG Standards as a PPG self-assessment tool. The standards enable a PPG to reflect on present performance and identify possible areas for development.

Family and Friends Test (FFT)

General Practitioner practices use Family and Friends Tests (FFT) to gather feedback from patients. These surveys can be completed online, filling out a form at the practice (hard copy) or by completing the survey on the self-booking stands. Self-booking stands enable patients to register their attendance for a pre-booked appointment rather than waiting to speak to a receptionist.

The FFT enables GP practises to gather feedback from patients. This data could be analysed to assess how well a practise is performing and identify areas for development/improvement.

Patient Participation Group (PPG) Forum

Healthwatch Waltham Forest facilitate the PPG Forum for all patients who are registered at a GP in Waltham Forest. The PPG Forum brings together patients from different GP practices to;

- discuss practice performance and quality improvement
- share ideas for improving collaboration with GP practises
- develop effective PPG structures
- inform residents of current health issues affecting local residents
- invite guest speakers to present specific issues/topics of interest

The PPG Forum consists of members of PPG's, and patients of GP practises that do not have a PPG. The PPG Forum meets every 6 to 8 weeks and combines themed discussions with key speakers, followed by practical peer to peer support. The PPG Forum is patient led and was set up at the request of local patients. The patients hold Healthwatch Waltham Forest to account.

The PPG Forum enables PPG representatives to access relevant information, support and advice in developing their PPG. The PPG Forum is growing, with increasing representation from the PPG's. However, we would like to secure wider representation from patients. The PPG Forum was piloted as a space for patients and practise staff to meet to co-produce solutions. Unfortunately, despite all practice managers being invited to the forum their attendance is limited.

Over the duration of the PPG Forum we have been able to work with patients to support the development and work of their PPG. The patient feedback from this forum is very good. With patients playing an increasing role in the development of the PPG Forum.

The PPG Forum provides a rich source of information about the challenges GP practises are facing, the performance of newly introduced systems and processes and patient experiences. The feedback that we capture from the PPG Forum is escalated to relevant service leads and informs our work.

Primary Care Networks

There is a lot of public interest in the development of the new Waltham Forest Primary Care Networks. Patients are keen to be involved in the development and delivery of Primary Care Networks. If we look at the primary care survey questions 1.3 and 1.3a we see the range of services that patients would like to access. If we look at questions 1.3a we have an indication of the types of services and support that patients would like to access at their GP. The Primary Care Networks present an opportunity to meet the expectations of patients by creating pathways to additional services and support.

In response to question 1.3a, 68% of respondents would like to access blood testing services, 12% dietician services, 10% information and signposting and 10 % physiotherapy. Patients want to be able to access additional services from their GP surgery.

At the Primary Care Focus Group, patients were able to discuss Primary Care Networks in detail with the WF CCG GB member Ken Aswani. Patients were very enthusiastic about Primary Care Networks and the possibility of having access to local integrated care (physiotherapy, pharmacy, paramedic and social prescribing). Better access to mental health, specialist and therapeutic services were important to residents. Patients requested access to support services such as Health Visitors, and Neighbourhood Midwives as part of the Primary Care Networks. .

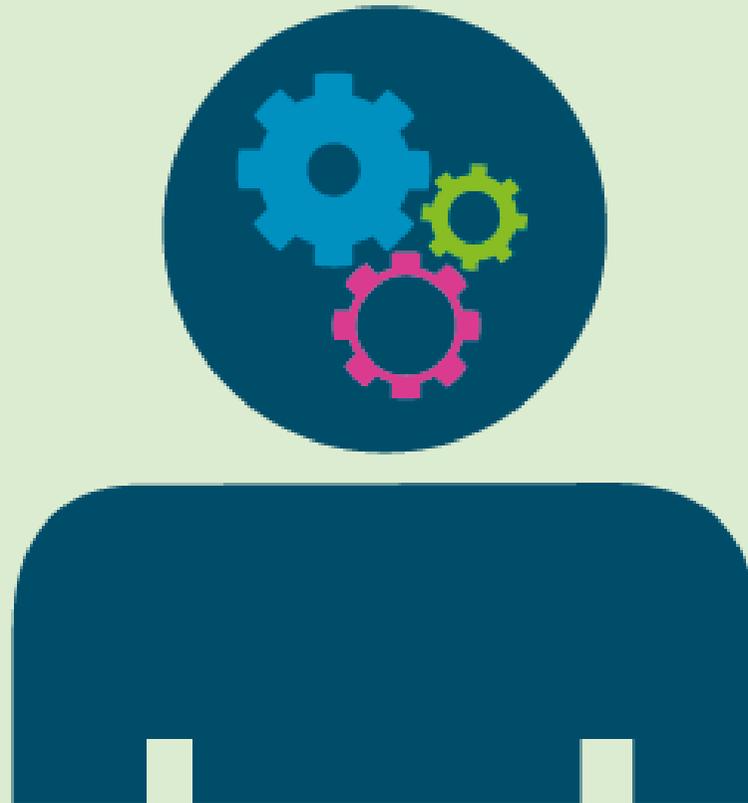
In terms of patient voice, patients want clarity on how Patient Participation Groups will be involved in the development of the Primary Care Networks. For instance, it could be beneficial to bring the Patient Participation Groups (PPG's) of Primary Care Networks together to enable patient experience to be captured at local (GP practise) and network levels. However,

PPG's are not the only mechanism for engagement and involvement. Primary Care Networks have the opportunity to develop a variety of accessible processes that capture and utilise patient voice data innovatively.

Recommendations to improve Patient Experience of GP Services

- Ensure all GP surgeries have an accessible website with current information that enables patients to book appointments, order repeat prescriptions and access health advice and information.
- Initiate support for GP surgeries to engage with and develop effective and inclusive PPG's.
- Maximise the opportunities of the new Primary Care Networks to diversify and improve the local health and social care offer. This would enable patients to have better access to primary care services.

In Focus - Mental Health



Services available in Waltham Forest

Access and Assessment Service (Thorpe Coombe Hospital)

Aimed towards those aged 18 and over who need community mental health services in Waltham Forest. They provide an initial mental health assessment and offer further help. The team consists of psychiatrists, community mental health nurses, mental health social workers, support and recovery workers and occupational therapists.

Chingford Health Centre

Provides psychological assessment and therapy for adults aged 18 and over. Those who experience mild to moderate depression and anxiety are seen by the Talking Therapies service. Services provided:

- Specialist psychological treatment for people with a diagnosis of psychosis through cognitive behaviour approaches and family support.
- Cognitive Behaviour Therapy (CBT) for bi-polar disorder, complex trauma, complex anxiety and treatment resistant depression.
- Psychological Therapy (individual or group).
- Specialist psychological treatment service for those who are refugees with mental health disorders.
- Psychological assessments such as autism and neuropsychological.

Children and Adolescent Mental Health Service (CAMHS)

Offers support to families, carers and for those under the age of 18 who are experiencing emotional, behavioural and mental health difficulties. They offer a range of support such as:

- Brief interventions
- Assessment of development problems.
- Early onset psychosis.
- Autism.

- Depression.
- Hyperactivity.

Early Years SEND Team Home Visitors

Specialist educational needs home visiting programme that offers practical help and emotional support, learning activities, in the care and development of children in their early years (0-5)

Primary Mental Health Workers CAMHS

Team of qualified and experienced mental health professionals working to improve the mental and emotional health, family functioning and resilience of children and young people aged 0-18.

Services include:

- Identify at an early age those at risk of developing mental health problems.
- Provide a responsive and direct service to children and young people and their families.
- Facilitating appropriate access to specialist CAMHS and other relevant provisions.

722 Young Person Substance Misuse Service

Offers a confidential service that offers help and support to children and young people until 19. who live in Waltham Forest and who misuse drugs and alcohol.

Services include:

- Offer harm reduction information and advice.
- Meeting young people's substance misuse treatment needs.
- Make appropriate referrals into specialist treatment.
- Advising on sexual health services that are available.
- Relapse prevention.
- Provide access to detox and rehabilitation.
- Prescribing services information.

Thorpe Coombe Mental health Service

Available for adults of all ages. The service provides support with:

- Anxiety/depression/stress: mild/moderate.
- Eating disorders.
- General adult's mental health.
- Psychological disorders/difficulties.
- Self-harm.
- Anxiety/depression/stress: severe.
- Memory problems.
- Pre- and post-natal issues
- Psychotic disorders.

Waltham Forest Talking Therapies IAPT

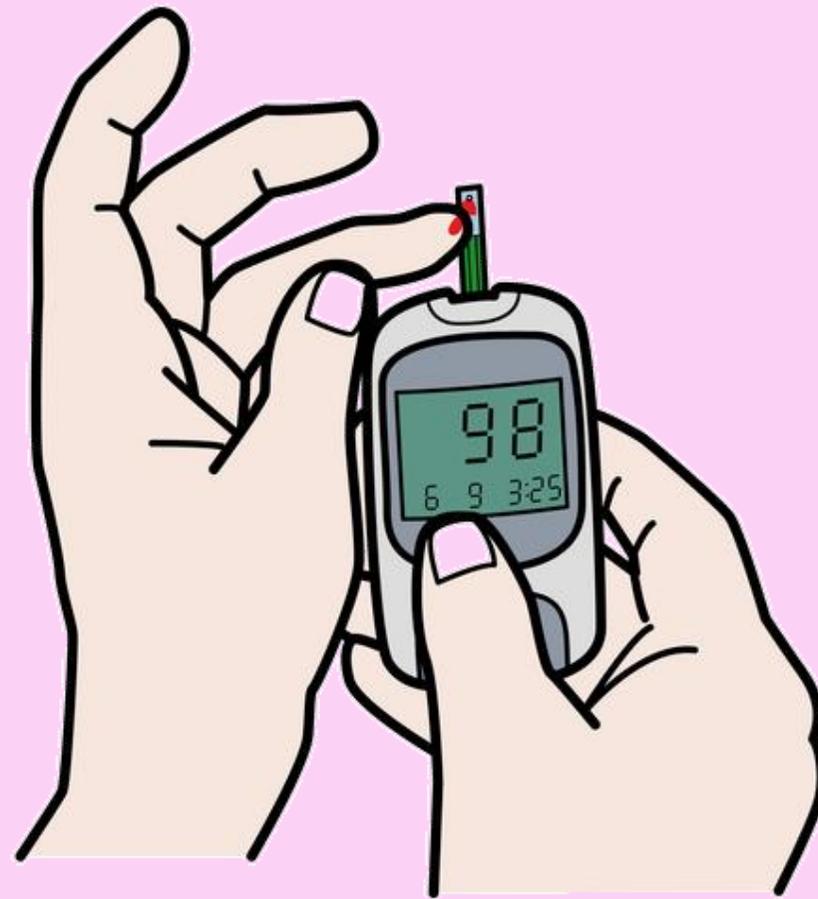
Free NHS service that can help with a range of problems such as depression, anxiety, stress and bereavement. The service is confidential and easy to access. Talking Therapies offer a range of sessions throughout Waltham Forest.

Mental health in Waltham Forest Summary

- ✦ Between 2015 and 2017, Waltham Forest saw an increase in suicide rates compared to 2014-2016. This increase is shown in the graphs in Appendix V. Between 2015 and 2017, 68 people committed suicide in Waltham Forest. This is more than the London and England averages and the highest number recorded by the borough.
- ✦ Self-reported high anxiety scores have significantly increased from 14% in 2015/2016 to 20.9% in 2017/2018. This is 0.9% higher than the England average and 0.3% lower than the London Average.
- ✦ Statutory homelessness (eligible homeless people not in priority need) was in steady decline from 2013/2014 3.5 (per 1000) to 1.5 (per 1000) in 2016/2017. However, in 2017/2018 there was a sharp increase to 2.5 (per 1000). The reasons for this increase in homelessness could relate to multiple factors including; increasing rental costs, loss of employment, changes to the welfare system (in particular universal credit) and accessibility to housing and homelessness support.
- ✦ Statutory homelessness (households in temporary accommodation) is more than the London and England averages.
- ✦ Emergency hospital admissions for intentional self-harm is now the lowest it has been since 2010 in Waltham Forest. The figures are now lower than the London and England averages.
- ✦ Claimants for the Employment and Support Allowance (ESA) benefit for mental and behaviour disorders has begun to decrease in Waltham Forest and London. There are potentially numerous factors that could be contributing to the change. These could include; accessibility to mental health services and support, complexity of the system.
- ✦ Depression and anxiety among social care users has seen the largest increase for Waltham Forest residents. More than 60% of social care users have depression and anxiety. These figures are more than 5% higher than the London and England averages.
- ✦ Depression amongst those aged 18 and over has increased. However, the figures are similar to the London and England average.

Despite having eight different pathways to access mental health services, the increase in suicide rates and depression and anxiety among social care users' requires further investigation. Mental Health in Waltham Forest requires further investigation to clarify how accessible and useful services are to residents.

In Focus - Diabetes



Services available in Waltham Forest

Diabetes service - **Waltham Forest Adult Community Health Service:**

- Provides support for healthcare professionals and people over the age of 17 living with type one and type two diabetes.
- Service includes specialist assessments, care planning, clinical management advice for patients and carers, self-management education courses, and training for healthcare professionals,
- Acts as a consultative service for all healthcare professionals caring for those with diabetes and clinics for 'Pump' patients.
- Provides specialist support services for vulnerable (house bound, learning disabilities) patients including nutrition, foot care and signposting to retinal screening.

Healthier You

NHS Diabetes Prevention Programme in Waltham Forest identifies those at risk of diabetes and offers them a personalised service which includes, healthy eating support, weight loss and exercise programmes to reduce the risk of diabetes.

NELFT

NELFT have a nutrition and dietetic service that offers expert nutritional advice and a weight management service on a one-to-one or group basis.

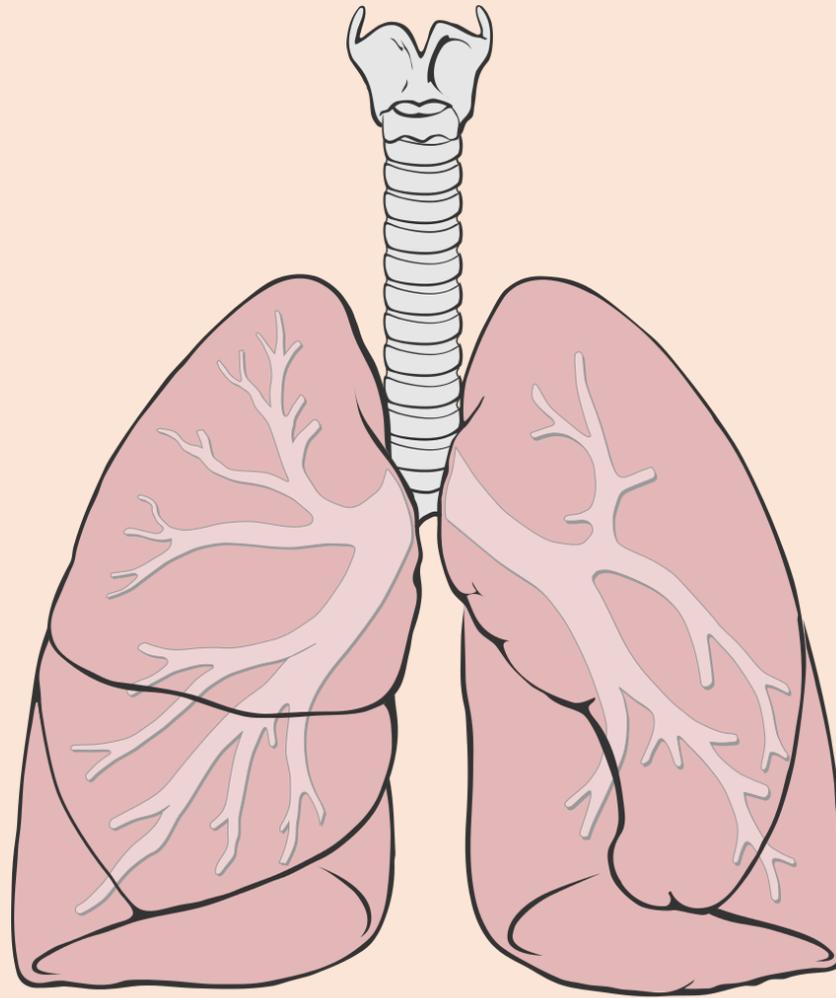
Bags of Taste

Provides cooking lessons to prepare healthy, tasty meals on a low budget. Based in Walthamstow.

Diabetes in Waltham Forest summary

- ✦ England average. There were no figures on the Fingertips website for London in regards to diabetes which made it difficult to carry out a comparison. Therefore, comparisons were made between Waltham Forest and England averages.
- ✦ For type 1 diabetes, Waltham Forest has is below the England average for those under 80. For those aged 80 the figures were 1.8% in 2016/2017. This increased dramatically to 3.6% in 2017/2018. This means an increase of nearly 2% (1.8%) in one year. This is higher than the England average of 2.4%.
- ✦ For those with type 2 diabetes, the figures have been consistently 1% under the England average since the statistics on fingertips began in 2015.
- ✦ The figures for those having major diabetic lower-limb amputation procedures increased in 2012/13 to 9 (per 10,000). This increased year on year to 11 (per 10,000) in 2013/14 to 12 (per 10,000) in 2014/2015. In 2015/16 there was a slight decline to 11.8 (per 10,000).
- ✦ Although the diabetic figures are positive overall, the figures for ethnic minorities show a different trend. Ethnic minorities with type 1 diabetes increased from 34% in 2015/16 to 37% in 2017/18. This is 27% higher than the England average.
- ✦ For type 2 diabetes the figures range from 59% in 2015/16 to 61% in 2017/2018. That is 40% higher than the England average.
- ✦ Diabetes prevention, personalisation and management is an area that requires further attention.

