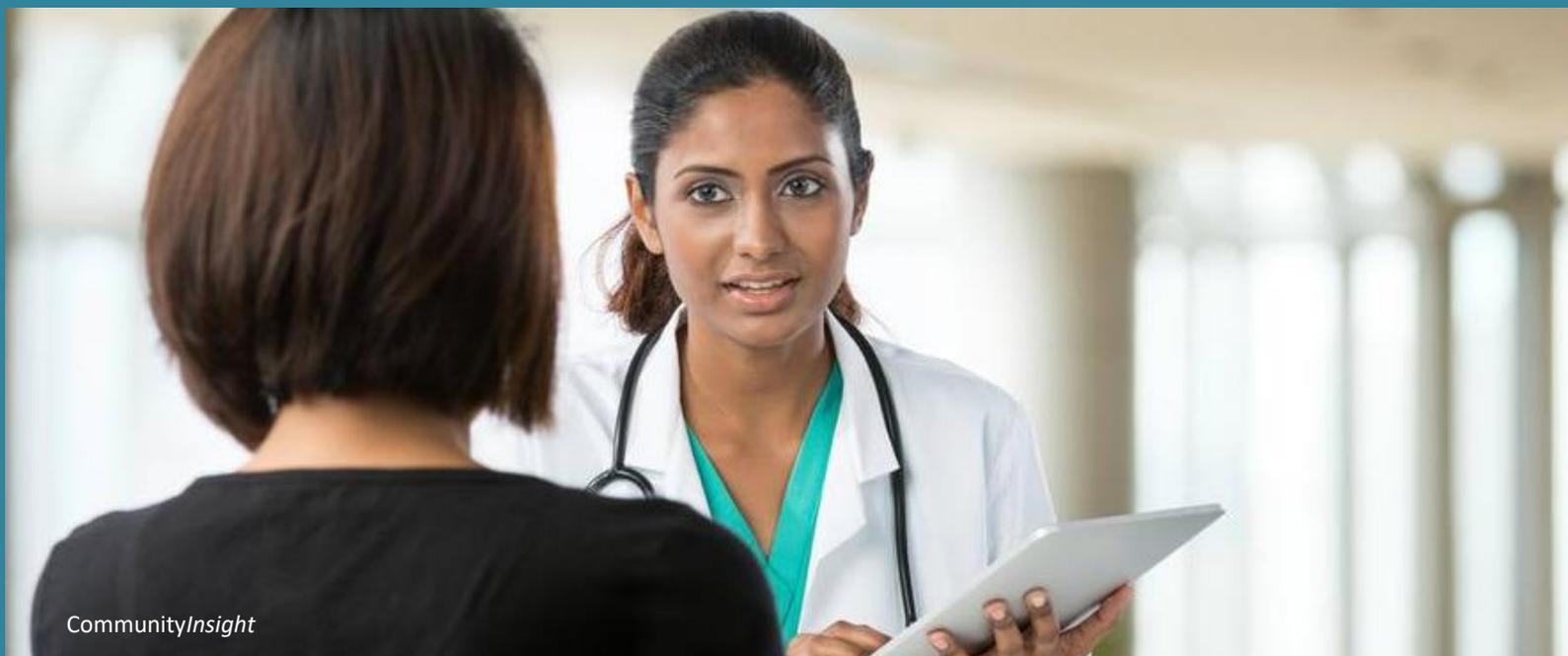# The Experience of GP Services

A trends analysis report by Healthwatch Waltham Forest, 24 April 2022

Community*Insight*

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 April 2021 - 31 March 2022

healthwatch
Waltham Forest

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 843 people. Feedback has been obtained from a variety of sources, including outreach, 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. According to feedback, patients would like greater levels of service access, communication, empathy, involvement and support.

Overall sentiment is 44% positive, 55% negative and 1% neutral.

> Trends...
>
> *According to feedback, overall satisfaction has improved by 1% this quarter.*
>
> *St James Medical Practice, The Old Church Surgery and Kingshead Medical Practice receive a notable volume and ratio of positive comments, while The Allum Medical Centre receives a notable volume and ratio of negative feedback.*

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 marginally by 1%, however remains low at 17% positive. Complaints about booking processes and telephone access have decreased, while increasing on waiting lists and online systems.*
>
> *Comments suggest satisfaction at most practices is noticeably negative overall.*

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment and nursing care, however support is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints about levels of support have increased by 5%, while decreasing by 3% on staff attitude.

St James Medical Practice, The Penryhn Surgery, The Old Church Surgery and Kingshead Medical Practice receive a notable volume and ratio of positive feedback.

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. The ability to register, or obtain prescriptions are also cited as issues.

Trends...

Complaints about communication have decreased by a notable 21% this quarter, while decreasing by 5% on administration.