In Focus - Respiratory disease



Services available in Waltham Forest

Respiratory service, **Waltham Forest Adult Community Health Service**, is a specialist service that supports and manages patients over the age of 18 with chronic respiratory conditions. The team is nurse-led with medical input to support the service. The team can be contacted in Walthamstow and Chingford Monday to Friday. The service provider includes:

- Diagnosis, management and care for patients in a community or home setting.
- Support to patients with chronic respiratory conditions.
- Help for patients with chronic respiratory conditions to enable them to self-manage their condition.
- Oxygen assessments.
- Nebuliser assessments.
- Pulmonary rehabilitation programmes.

The NHS Waltham Forest Clinical Commissioning Group is currently in the process of setting up a virtual patient and public engagement (PPE) groups for local residents with diabetes, CHD, COPD and asthma.

Respiratory Disease in Waltham Forest Summary

This summary explains the trends in Respiratory Diseases as identified from Fingertips:

- ✚ Mortality rates from respiratory disease for under 75 year olds has increased periodically from 2012/2014. In 2015/2017 mortality rates rose to 39 (per 100,000). This is 9 points above the London average and 4 above the England average. Waltham Forest has a higher rate of under 75 year olds dying from respiratory disease than the London and England averages (Appendix VII chart 1).
- ✚ In 2013/2015 the rates of male deaths from respiratory disease in the under 75's, increased from 42.5 (per 100,000) to 54 (per 100,000) in 2015/2017. This is approximately 14 points above the London and England averages (Appendix VII, chart 2).
- ✚ The rates of female deaths for the under 75's dying of the same disease shows a very different trend. The rate of death has been in line with the London average. Apart from 2013/2015 when there was a spike to 27 (per 100.00). The rates of female death are constantly lower than the England average (Appendix VII, chart 3).
- ✚ Since 2015, percentage of deaths with underlying cause respiratory disease is approximately 15% (Appendix VII chart 7). This is higher than the England and London averages.
- ✚ For people under 65 in Waltham Forest, the percentage of deaths with underlying respiratory disease is in line with London (at 6%) and lower than the England average (7%).
- ✚ For the 65-74 age group, percentage of deaths with underlying cause respiratory disease, increased from 11% in 2014 to 16% in 2017. This is 4% above the England and London average (Appendix VII, chart 9).
- ✚ The data for the 75-84 age group, reflects a similar trend with Waltham Forest having a higher rate of deaths from 18% in 2016 to 16% in 2017. This is 2% above the London and England averages (Appendix VII, chart 10).
- ✚ For the 85+ age group there have been consistently higher rates of death than the England and London averages since 2015. Waltham Forest is approximately 2% above London and England rates (Appendix VII, chart 11)
- ✚ Waltham Forest is performing on par with London and England rates for hospital admissions for COPD (Appendix VII, chart 12).
- ✚ Waltham Forest has a higher rate of deaths from COPD 59 (per 100,00), than London 49 (per 100,000) and England 51 (per 100,000) (Appendix VII, chart 14).

Although the figures of males dying of respiratory disease is larger than females, females dying of COPD has increased significantly. There are fewer women than men dying of COPD. However, the significant increase in female COPD deaths requires further investigation. Our research has shown that, there is currently only one specialist COPD service in Waltham Forest.

- Female deaths from COPD in Waltham Forest has increased to 46 (per 100,000) in 2015/2017. This is 10 points higher than the London average (Appendix VII, chart 15).
- Male deaths COPD has been significantly higher than the London and England rates since 2011/2013 (Appendix VII, chart 16). In 2012/2014 deaths rose from 71 (per 100,000) to 72 (per 100,000).

Recommendations

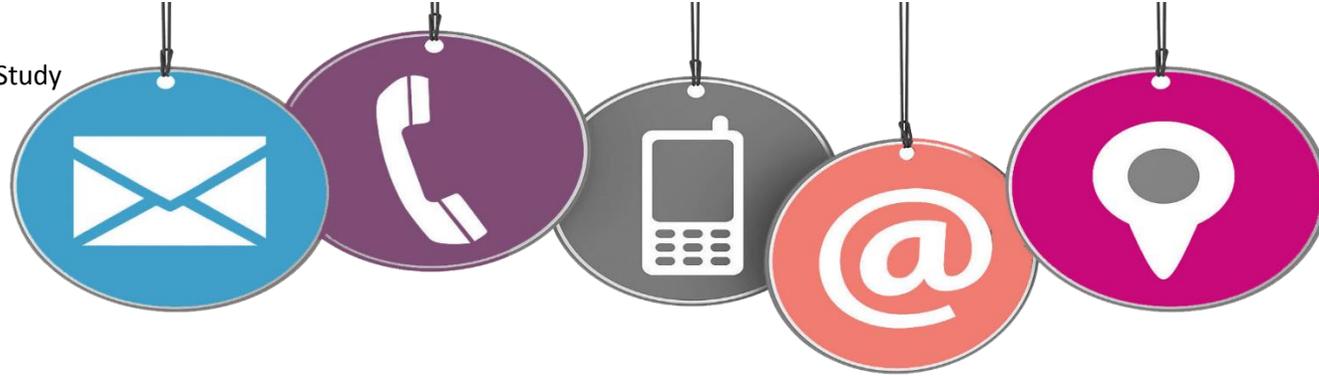
Healthwatch Waltham Forest propose the following recommendations to improve patient experience in Waltham Forest:

1. Ensure all GP surgeries have an accessible and informative website that makes it easy for patients to manage their health e.g. book appointments for health professionals, order prescriptions and find information.
2. Waltham Forest CCG to regularly review and update NHS website with GP practice changes.
3. Commission disease specific patient information that is easy to read, accessible and culturally appropriate for residents in Waltham Forest.
4. Develop innovative ways to engage with and deliver health prevention information for ethnic minorities to reduce risk of disease e.g. diabetes.
5. Collaborate with service providers and the Voluntary Community Sector to deliver health promotion (disease prevention) messages e.g. health checks.
6. The patient experience of Mental Health services requires further investigation.

Acknowledgements

Without the support of these people, this report would not have been possible:

- Members of the public who completed the surveys and participated in the events
- Waltham Forest CCG who commissioned this report
- Healthwatch Waltham Forest PPG members
- Healthwatch Waltham Forest volunteers
- Whipps Cross Hospital
- Whipps Cross Hospital Patients Panel
- LBWF Public Health Team
- Primary Care providers



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Website: www.healthwatchwalthamforest.co.uk



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<https://www.nomisweb.co.uk/query/select/getdatasetbytheme.asp?opt=3&theme=&subgrp=>.

Public Health England: Fingertips (2017). [Available at]: <https://fingertips.phe.org.uk/>.

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Appendix I



Primary Care Survey

Healthwatch is the official consumer champion for users of health and social care services.

We have engaged with 152 local people about GP Services. In this report we examine their experiences and expectations.



Pages 1 - 9 Primary Care Survey

We talk to local people about their expectations of Primary Care (GP) services in Waltham Forest.



Pages 10 - 13 Demographics

Demographic statistics of the participants.

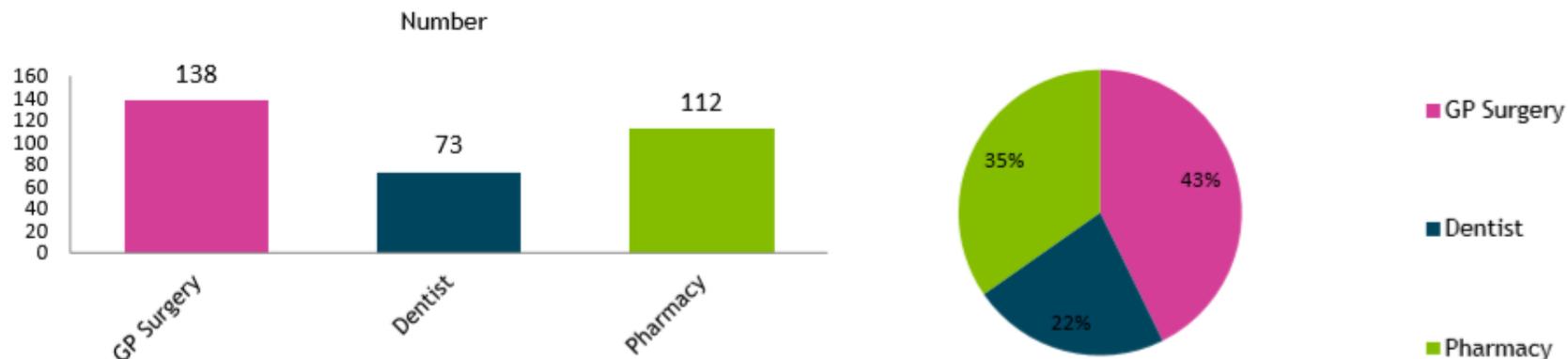


Report compiled on 27 May 2019.

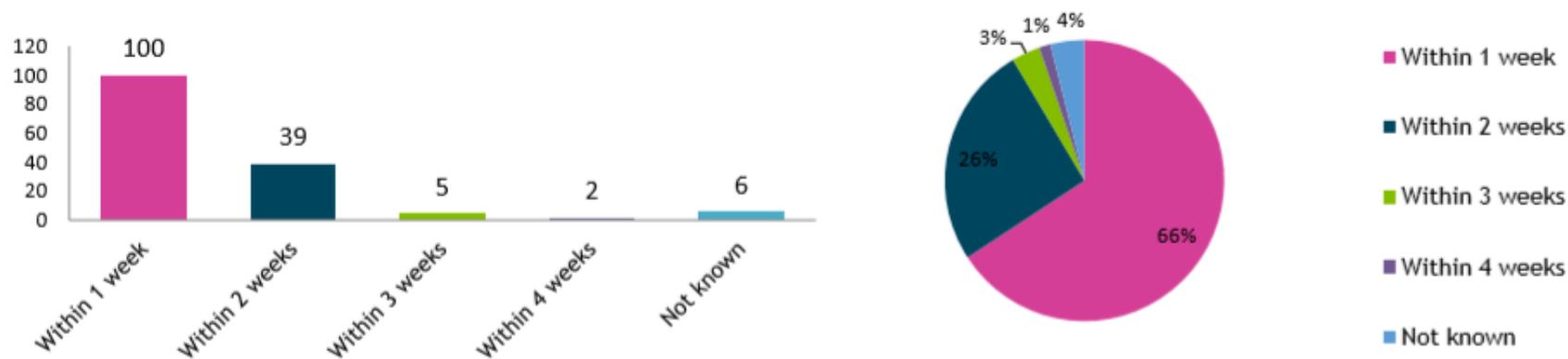
Primary Care Survey



1.1 In the last 12 months, have you used any of the following services?



1.2. For routine (non-urgent) appointments, what do you consider a reasonable wait to see a GP or practice nurse?

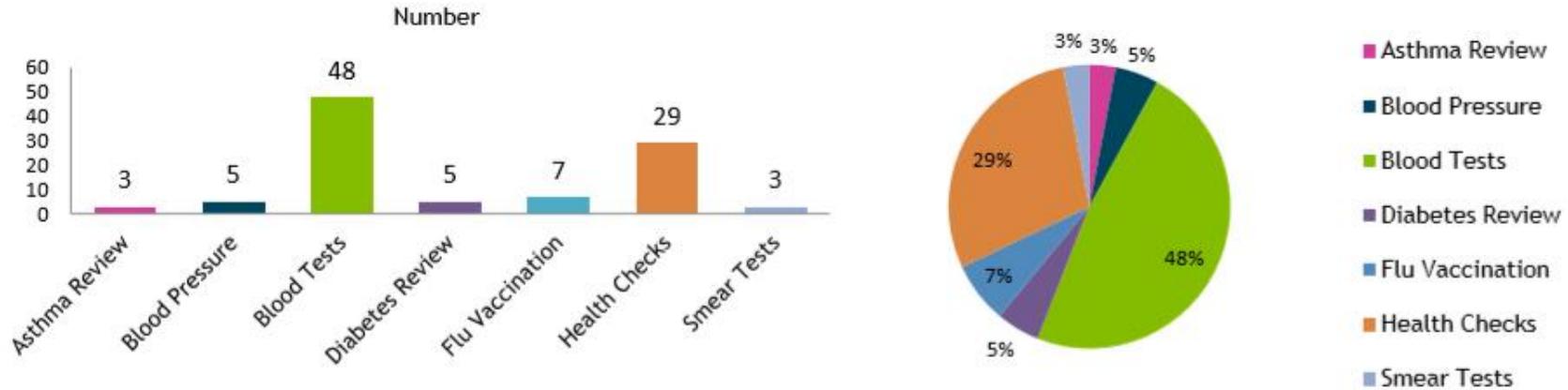


Known responses: 146



Primary Care Survey

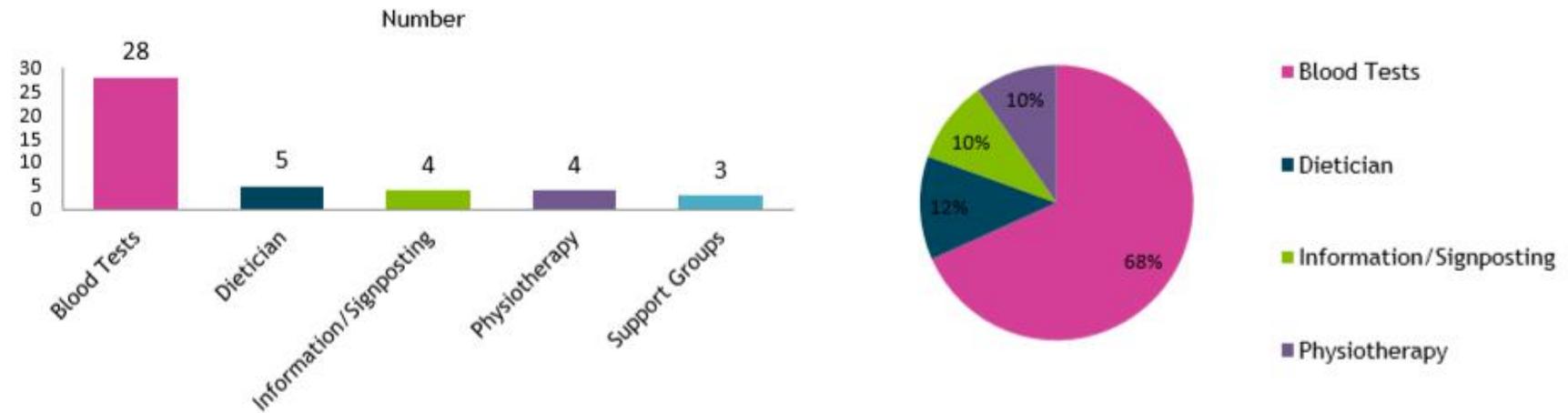
1.3 Which additional services do you already use at your GP (such as blood tests, health checks, classes or groups).



Themes providing the most comments overAllGP

Total comments: 106

1.3a Is there anything else you would like to use at your GP, if available?



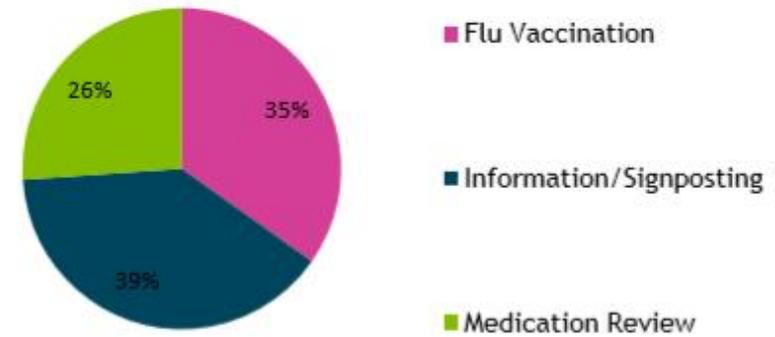
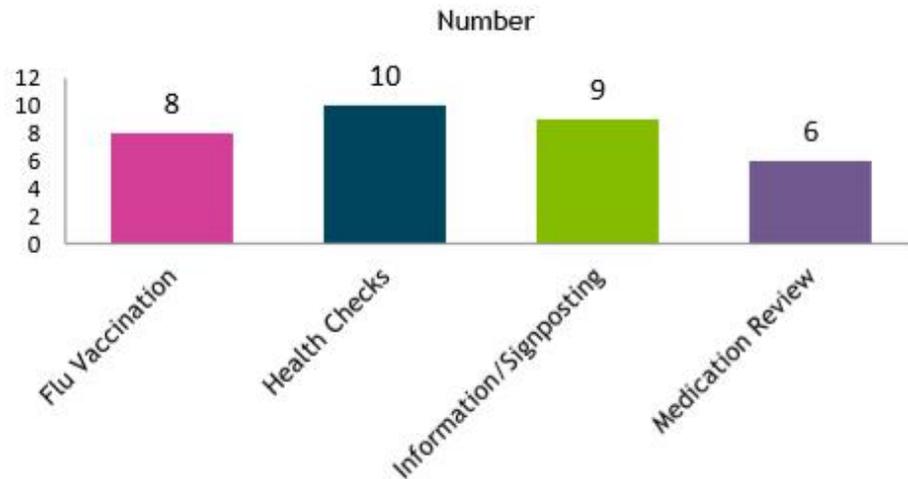
Themes providing the most comments overAllGP

Total comments: 51

Primary Care Survey



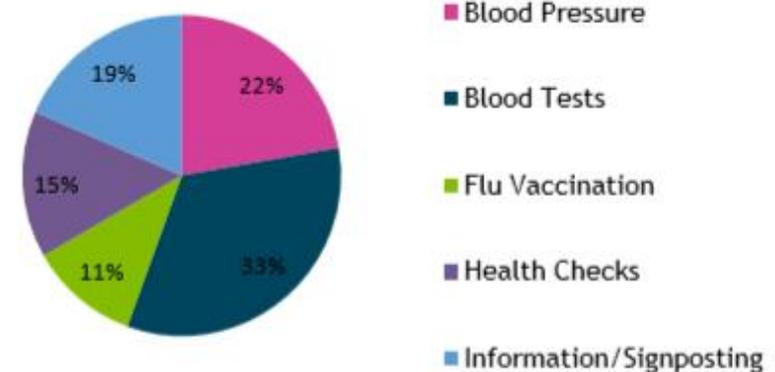
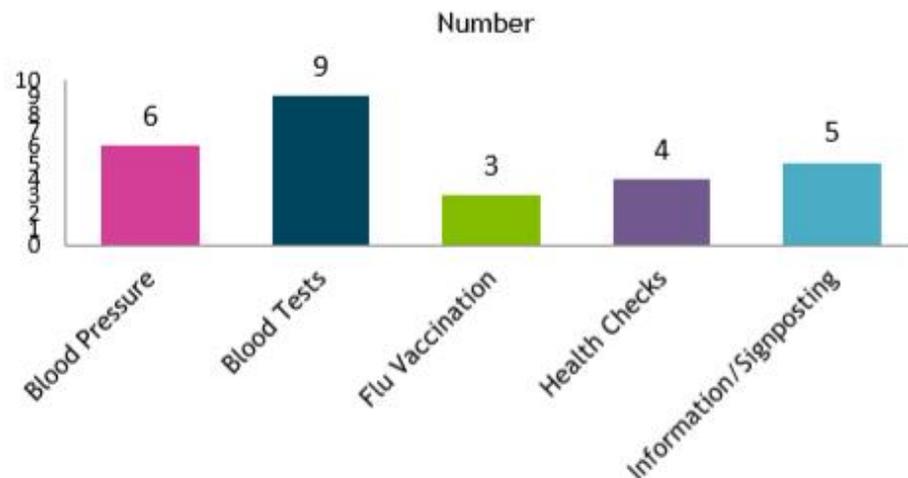
1.4 Which additional services do you already use at your pharmacy (such as blood tests, health checks, classes/groups).



Themes providing the most comments overAllGP

Total comments: 38

1.4a Is there anything else you would like to use at your pharmacy, if available?



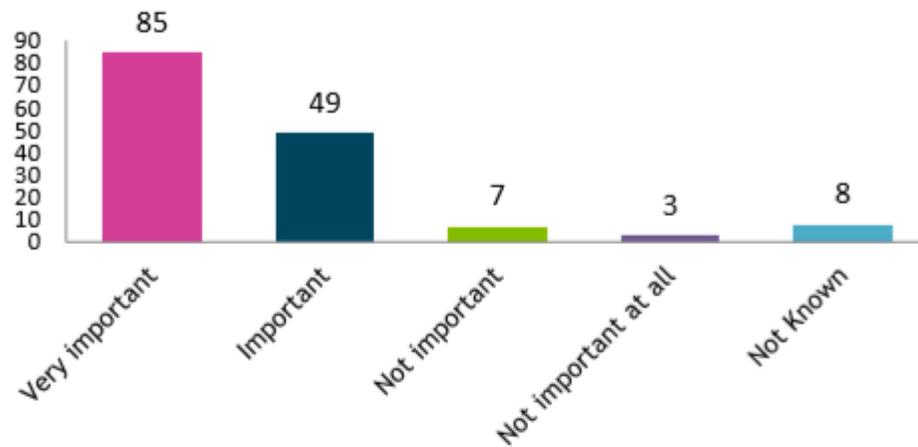
Themes providing the most comments overAllGP

Total comments: 32

Primary Care Survey

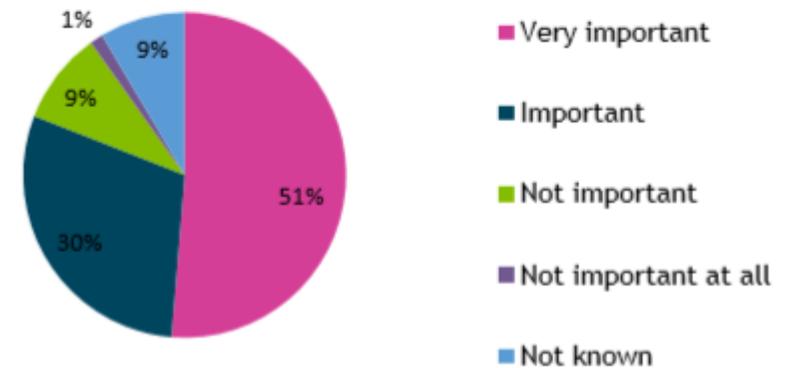
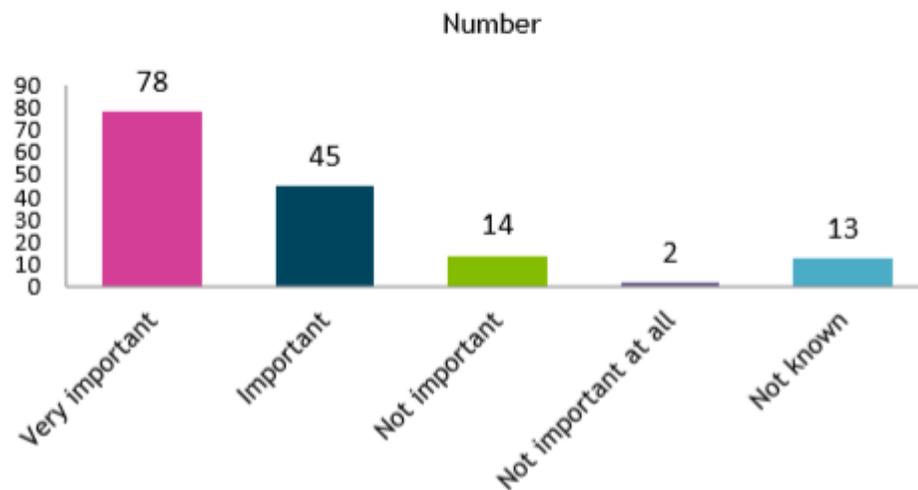


1.5a How important do you think each of the following are for staying healthy and well? Being able to see your preferred GP/ nurse/ professional



Known responses: 144

1.5b How important do you think each of the following are for staying healthy and well? Availability of out-of-hours (weekend/evening) appointments

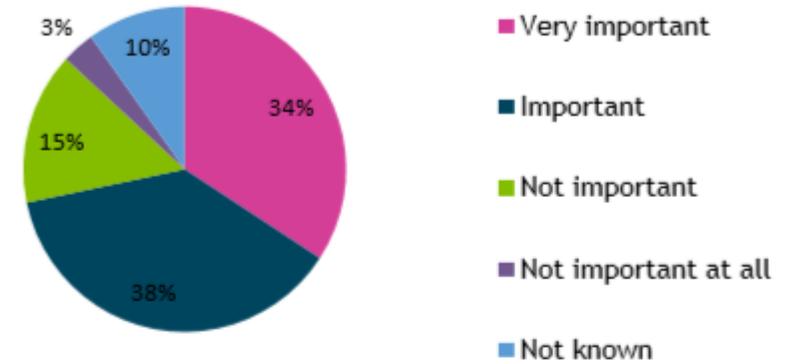
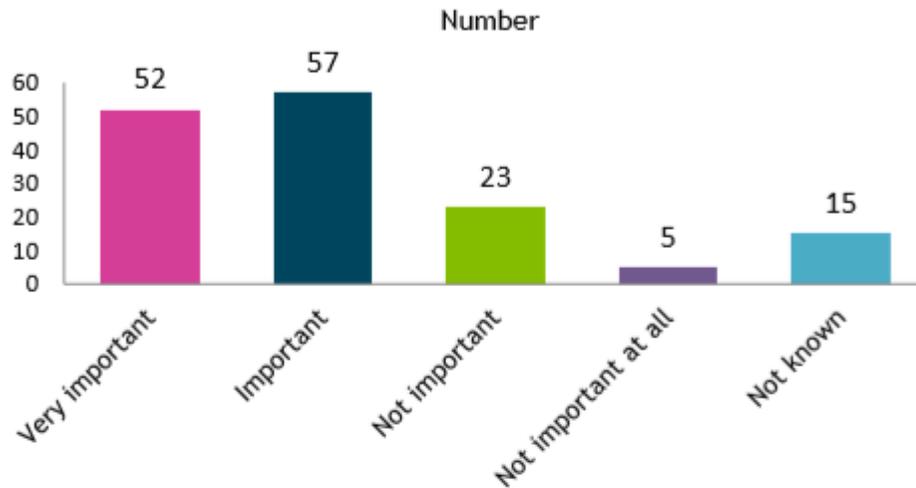


Known responses: 139



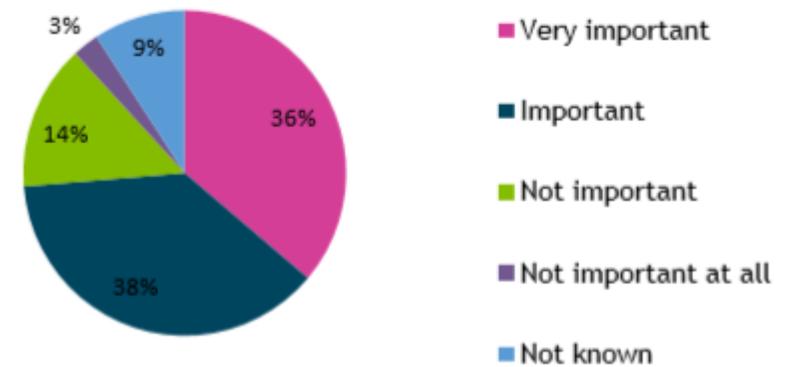
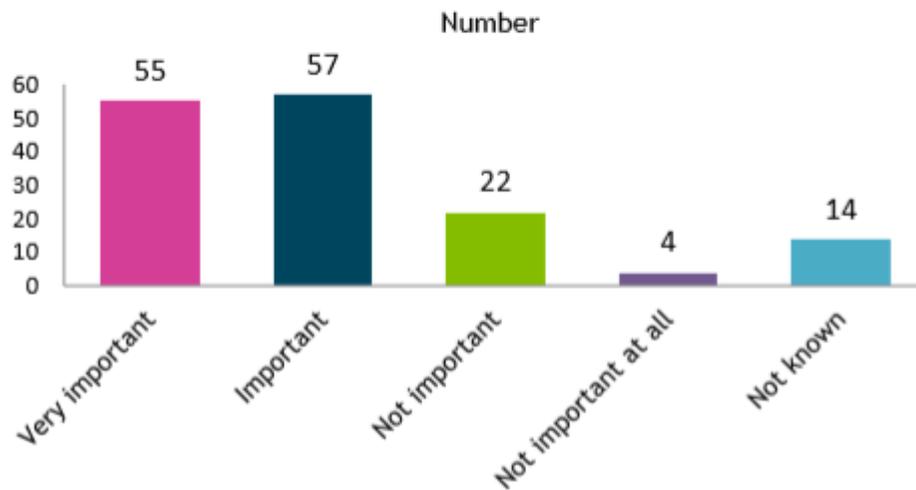
Primary Care Survey

1.5c How important do you think each of the following are for staying healthy and well? Being able to book appointments online



Known responses: 137

1.5d How important do you think each of the following are for staying healthy and well? Having the option of telephone or online consultations

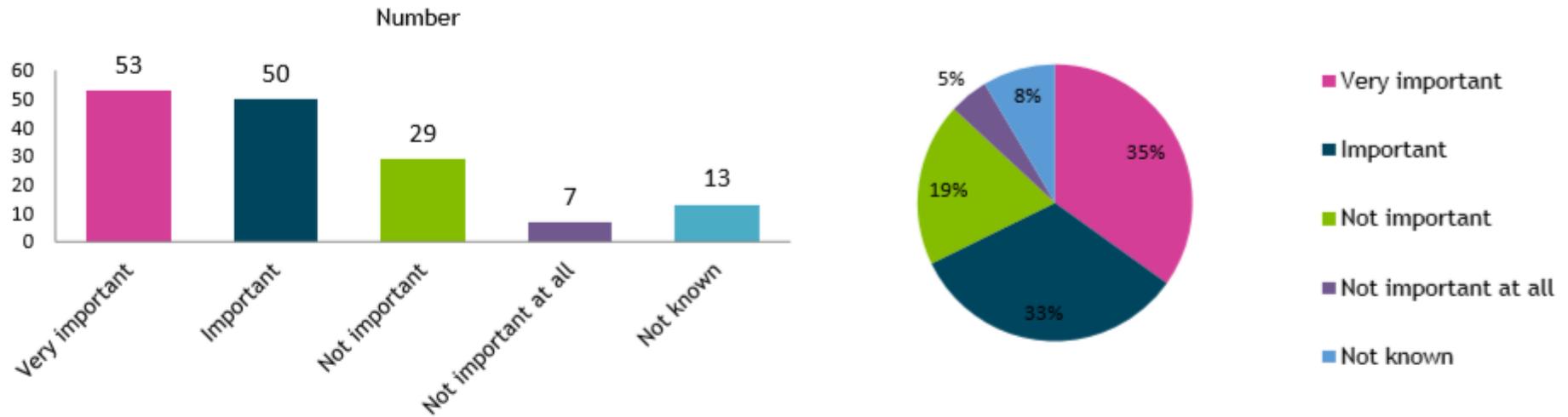


Known responses: 138

Primary Care Survey

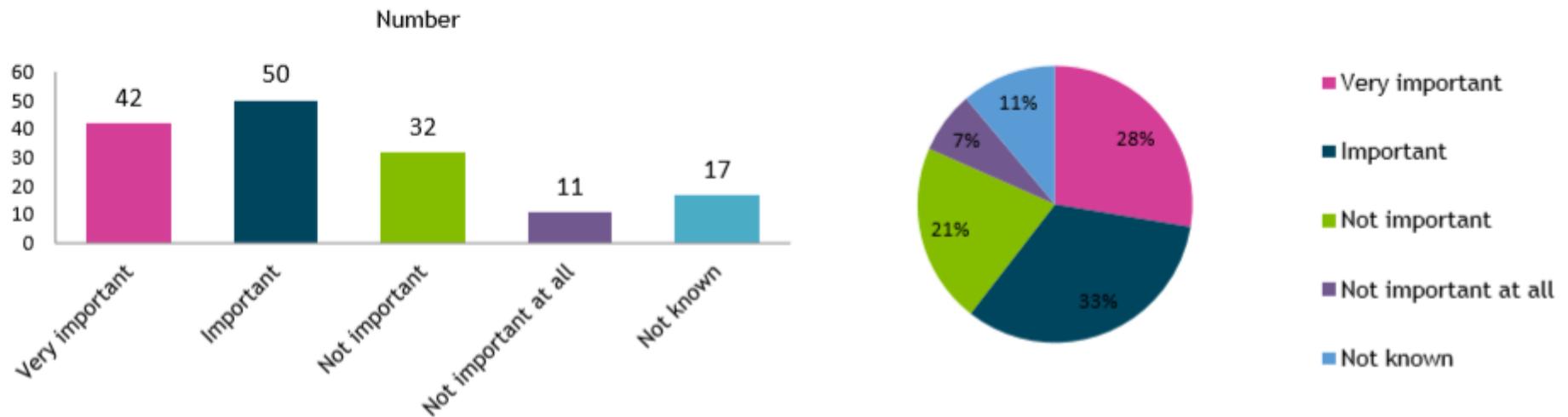


1.5e How important do you think each of the following are for staying healthy and well? Being able to see your test results online



Known responses: 139

1.5f How important do you think each of the following are for staying healthy and well? Managing medical records through an online portal

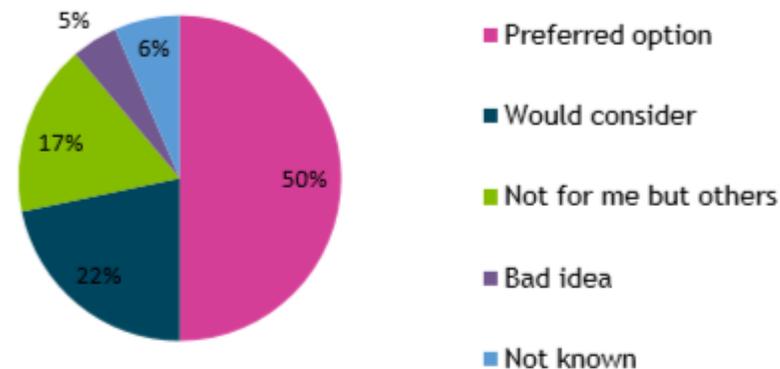
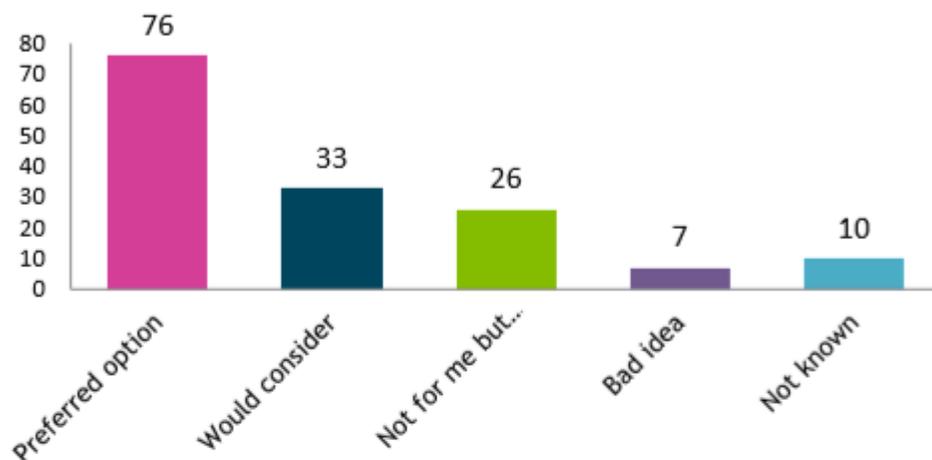