St James Medical Practice and The Old Church 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

Legend: Positive, Neutral, Negative

Categories: Provider Website, Survey
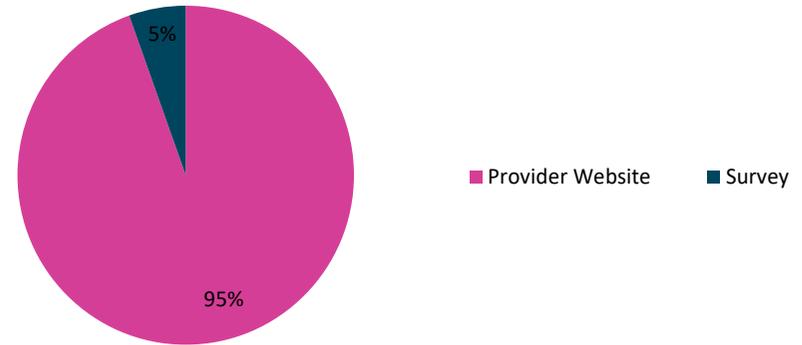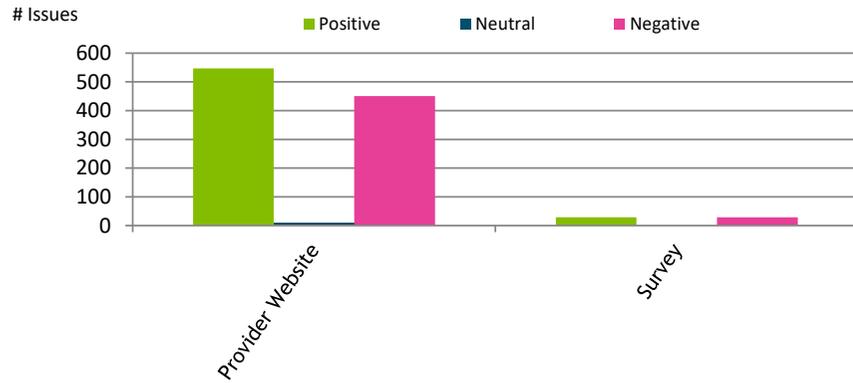
Sources providing the most comments overall

- Provider Website: 95%
- Survey: 5%

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories: Asthma, Cancer, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Diabetes, Digital and Online, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Respiratory, Vaccination
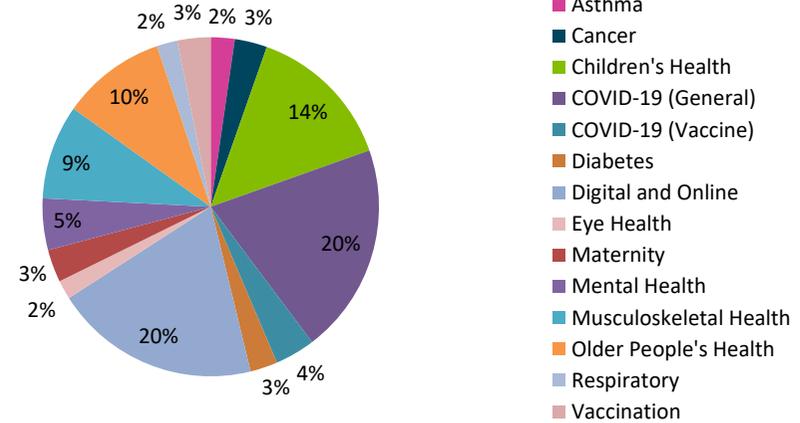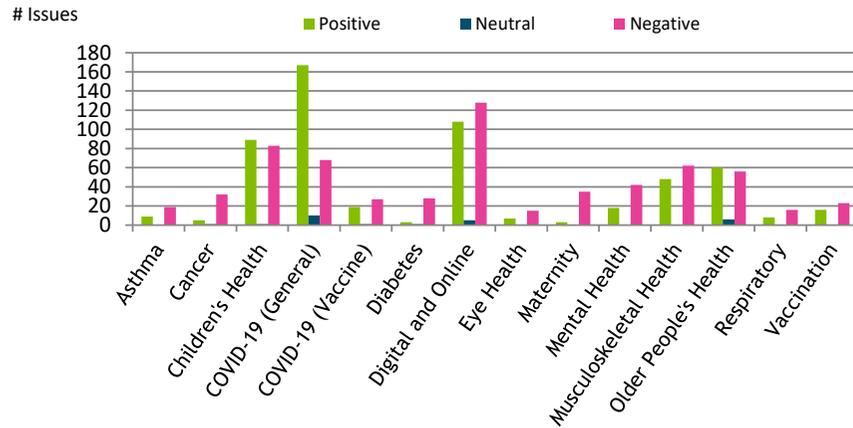
Medical conditions/topics receiving the most comments overall