Known responses: 135

Primary Care Survey

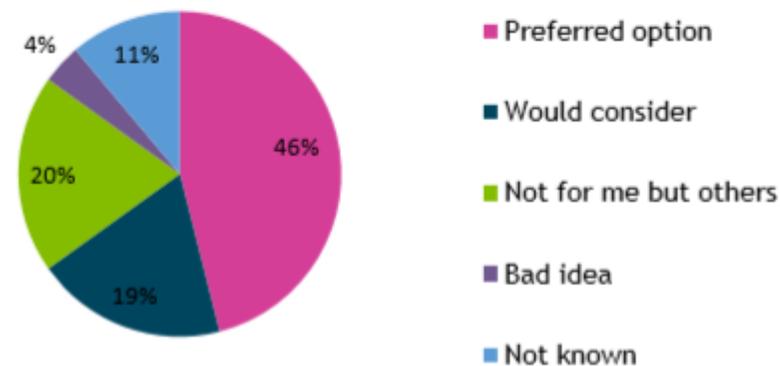
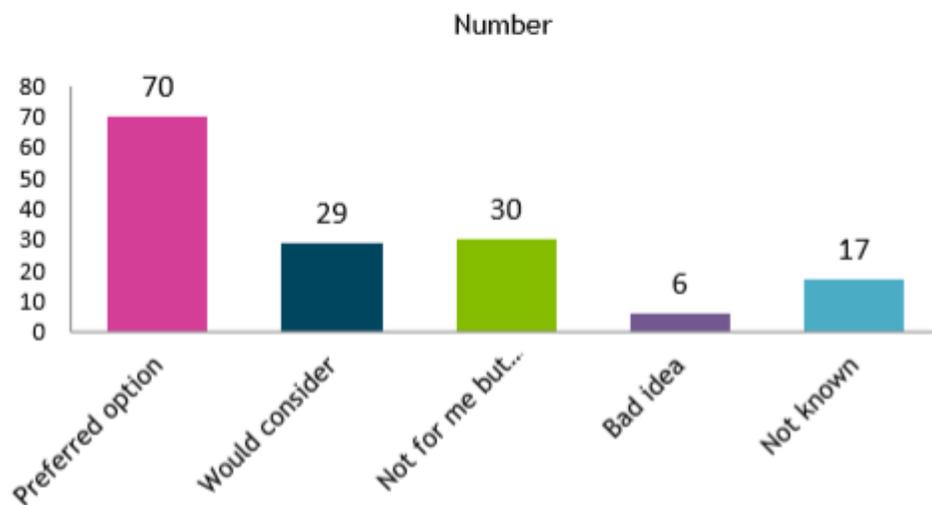


1.6a Thinking about digital access, how do you feel about the following? Booking GP appointments online or through an app



Known responses: 142

1.6b Thinking about digital access, how do you feel about the following? Booking dentist appointments online or through an app

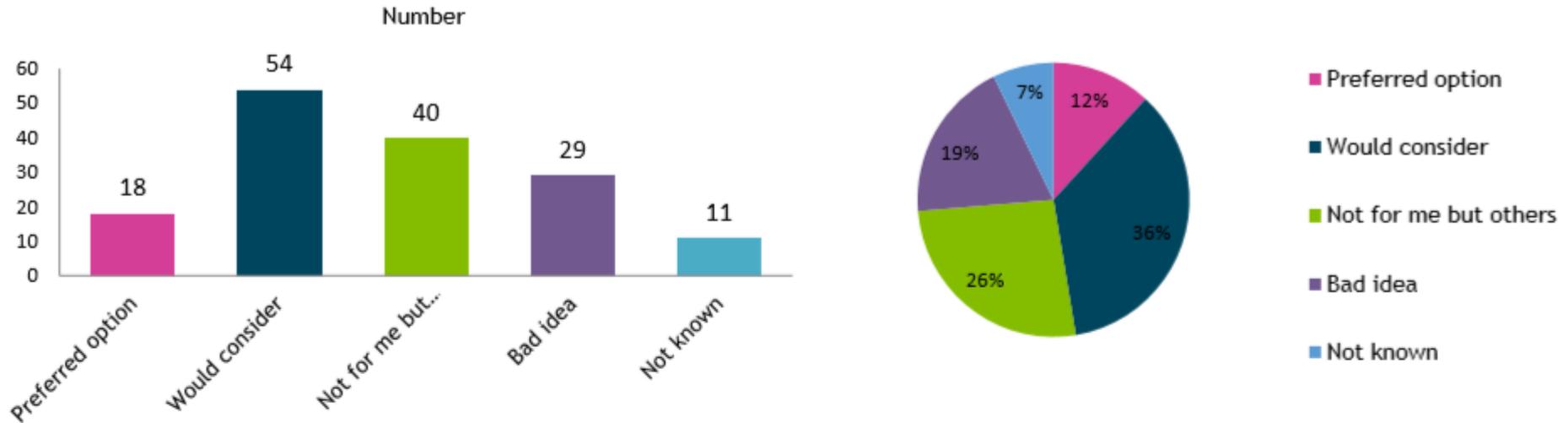


Known responses: 135

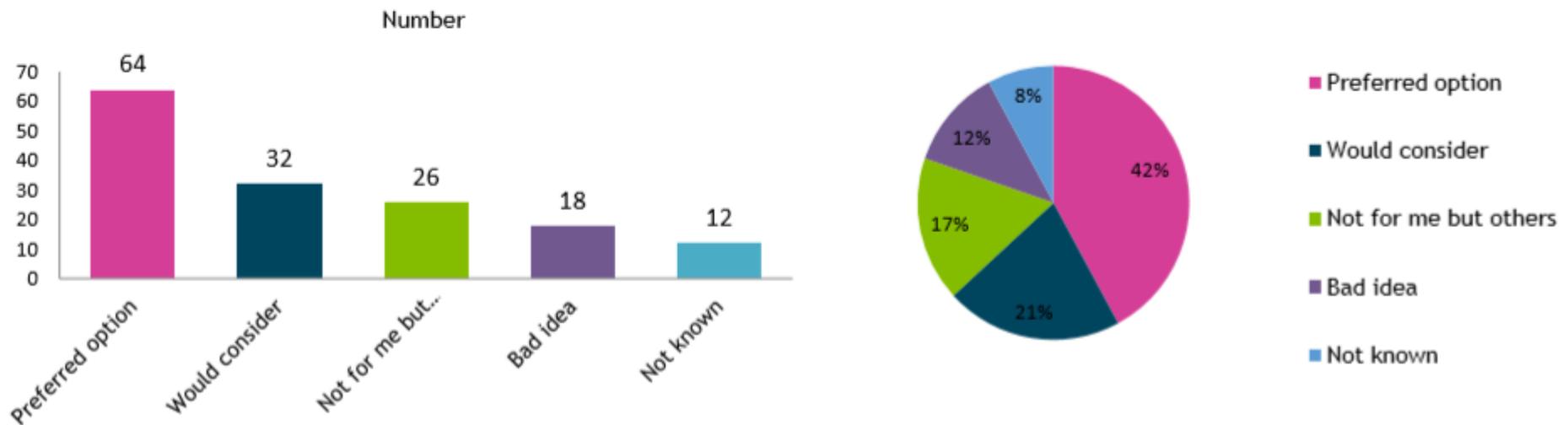
Primary Care Survey



1.6c Thinking about digital access, how do you feel about the following? Having an online consultation rather than seeing my GP face-to-face



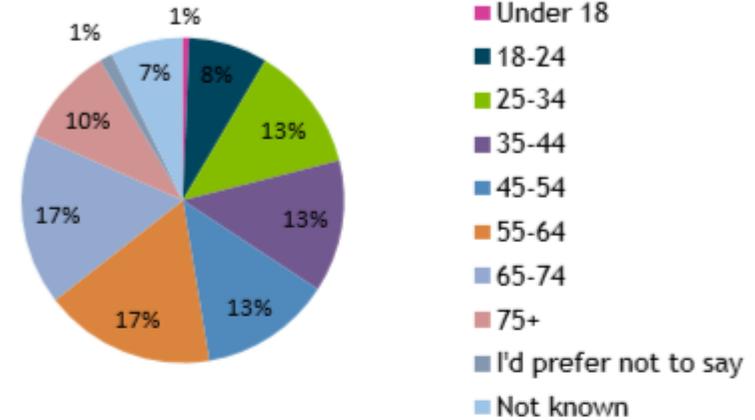
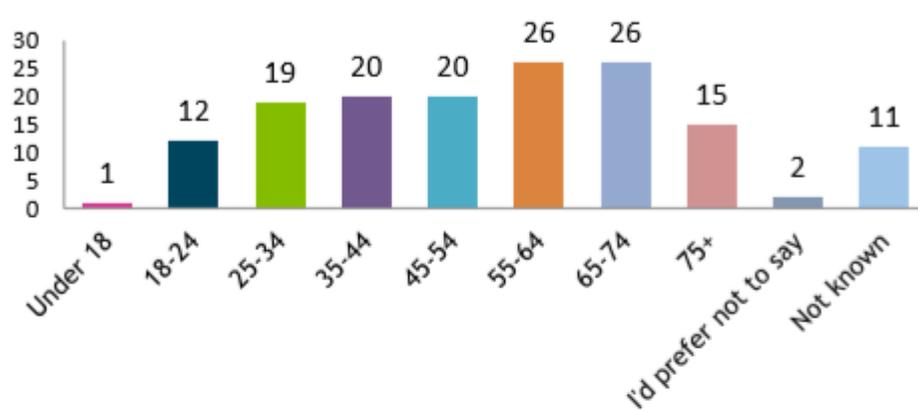
1.6d Thinking about digital access, how do you feel about the following? Accessing my medical records and test results through an online portal



Demographics

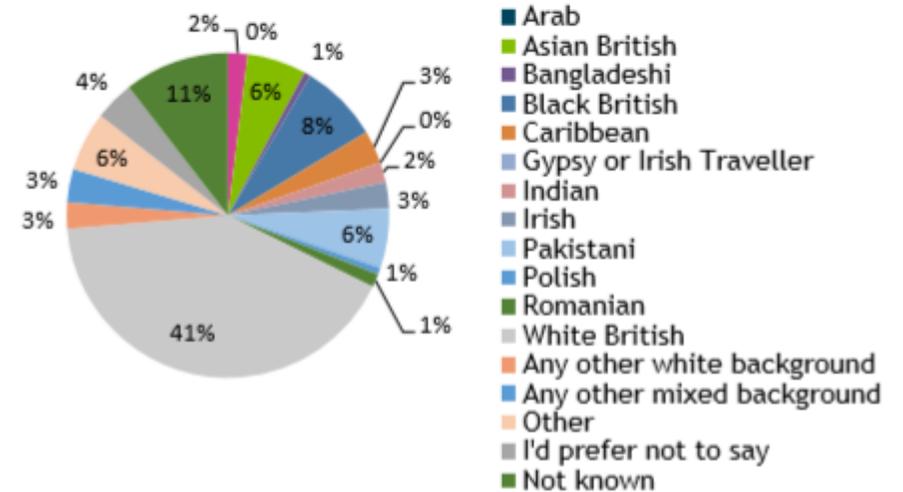
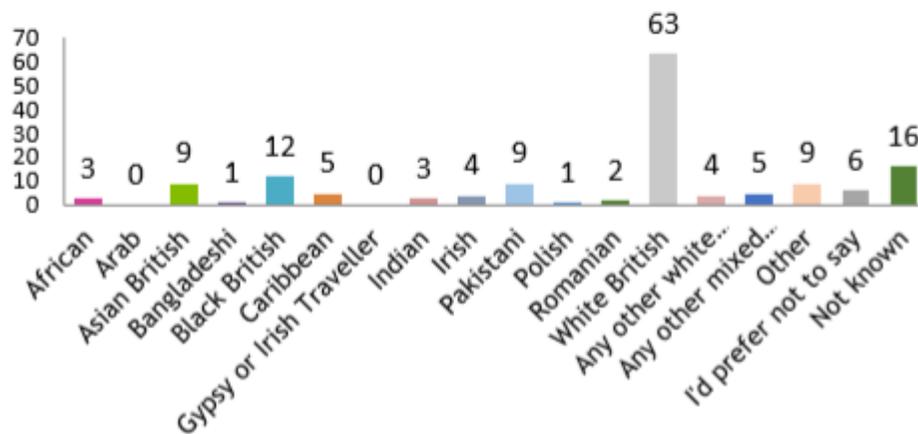


2 Age



Known responses: 141

3 Ethnicity

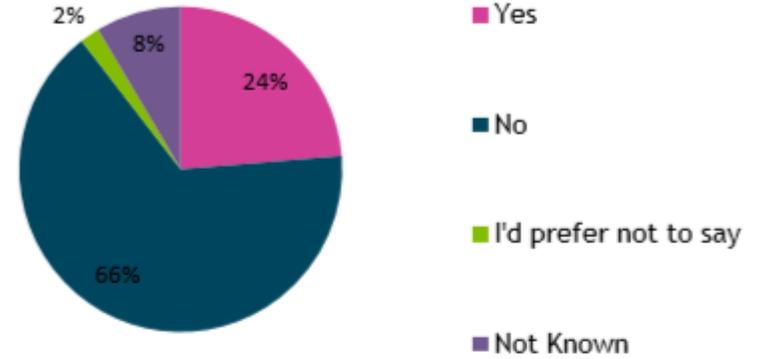
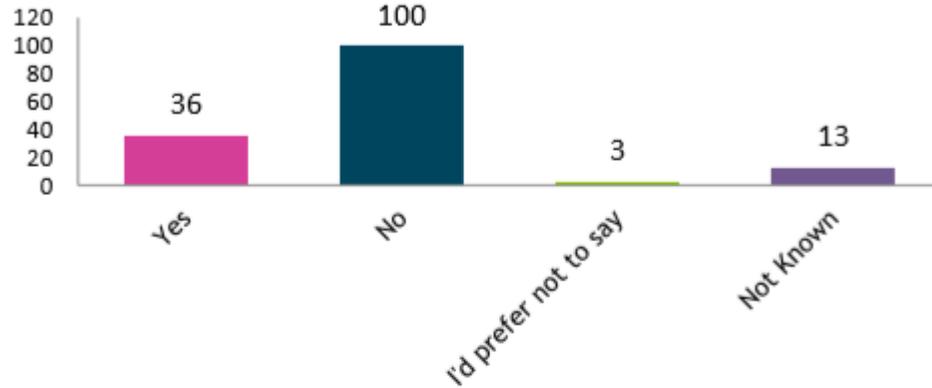


Known responses: 136

Demographics

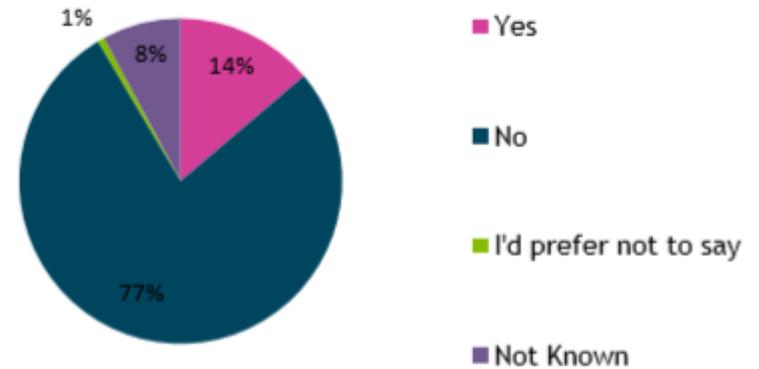
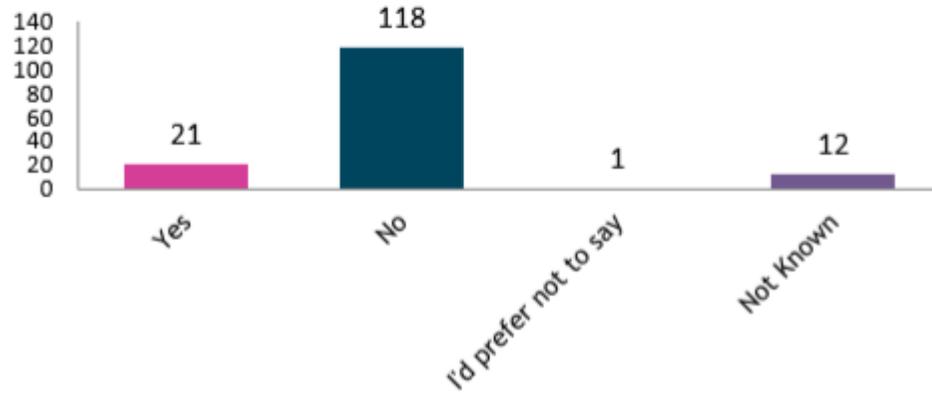


4 Disability



Known responses: 139

5 Carer

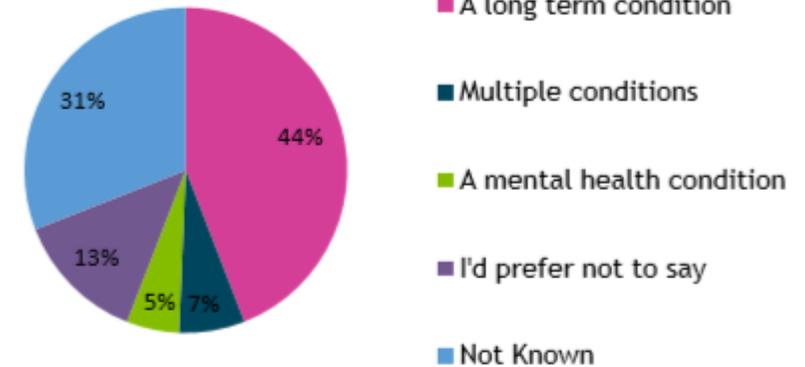
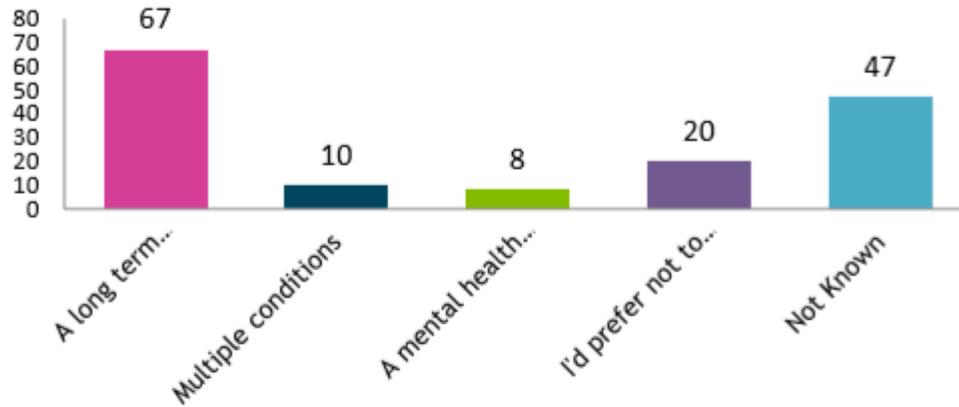


Known responses: 140

Demographics

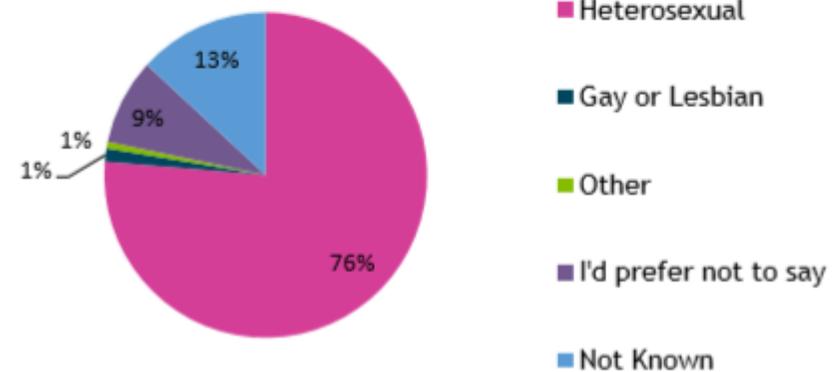
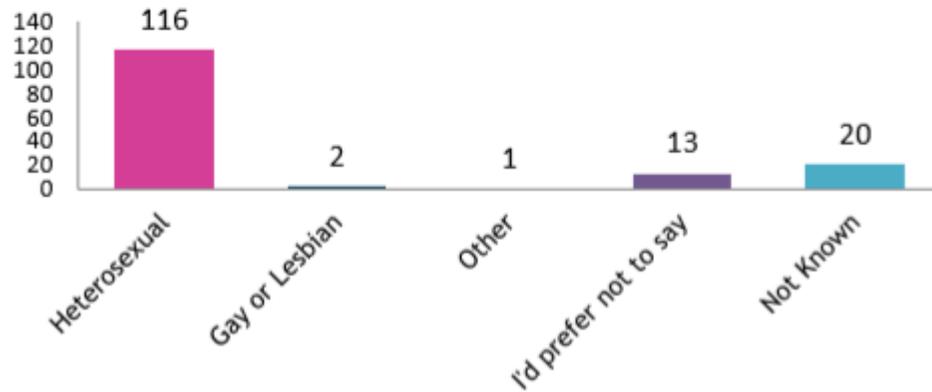


6 Conditions



Known responses: 105

7 Sexual Orientation

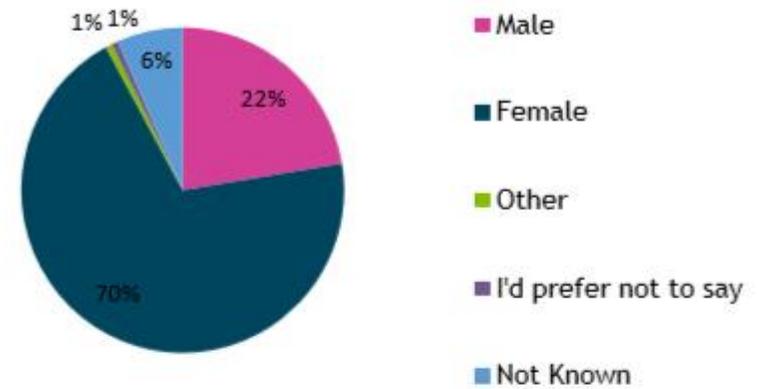
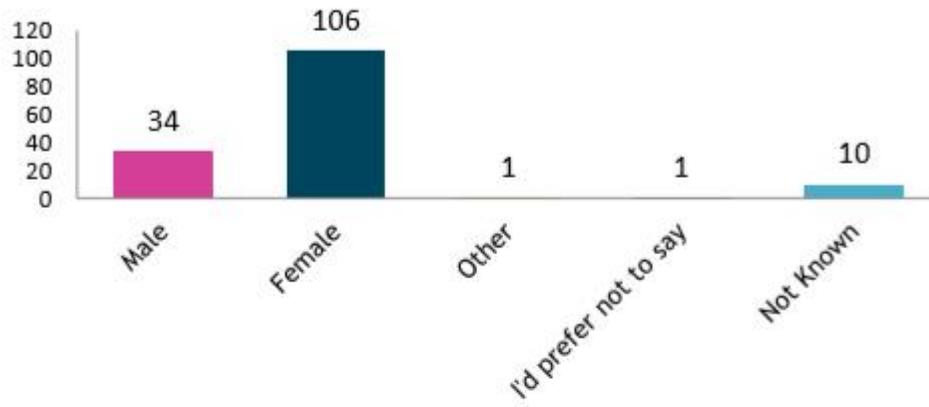


Known responses: 132

Demographics

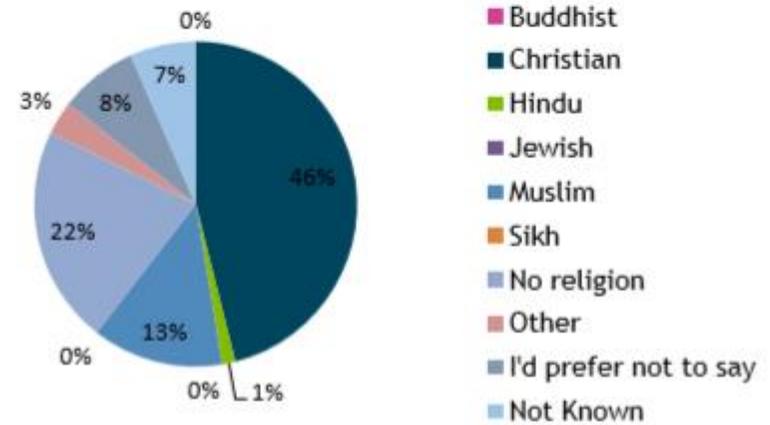
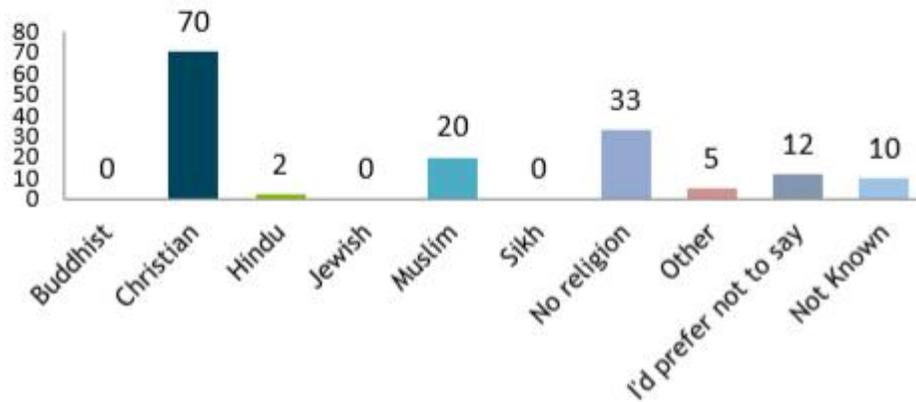


8 Gender



Known responses: 142

9 Religion



Known responses: 142

Appendix II

Chingford - GP information

General Practitioner (Chingford) 10 practices	Registered patients	Weekday evening appointments offered	Weekend appointments offered	Online appointment booking	Order or view repeat prescriptions online	Overview last updated on NHS	Website?
Chingford Medical Practice	8677 patients	Monday, Tuesday Wednesday until at 19:30	No	Yes. 23.51% signed up - Patient Access	Yes. 22.53% signed up - Patient Access	20 th March 2018 by NHS Waltham Forest CCG	Yes
Chingway Medical Practice	13974 Patients	Thursdays until 20:00	No	Yes. 29.01% signed up - Patient Access	Yes. 28.07% signed up - Patient Access	21 st November 2018 by NHS Waltham Forest CCG	Share website with Churchill Medical
Churchill Medical Centre	13974 Patients	Mondays until 20:00	No	Yes. 29.01% signed up - Patient Access	Yes. 28.07% signed up - Patient Access	21 st November 2018 by NHS Waltham Forest CCG	Yes
Handsworth Medical Practice	15557 Patients	No	No	Yes. 19.29% signed up - no information online	Yes. 19.28% signed up - no information online	7 th August 2018 by NHS Waltham Forest CCG	Yes
Kings Head Medical Practice	3734 patients	No website to show	No website to show	Yes. 33.26% signed up - no information	Yes. 32.59% signed up - no information	20 th March 2019 by NHS Waltham Forest CCG	No
Larkshall Medical Centre	8272 patients	No. Thursday reception only afternoon.	No	Yes. 20.22% signed up - Patient Access	Yes. 20.12% signed up - Patient Access	27 th November 2018 by NHS Waltham Forest CCG	Yes
Silverthorne Medical Centre	Information not found on NHS website					20 th June 2018	No
The Microfaculty	5055 Patients	No	No	Yes. 18.19% signed up - SystemOnline	Yes. 17.49% signed up - SystemOnline	13 th June 2018 by NHS Waltham Forest CCG	Yes
The Old Church Surgery	6463 Patients	Wednesdays until 20:00	No	Yes. 25.69% signed up - Patient Access	Yes. 25.43% signed up - Patient Access	3 rd October 2018 by NHS Waltham Forest CCG	Yes
The Ridgeway Surgery	7364 patients	Tuesday and Thursday until at 20:00	No	Yes. 27.44% signed up - through GP directly	Yes. 27.31% signed up - through GP directly	17 th April 2018 by NHS Waltham Forest CCG	Yes

Chingford - NHS patient ratings (out of 5)

General Practitioner (Chingford) 10 practices	Overall Rating on NHS website	Telephone access	Appointments	Dignity and respect	Involvement in decisions	Providing accurate information
Chingford Medical Practice	3 stars 8 ratings	3 stars 8 ratings	2.5 stars 8 ratings	3.5 stars 8 ratings	3.5 stars 8 ratings	3.5 stars 8 ratings
Chingway Medical Practice	3.5 stars 3 ratings	4.5 stars 3 ratings	4 stars 3 ratings	3.5 stars 3 ratings	4 stars 3 ratings	4.5 stars 3 ratings
Churchill Medical Centre	2.5 stars 14 ratings	2.5 stars 13 ratings	2.5 stars 13 ratings	3 stars 13 ratings	3 stars 12 ratings	3 stars 12 ratings
Handsworth Medical Practice	4 stars 18 ratings	4 stars 18 ratings	3.5 stars 18 ratings	4 stars 18 ratings	4 stars 15 ratings	4.5 stars 16 ratings
Kings Head Medical Practice	4 Stars 13 ratings	4.5 stars 13 ratings	4.5 stars 13 ratings	4.5 stars 13 ratings	4 stars 12 ratings	4 stars 12 ratings
Larkshall Medical Centre	3 stars 14 ratings	3 stars 12 ratings	3 stars 13 ratings	3 stars 13 ratings	3 stars 13 ratings	3 stars 13 ratings
Silverthorne Medical Centre	3 stars 15 ratings	Cleanliness	Staff co-operation	4 stars 8 ratings	3.5 stars 8 ratings	Same-sex accommodation
		4 stars 8 ratings	4 stars 8 ratings			3 stars 8 ratings
The Microfaculty	5 stars 16 ratings	5 stars 16 ratings	4.5 stars 16 ratings	4.5 stars 16 ratings	4.5 stars 16 ratings	5 stars 16 ratings
The Old Church Surgery	5 stars 17 ratings	4.5 stars 17 ratings	4.5 stars 16 ratings	5 stars 16 ratings	5 stars 15 ratings	5 stars 16 ratings
The Ridgeway Surgery	3 stars 26 ratings	2.5 stars 28 ratings	2.5 stars 27 ratings	4.5 stars 28 ratings	4.5 stars 28 ratings	3 stars 28 ratings

Appendix III

Walthamstow - GP information

General Practitioner (Walthamstow) 16 practices	Registered patients	Weekday evening appointments offered	Weekend appointments offered	Online appointment booking	Order or view repeat prescriptions online	Overview last updated on NHS	Website?
Addison Road Medical practice	14148 patients	Mondays until 19:45	Saturday 9:00 - 14:00	Yes. 40.25% signed up - no information	Yes 41.99% signed up - Patient Access	22 nd November 2018 by NHS Waltham Forest CCG	Yes
Claremont Medical Centre	2711 Patients	Wednesdays until 20:00	No	Yes. 29.62% signed up - Patient Access or MyGP	Yes. 29.47% signed up - no information online	22 nd January 2019 by NHS Waltham Forest CCG	Yes
Dr Rp Dhital Practice	5797 Patients	Tuesdays until 20:00. Thursday until 18:30 by FedNet	No	Yes. 21.32% signed up - Patient Access	Yes. 21.16% signed up - Patient Access	19 th August 2018 by NHS Waltham Forest CCG	Yes
Dr. Shantir's Practice	5225 patients	Monday and Tuesday until 19:30 Wednesday and Friday until 19:00. Thursday afternoon closed	No	Yes. 19.77% signed up - Patient Access	Yes. 17.45% signed up - Patient Access	12 th December 2018 by NHS Waltham Forest CCG	Yes
Higham Hill Medical Centre	5636 Patients	Tuesday and Wednesday 18:30 - 19:15	No	Yes. 61.16% signed up - Patient Access	Yes. 61.06% signed up - Patient Access	29 th January 2019 by NHS Waltham Forest CCG	Yes
Lime Tree and Sinnott Healthcare	6488 Patients	Mondays until 20:00. Tuesday and Wednesdays until 19:00.	No	Yes. 41.27% signed up - no information	Yes. 41.27% signed up - no information	3 rd October 2017 by NHS Waltham Forest CCG	Yes
Penrhyn Surgery	8018 Patients	No. Thursdays no afternoon appointments	No	Yes. 30.83% signed up - direct with GP practice	Yes. 30.84% signed up - direct with GP practice	8 th February 2019 by NHS Waltham Forest CCG	Yes
Queens Road Medical Centre	8012 patients	No. Thursday afternoon closed	No	Yes. 26.25% signed up - patient Access	Yes. 25.90% signed up - Patient Access	4 th April 2018 by NHS Waltham Forest CCG	Yes
St James Medical Practice	15009 Patients	Mondays until 20:00	No	Yes. 24.41% signed up - Patient Access	Yes. 21.94% signed up - Patient Access	20 th December 2017 by NHS	Yes

General Practitioner (Walthamstow) 16 practices	Registered patients	Weekday evening appointments offered	Weekend appointments offered	Online appointment booking	Order or view repeat prescriptions online	Overview last updated on NHS	Website?
						Waltham Forest CCG	
The Bailey Practice	3918 patients	No. Thursday afternoon closed	No	Yes. 22.43% signed up - MyGP	Yes. 22.46% signed up - Patient Access	15 th June 2018 by NHS Waltham Forest CCG	Yes
The Ecclesbourne Practice	9542 Patients	No	No	Yes. 24.65% signed up - SystemOnline	Yes. 23.18% signed up - SystemOnline	28 th April 2018 by NHS Waltham Forest CCG	Yes
The Firs Medical Centre	7974 Patients	Wednesdays until 20:30	No	Yes. 32.11% signed up - Patient Access	Yes. 32.09% signed up - Patient Access	6 th April 2018 by NHS Waltham Forest CCG	Yes
The Forest Surgery	7472 Patients	No information	No information	Yes. 19.88% signed up - no information	Yes. 19.88% signed up - no information	11 th February 2019 by NHS Waltham Forest CCG	No
The Grove Medical Centre	6766 patents	Mondays until 20:30	No	Yes. 32.62% signed up - Patient Access, E-life or MyGP	Yes. 32.62% signed up - Patient Access	31 st May 2018 by NHS Waltham Forest CCG	Yes
Waltham Forest community and Fhs Ltd - Forest Road Medical Centre	10743 patients	No	No	Yes. 37.07% signed up - Patient Access	Yes. 36.81% signed up - Patient Access	26 th April 2018 by NHS Waltham Forest CCG	Yes - share with wood street
Waltham Forest community and Fhs Ltd - Wood Street Medical Centre	10743 Patients	No	Saturdays 8:30 until 13:30	Yes. 37.07% signed up - Patient Access	Yes. 36.81% signed up - Patient Access	30 th April 2018 by NHS Waltham Forest CCG	Yes