- Asthma: 3%
- Cancer: 2%
- Children's Health: 14%
- COVID-19 (General): 20%
- COVID-19 (Vaccine): 4%
- Diabetes: 3%
- Digital and Online: 20%
- Eye Health: 2%
- Maternity: 3%
- Mental Health: 5%
- Musculoskeletal Health: 9%
- Older People's Health: 10%
- Respiratory: 2%
- Vaccination: 3%

4

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 3983 issues from 843 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	44%	55%
Forest 8	58%	40%
E4 Network	56%	41%
Forest Integrated Health	37%	63%
Walthamstow West	53%	45%
Central Walthamstow	22%	77%
Leyton Collaborative	27%	72%
South Leytonstone	34%	65%

Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: ?, Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr Dauod Yosuf Abdulrahman Shantir, Dr J Samuel & Partners, Dr Jennifer Bailey, Dr RP Dhital's Practice, Dr S Phillips & Dr M Patel, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, Kiyani Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott Healthcare, Lime Tree Surgery, Queens Road Medical Centre, Seymour Medical Centre, Sinnot Road Surgery, SMA Medical Centre, St James Medical Practice Limited, The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community And..., Wood Street Health Centre

Practices receiving the most comments overall

5

2.2 Service Access

2.2.1 Service Access: 975 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart with y-axis "# Issues" (0 to 300) and categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List

Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

100% stacked bar chart with y-axis (0% to 100%):

PCN	Positive	Negative
Borough (All)	20%	79%
Forest 8	29%	69%
E4 Network	32%	66%
Forest Integrated Health	15%	84%
Walthamstow West	22%	77%
Central Walthamstow	13%	87%
Leyton Collaborative	9%	90%
South Leytonstone	13%	85%
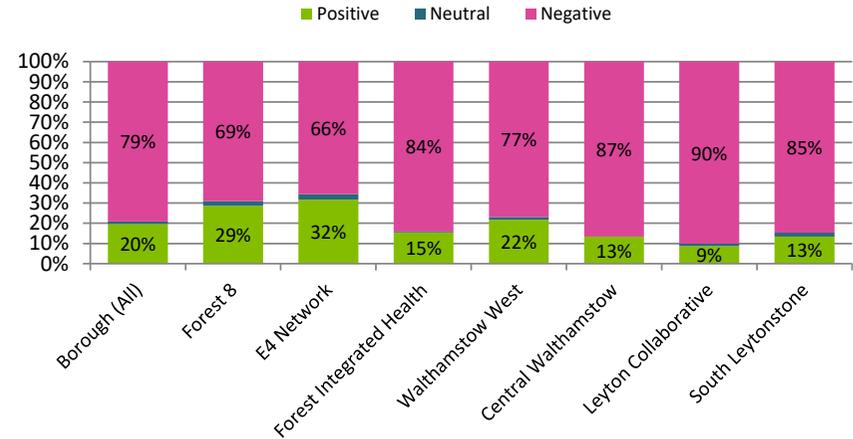
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Bar chart with y-axis "No. of issues" (0 to 60) and practice categories: Addison Road Medical Practice, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr Dauod Yosuf Abdulrahman Shantir, Dr J Samuel & Partners, Dr RP Dhital's Practice, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott Healthcare, Lime Tree Surgery, Queens Road Medical Centre, Seymour Medical Centre, Sinnot Road Surgery, SMA Medical Centre, St James Medical Practice Limited, The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community And..., Wood Street Health Centre