Walthamstow - NHS patient ratings (out of 5)

General Practitioner (W'stow) 16 practices	Overall Rating on NHS website	Telephone access	Appointments	Dignity and respect	Involved in decisions	Providing accurate information
Addison Road Medical practice	2.5 stars 44 ratings	2.5 stars 41 ratings	2.5 stars 41 ratings	2.5 stars 41 ratings	3 stars 40 ratings	3 stars 40 ratings
Claremont Medical Centre	2.5 stars 9 ratings	3 stars 9 ratings	2.5 stars 9 ratings	3.5 stars 9 ratings	3.5 stars 9 ratings	3.5 stars 9 ratings
Dr Rp Dhital Practice	3 stars 13 ratings	3 stars 12 ratings	3 stars 12 ratings	4 stars 12 ratings	3.5 stars 12 ratings	3.4 stars 12 ratings
Dr. Shantir's Practice	3 stars 49 ratings	3 stars 50 ratings	3 stars 48 ratings	3.4 stars 48 ratings	3.5 stars 47 ratings	3 stars 48 ratings
Higham Hill Medical Centre	2.5 stars 16 ratings	3 stars 16 ratings	3 stars 15 ratings	3 stars 16 ratings	3 stars 15 ratings	3.5 stars 16 ratings
Lime Tree and Sinnott Healthcare	3.5 stars 13 ratings	3 stars 13 ratings	3 stars 13 ratings	4.5 stars 13 ratings	4.5 stars 12 ratings	4.5 stars 12 ratings
Penrhyn Surgery	4 stars 89 ratings	3.5 stars 38 ratings	3.5 stars 38 ratings	3.5 stars 39 ratings	3.5 stars 37 ratings	4 stars 39 ratings
Queens Road Medical Centre	2.5 stars 18 ratings	3.5 stars 17 ratings	2.5 stars 17 ratings	3 stars 17 ratings	3 stars 16 ratings	3 stars 17 ratings
St James Medical Practice	3 stars 57 ratings	3 stars 55 ratings	3 stars 55 ratings	3.5 stars 58 ratings	3.5 stars 52 ratings	3.5 stars 52 ratings
The Bailey Practice	4 stars 24 ratings	4.5 stars 23 ratings	4 stars 24 ratings	4 stars 24 ratings	4 stars 24 ratings	4 stars 24 ratings
The Ecclesbourne Practice	3 stars 7 ratings	4 stars 6 ratings	3.5 stars 6 ratings	3.5 stars 6 ratings	3.5 stars 6 ratings	3 stars 7 ratings
The Firs Medical Centre	1.5 stars 28 ratings	2 stars 26 ratings	2 stars 26 ratings	2.5 stars 26 ratings	3 stars 25 ratings	2.5 stars 25 ratings
The Forest Surgery	2 stars 55 ratings	2 stars 53 ratings	2 stars 53 ratings	3 stars 54 ratings	3 stars 53 ratings	3 stars 52 ratings
The Grove Medical Centre	2 stars 15 ratings	3 stars 13 ratings	2.5 stars 14 ratings	2.5 stars 14 ratings	2.5 stars 12 ratings	2.5 stars 12 ratings
Waltham Forest community and Fhs Ltd - Forest Road Medical Centre	2 stars 12 ratings	1.5 stars 10 ratings	2.5 stars 12 ratings	3.5 stars 12 ratings	3 stars 11 ratings	3 stars 12 ratings
Waltham Forest community and Fhs Ltd - Wood Street	1.5 stars 11 ratings	2 stars 11 ratings	2 stars 11 ratings	2.5 stars 11 ratings	3 stars 11 ratings	3 stars 11 ratings

Appendix IV

Leyton & Leytonstone - GP information

General Practitioner (Leyton and Leytonstone) 17 practices	Registered patients	Weekday evening appointments offered	Weekend appointments offered	Online appointment booking	Order or view repeat prescriptions online	Overview last updated on NHS	Website?
Crawley Road Medical Centre	8228 Patients	No	No	Yes. 17.58% signed up - Patient Access	Yes. 17.54% signed up - Patient Access	17 th March 2019 by NHS Waltham Forest CCG	Yes
Francis Road Medical Centre	4695 patients	No	No	Yes. 16% signed up - Patient Access	Yes. 15.87% signed up - Patient Access	17 th March 2019 by NHS Waltham Forest CCG	Yes
Green Man Medical Centre	5625 patients	No	No	Yes. 33.55% signed up - Patient Access	Yes. 33.45% signed up - Patient Access	24 th May 2018 by NHS Waltham Forest CCG	Yes
Hampton Medical Centre	3103 Patients	Wednesdays until 20:00	No	Yes. 21.85% signed up - No information	Yes. 21.85% signed up - No information	21 st November 2018 by NHS Waltham Forest CCG	Yes
Harrow Road GP Practice	13955 patients	Everyday evening appointments until 20:00	No	Yes. 20.57% signed up - Patient Access	Yes. 20.54% signed up - Patient Access	19 th May 2017 by NHS Waltham Forest CCG	Yes
High Road Surgery	1880 Patients	No	No	Yes. 17.90% signed up - Patient Access	Yes. 17.21% signed up - Patient Access	21 st August 2018 by NHS Waltham Forest CCG	Yes
Kiyani Medical Practice	3215 Patients	No	No	Yes. 30.61% signed up - Patient Access	Yes. 30.51% signed up - Patient Access	11 th March 2019 by NHS Waltham Forest CCG	Yes
L.L Medical Care Ltd	6057 Patients	All days apart from Thursday until 19:00	No	Yes. 23.13% signed up - Patient Access	Yes. 23.05% signed up - Patient Access	20 th May 2019 by NHS Waltham Forest CCG	Yes
Langthorne Sharma Family Practice	2989 Patients	Monday, Wednesday and Friday until 19:00	No	Yes. 18.99% signed up - Patient Access	Yes. 18.97% signed up - Patient Access	8 th May 2019 by NHS Waltham Forest CCG	Yes
Leyton Health Care 4 th Floor	13301 Patients	Monday - Wednesday until 20:00. Thursday - Friday until 19:00	No	Yes. 18.96% signed up - SystemOnline	Yes. 18.96% signed up - SystemOnline	18 th December 2018 by NHS Waltham Forest CCG	Yes

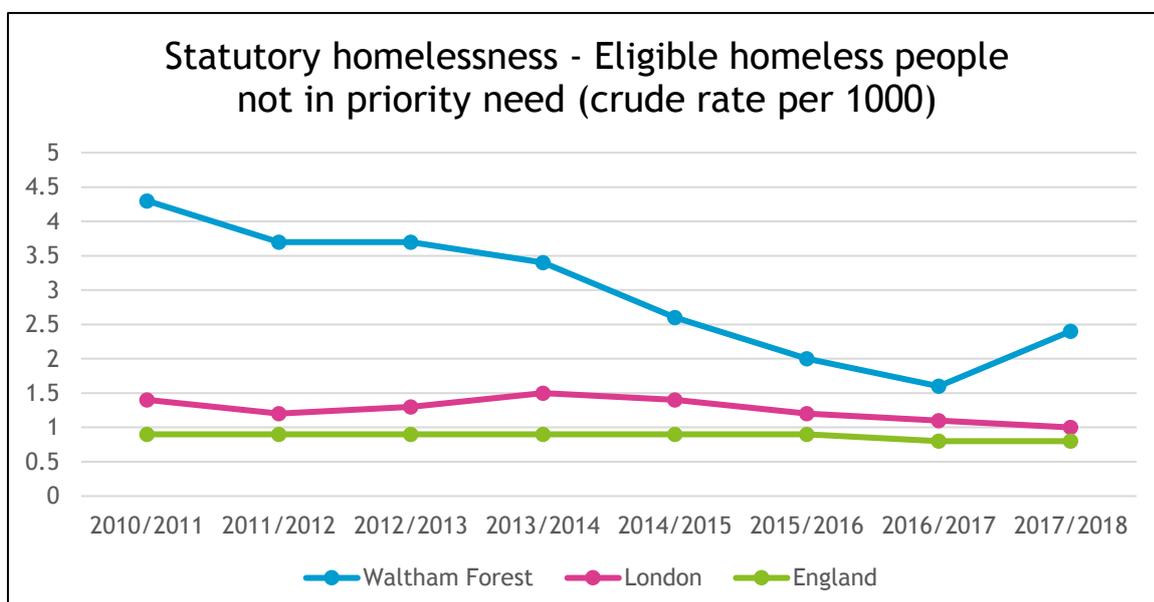
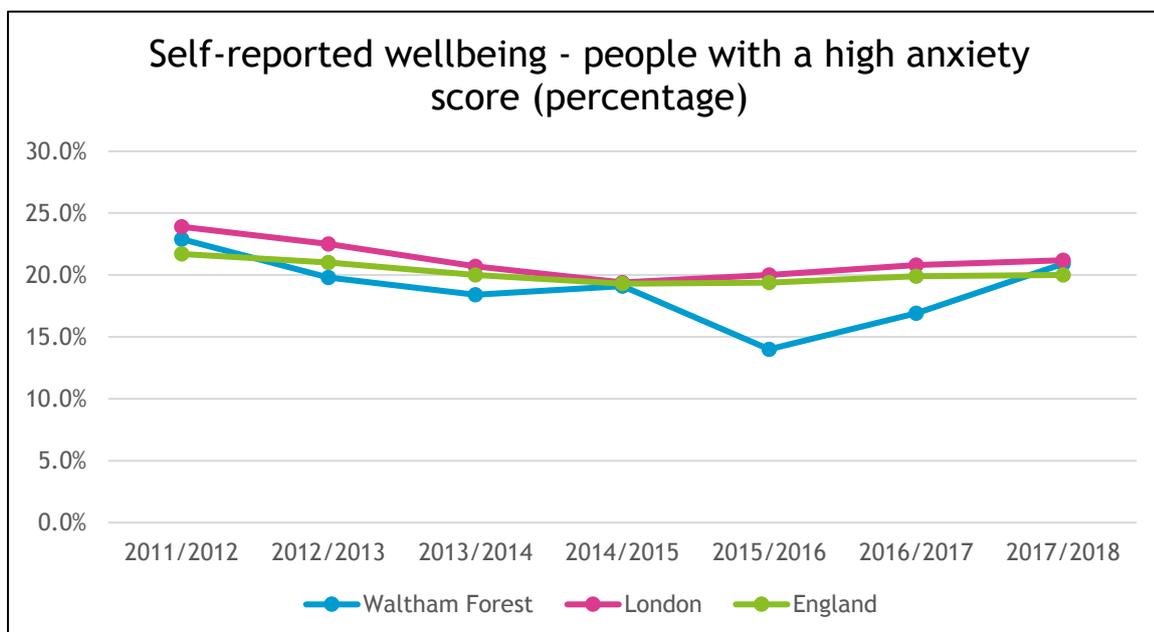
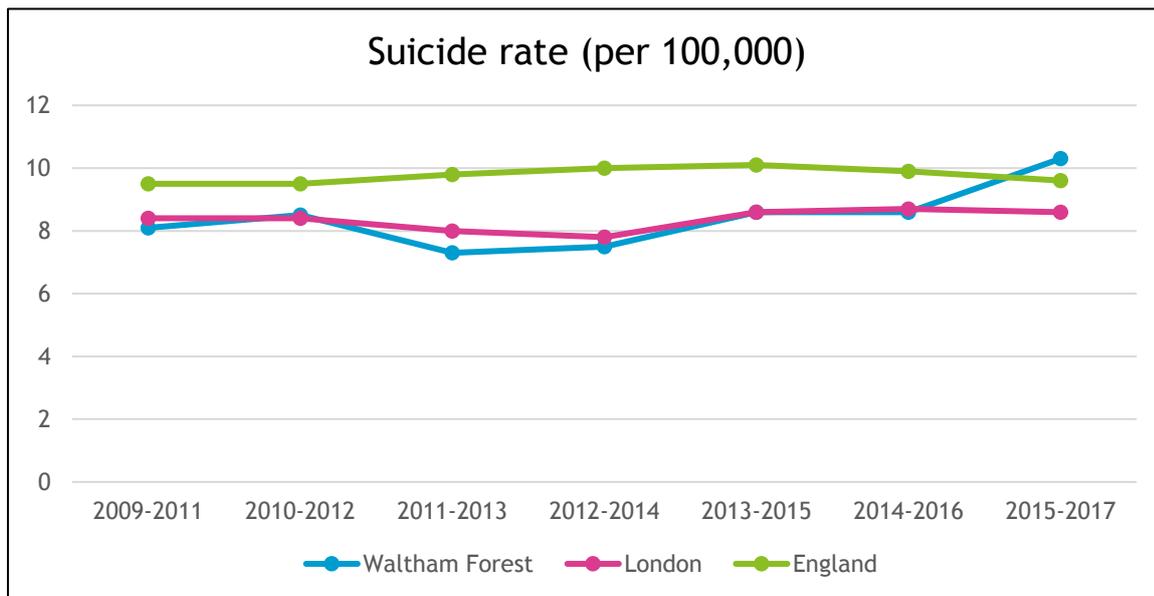
General Practitioner (Leyton and Leytonstone) 17 practices	Registered patients	Weekday evening appointments offered	Weekend appointments offered	Online appointment booking	Order or view repeat prescriptions online	Overview last updated on NHS	Website?
Lime Tree Surgery	8021 Patients	Monday and Tuesday until 20:00	No	Yes. 38.19% signed up - Patient Access	Yes. 38.35% signed up - Patient Access	17 th April 2018 by NHS Waltham Forest CCG	Yes
Orient practice	8139 Patients	No	Saturday 9:00 until 13:00	Yes. 37.34% signed up - Patient Access	Yes. 42.41% signed up - Patient Access	11 th February 2019 by NHS Waltham Forest CCG	Yes
Seymour Medical Centre	6061 Patients	Wednesday until 20:30	No	Yes. 12.82% signed up - Patient Access	Yes. 11.68% signed up - Patient Access	29 th December 2017 by NHS Waltham Forest CCG	Yes
SMA Medical Practice	10770 Patients	Monday - Wednesday until 20:00. Fridays until 19:30	No	Yes. 16.82% signed up - Patient Access	Yes. 14.68% signed up - Patient Access	28 th April 2019 by NHS Waltham Forest CCG	Yes
The Lyndhurst Surgery	4485 patients	No website	No website	Yes. 19.15% signed up - no information	Yes. 12.51% signed up - no information	29 th March 2019 by NHS Waltham Forest CCG	No
The Manor Practice	9008 Patients	Monday - Wednesday until 19:30. Fridays until 19:00	No	Yes. 21.99% signed up - Patient Access	Yes. 21.80% signed up - Patient Access	28 th September 2017 by NHS Waltham Forest CCG	Yes
The Allum Medical Centre	16473 patients	Monday until 20:00	No	Yes. 25,71% signed up - Patient Access	Yes. 13.78% signed up - Patient Access	18 th December 2017 by NHS Waltham Forest CCG	Yes

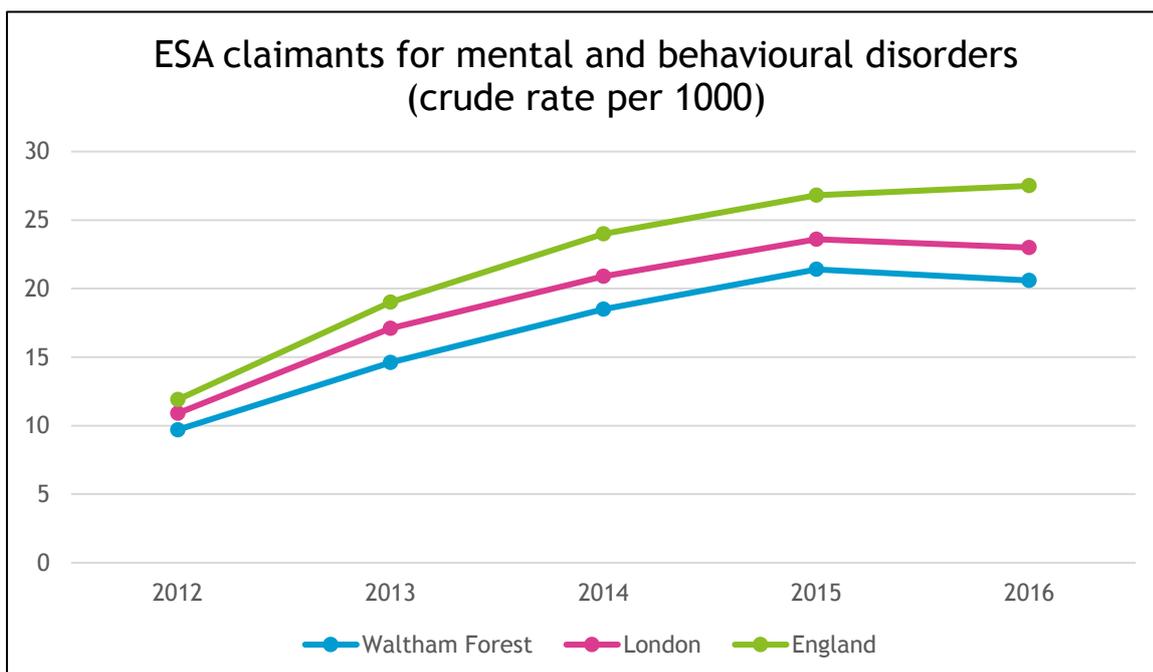
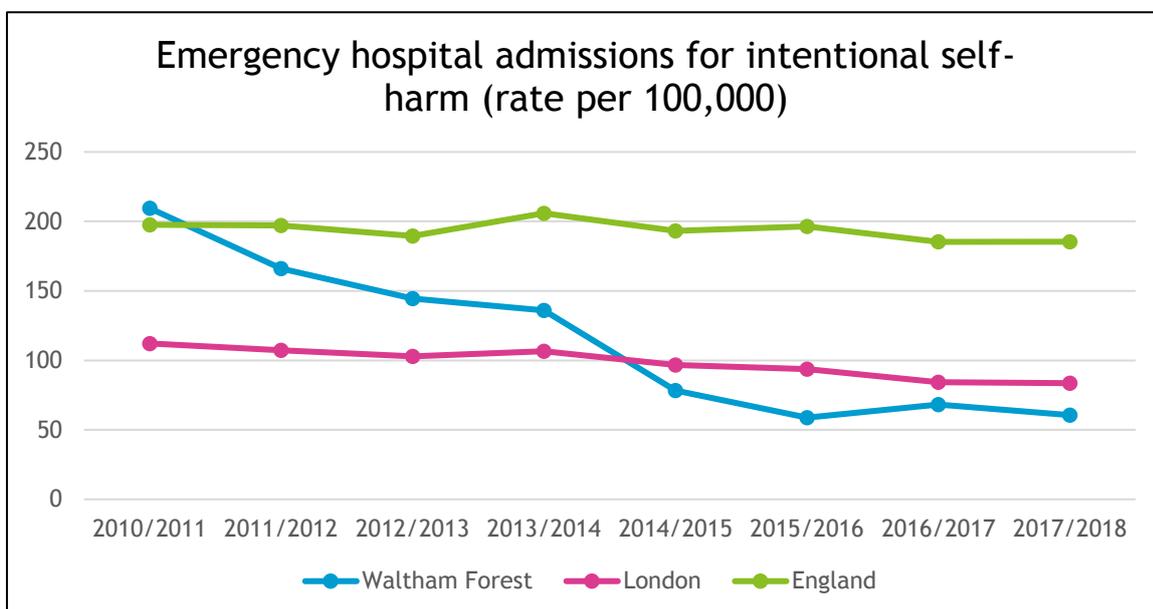
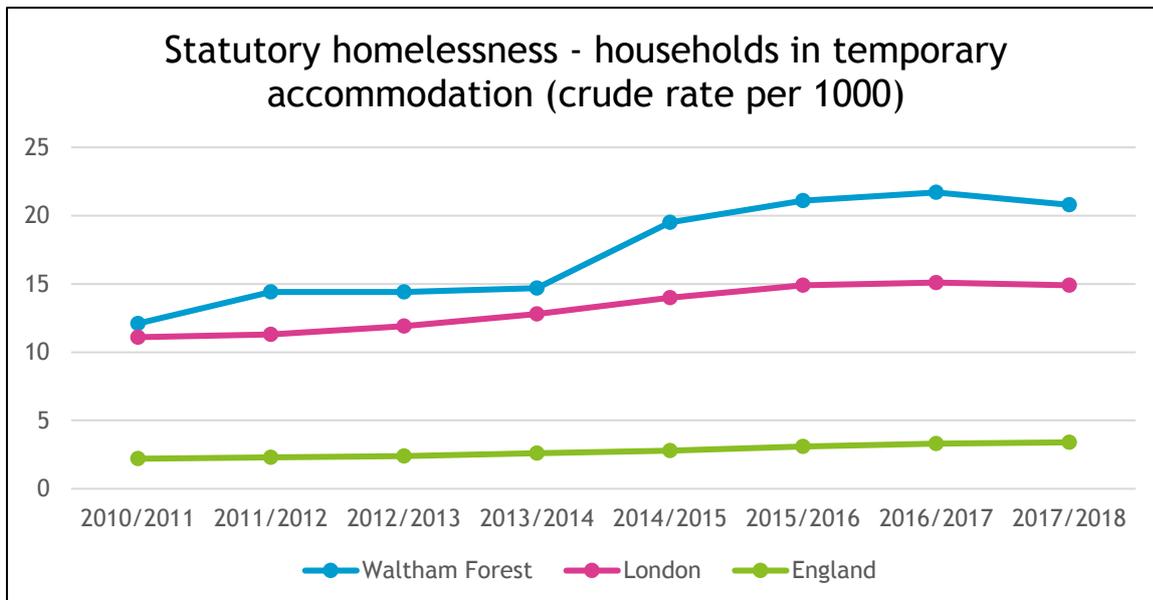
Leyton & Leytonstone - NHS patient ratings (out of 5)

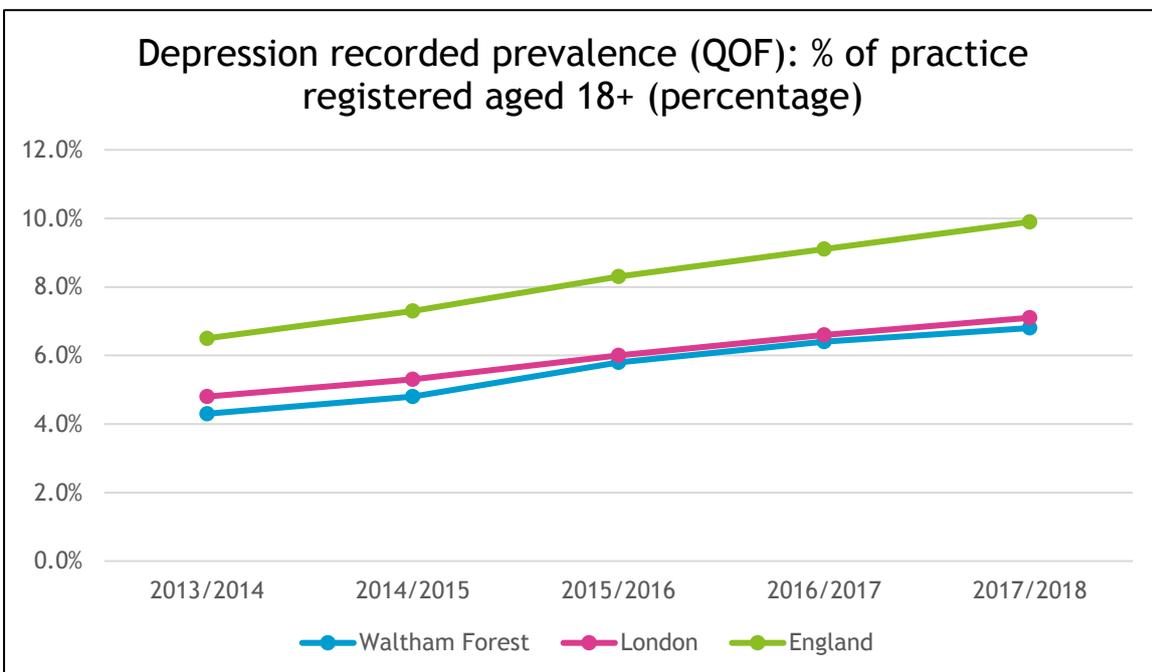
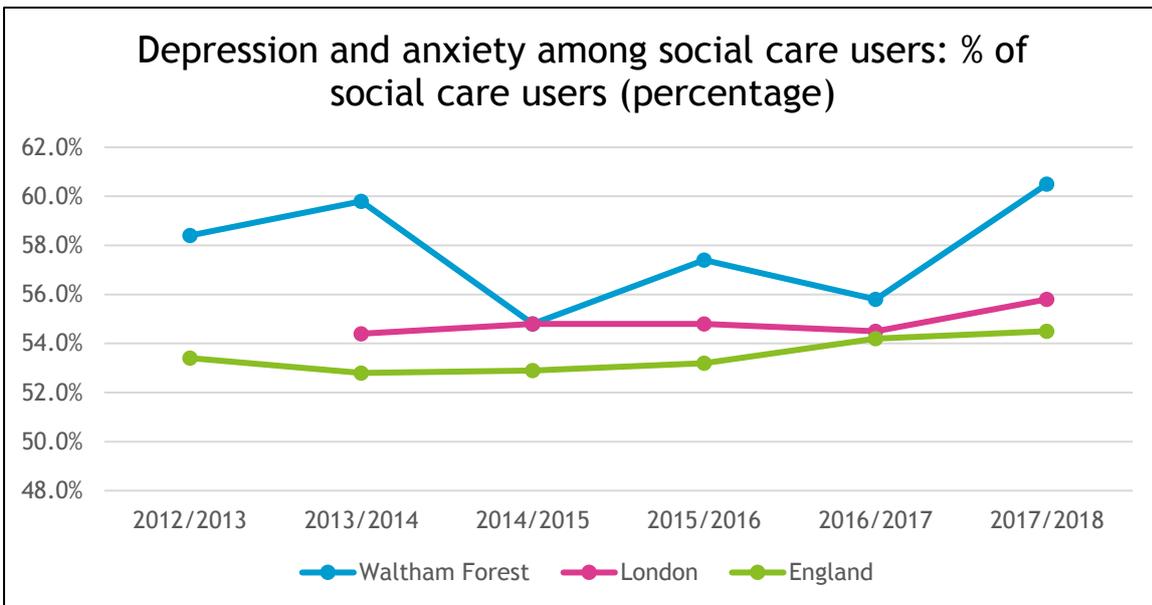
General Practitioner (Leyton and Leytonstone) 17 practices	Overall Rating on NHS website	Telephone	Appointments	Dignity and respect	Involved in decisions	Providing accurate information
Crawley Road Medical Centre	4 stars 14 ratings	4 stars 14 ratings	3.5 stars 14 ratings	4.5 stars 14 ratings	4 stars 13 ratings	4 stars 14 ratings
Francis Road Medical Centre	3 stars 4 ratings	3 stars 3 ratings	4 stars 4 ratings	4 stars 4 ratings	4 stars 4 ratings	2 stars 2 ratings
Green Man Medical Centre	3.5 stars 8 ratings	4 stars 8 ratings	4 stars 8 ratings	3.5 stars 8 ratings	3.5 stars 8 ratings	4 stars 8 ratings
Hampton Medical Centre	3.5 stars 19 ratings	4 stars 17 ratings	3.5 stars 17 ratings	4 stars 17 ratings	4 stars 17 ratings	4 stars 17 ratings
Harrow Road GP Practice	2.5 stars 19 ratings	2.5 stars 19 ratings	2.5 stars 19 ratings	3 stars 19 ratings	3 stars 18 ratings	3 stars 18 ratings
High Road Surgery	5 stars 1 rating	4 stars 1 rating	5 stars 1 rating	5 stars 1 rating	5 stars 1 rating	5 stars 1 rating
Kiyani Medical Practice	4.5 stars 13 ratings	4.5 stars 12 ratings	4.5 stars 12 ratings	4 stars 12 ratings	4.5 stars 11 ratings	4.5 stars 12 ratings
L.L Medical Care Ltd	4.5 stars 20 ratings	4.5 stars 20 ratings	4 stars 20 ratings	5 stars 20 ratings	4.5 stars 20 ratings	4.5 stars 20 ratings
Langthorne Sharma Family Practice	5 stars 4 ratings	5 stars 4 ratings	4.5 stars 4 ratings	5 stars 4 ratings	5 stars 4 ratings	4 stars 4 ratings
Leyton Health Care 4 th Floor	2.5 stars 28 ratings	3 stars 28 ratings	2.5 stars 28 ratings	3 stars 27 ratings	3 stars 27 ratings	3 stars 27 ratings
Lime Tree Surgery	4 stars 16 ratings	3 stars 18 ratings	3 stars 18 ratings	4 stars 18 ratings	4 stars 18 ratings	4 stars 18 ratings
Orient practice	3 stars 23 ratings	4 stars 23 ratings	3 stars 24 ratings	3.5 stars 24 ratings	3 stars 20 ratings	3.5 stars 21 ratings
Seymour Medical Centre	3 stars 12 ratings	3 stars 13 ratings	3 stars 13 ratings	3 stars 13 ratings	3 stars 13 ratings	3 stars 13 ratings
SMA Medical Practice	2.5 stars 88 ratings	2.5 stars 85 ratings	2.5 stars 86 ratings	3 stars 85 ratings	3 stars 85 ratings	3 stars 84 ratings
The Lyndhurst Surgery	4 stars 8 ratings	3.5 stars 8 ratings	3.5 stars 8 ratings	3.5 stars 8 ratings	4 stars 8 ratings	4 stars 8 ratings
The Manor Practice	2 stars 38 ratings	3 stars 36 ratings	2 stars 37 ratings	2.5 stars 38 ratings	2.5 stars 37 ratings	2.5 stars 37 ratings
The Allum Medical Centre	3.5 stars 54 ratings	3.5 stars 55 ratings	3.4 stars 55 ratings	4 stars 55 ratings	4 stars 53 ratings	4 stars 54 ratings

Appendix V

Mental health data - Public Health England: Fingertips

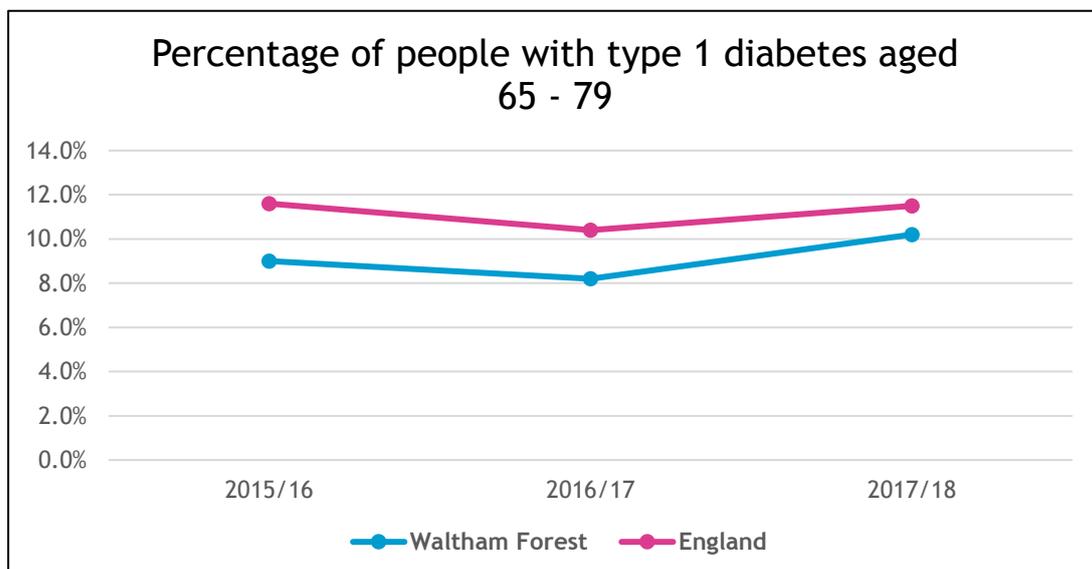
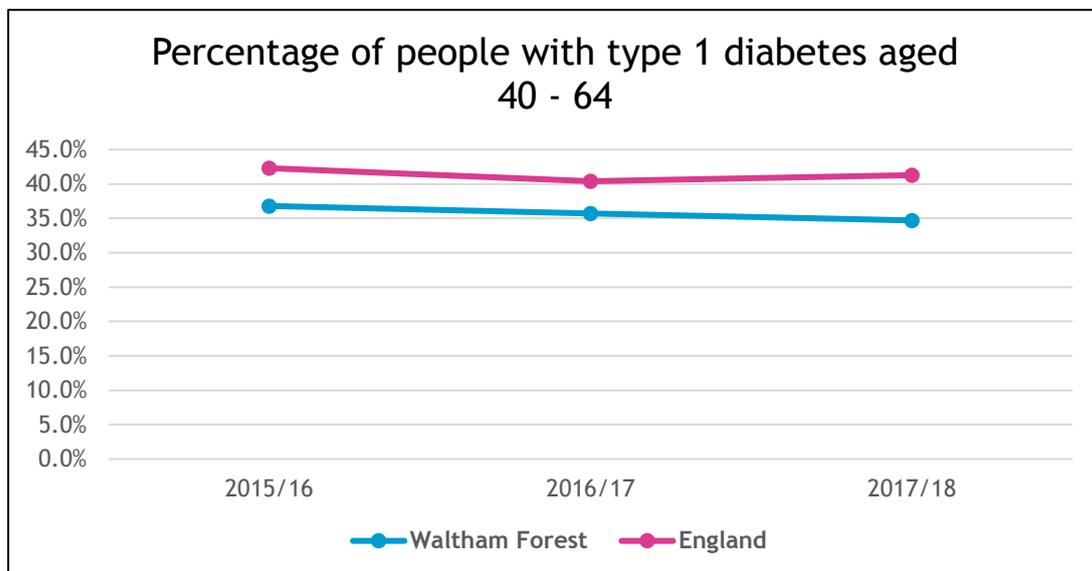
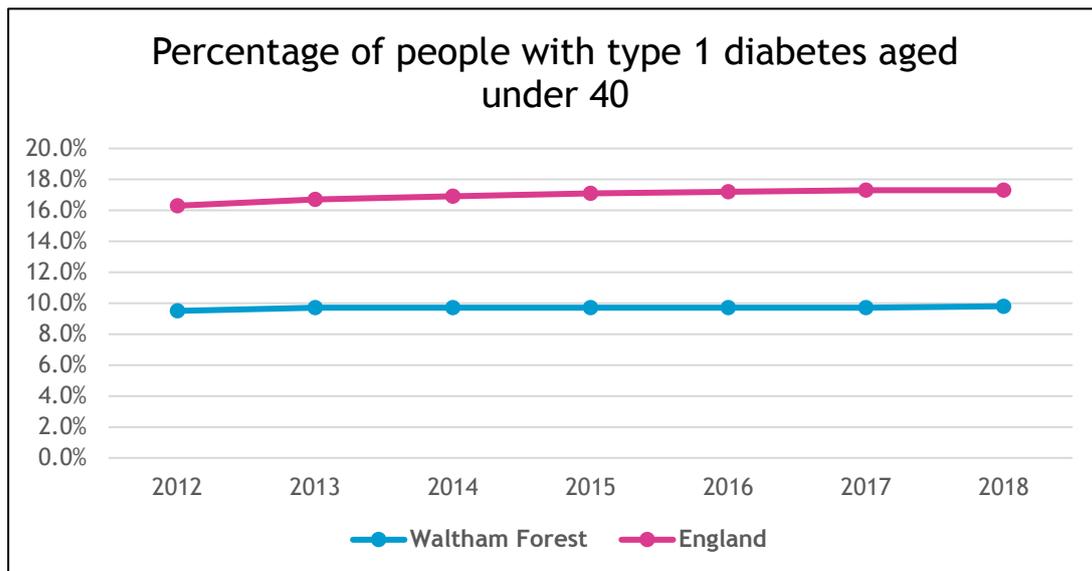


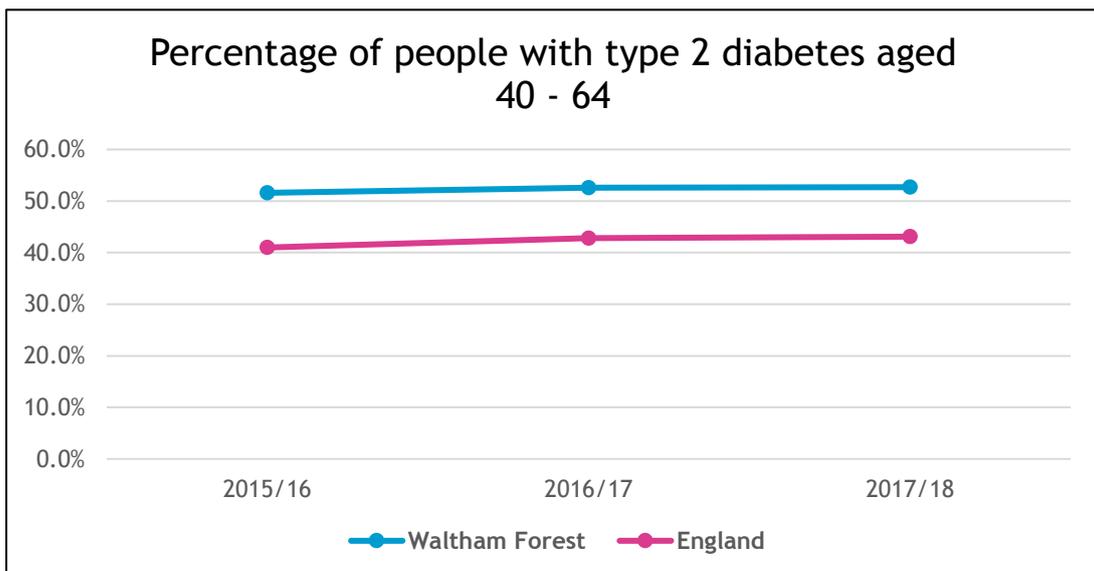
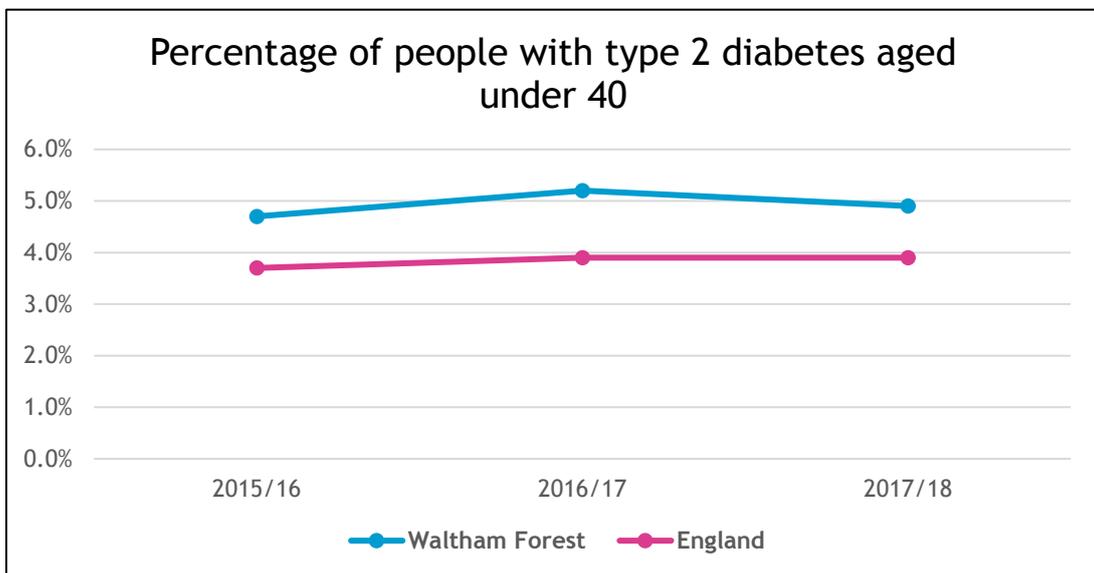
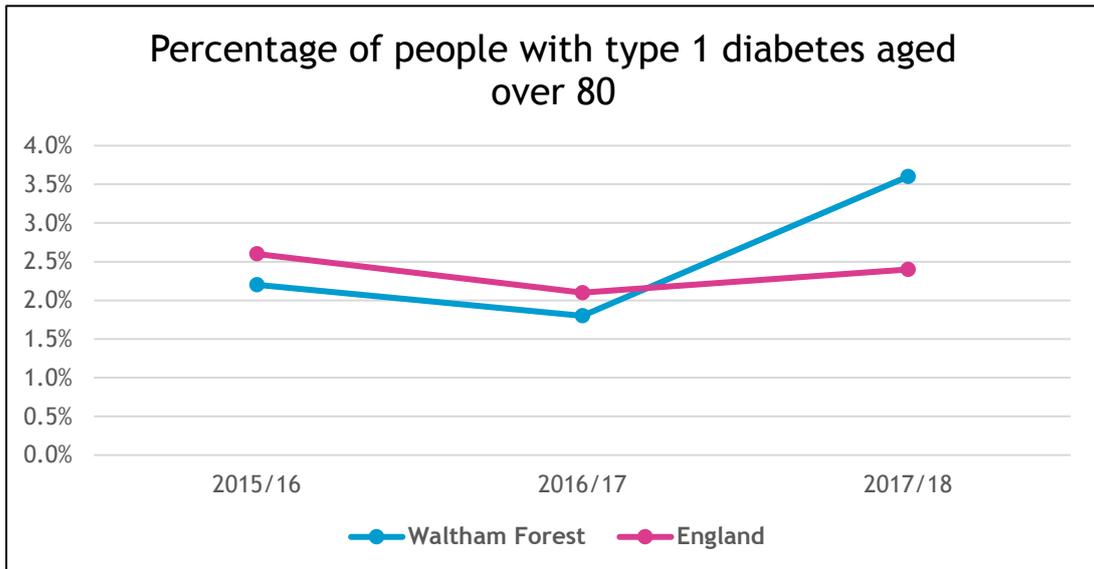


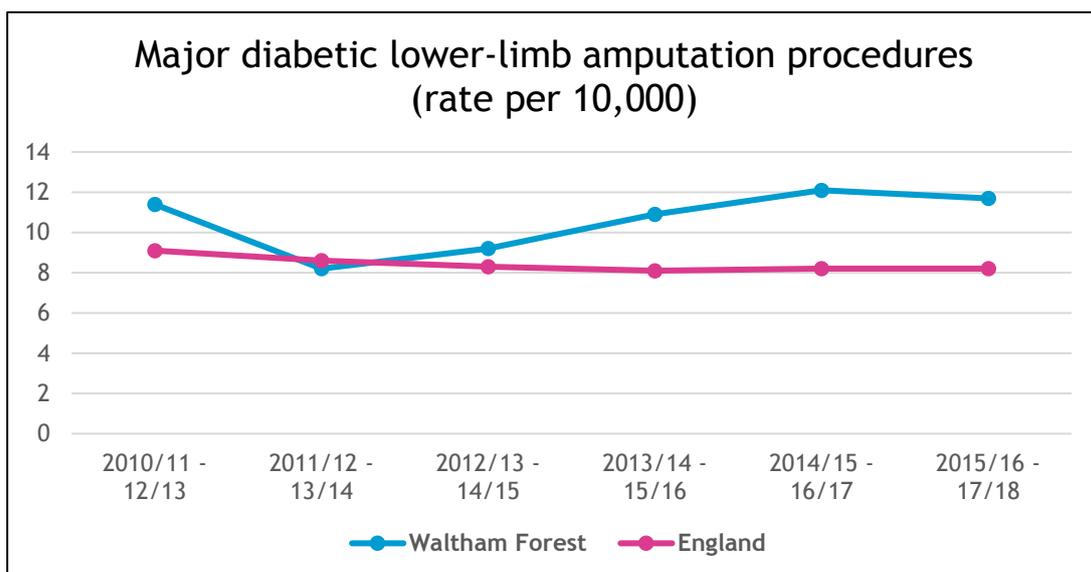
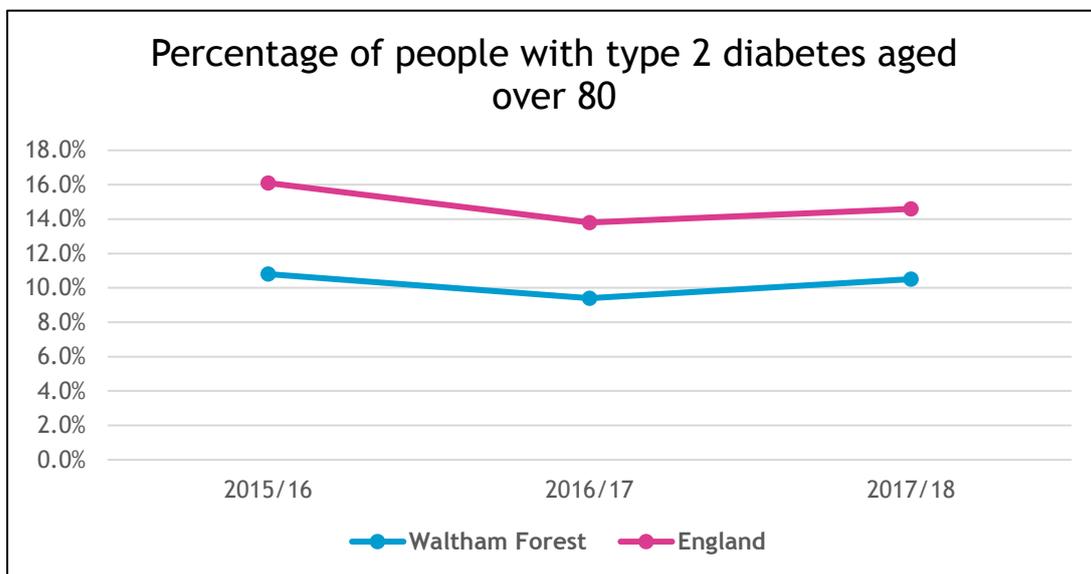
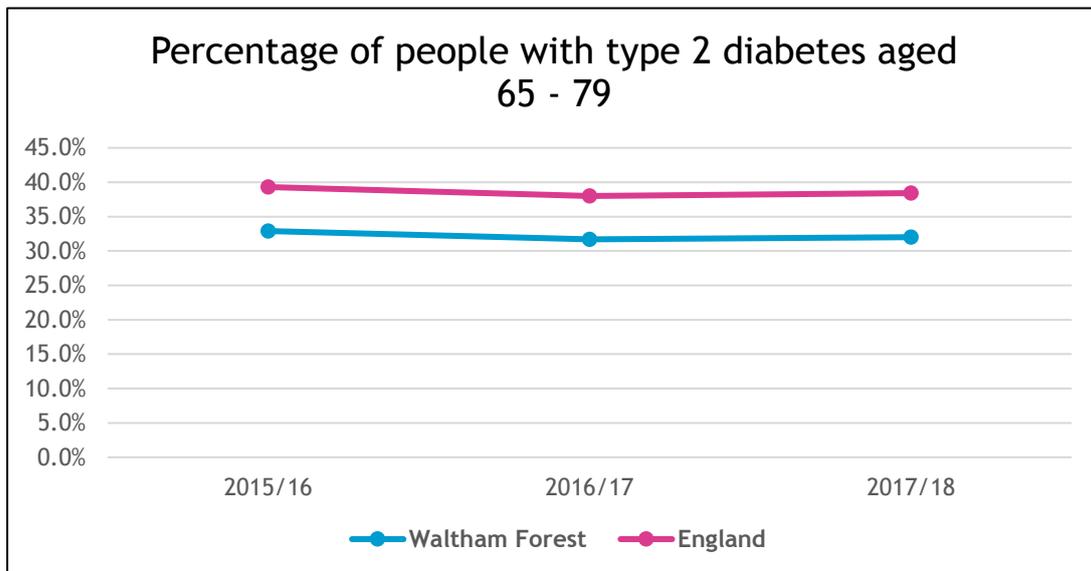


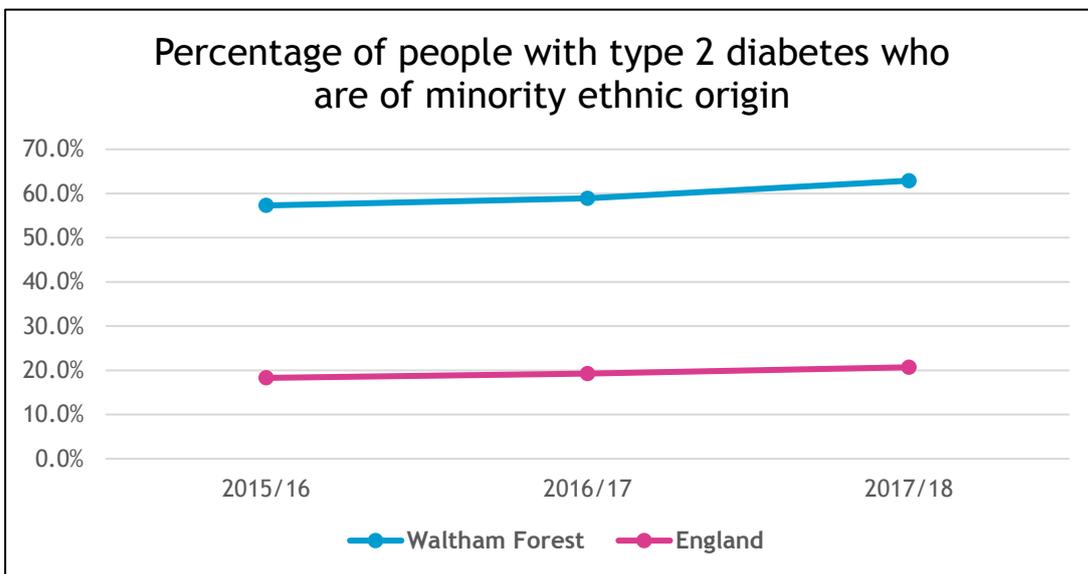
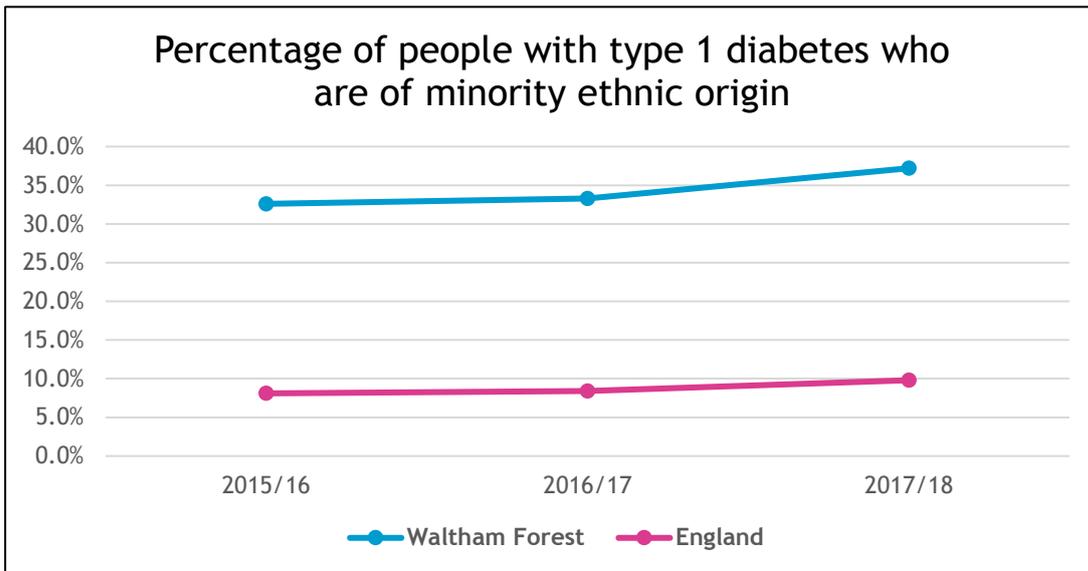
Appendix VI

Diabetes data - Public Health England: Fingertips









Appendix VII

Respiratory data - Public Health England: Fingertips