Practices receiving the most comments overall

6

2.3 Clinical Treatment and Care

2.3.1 Treatment: 1203 issues detected

Issues

Legend: Positive, Neutral, Negative

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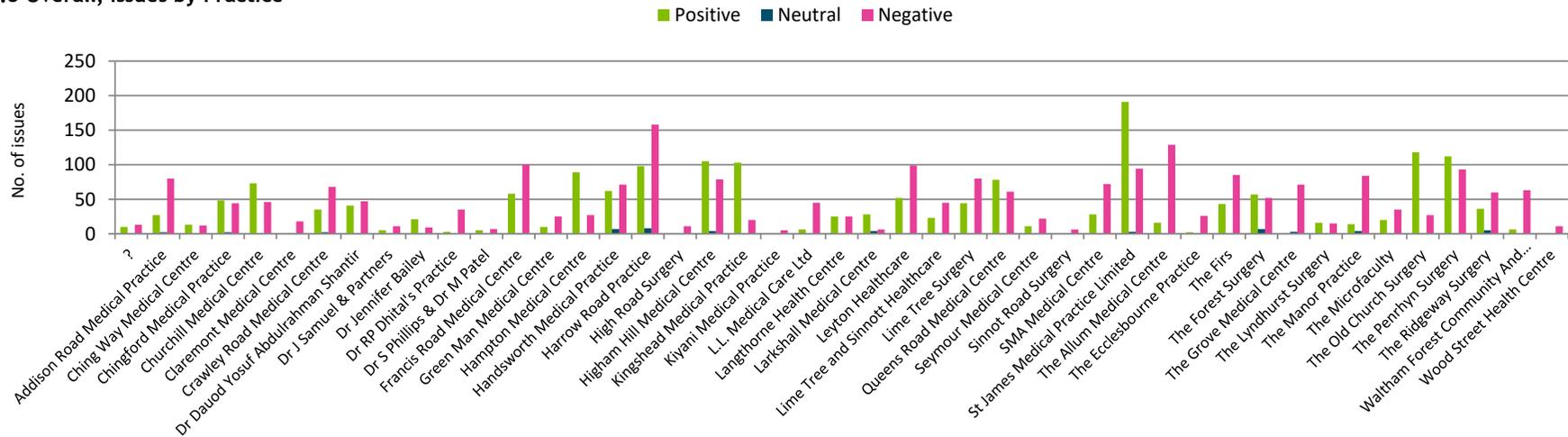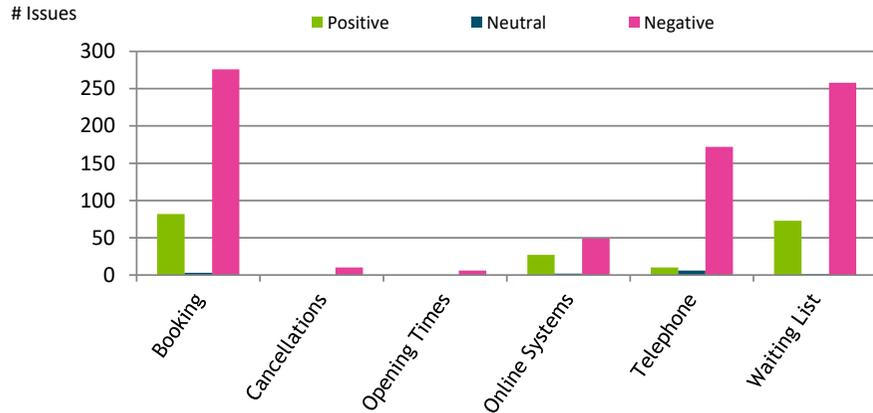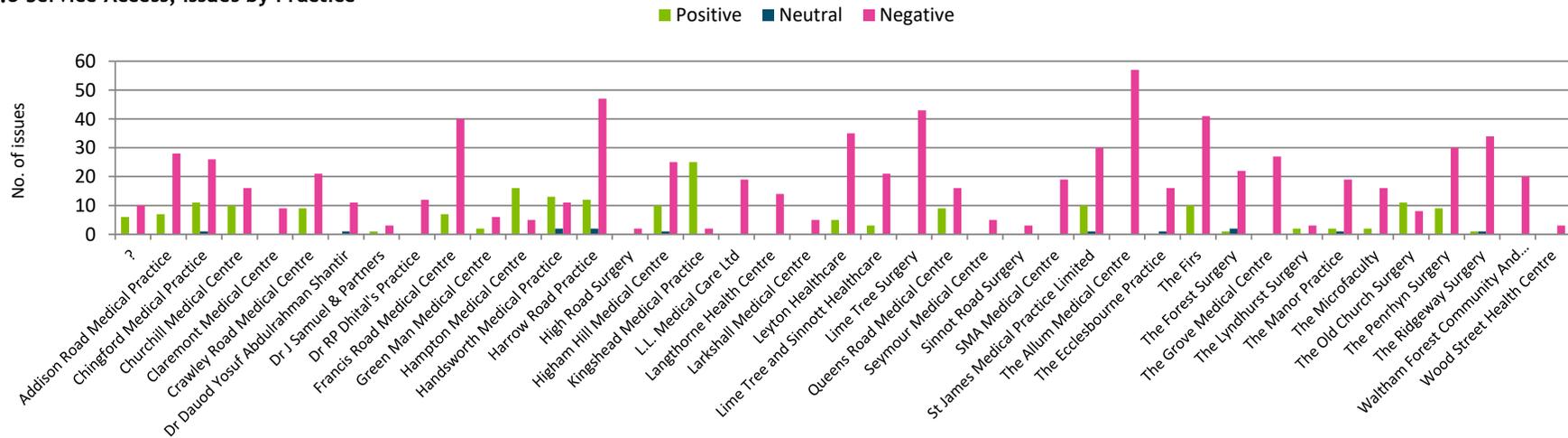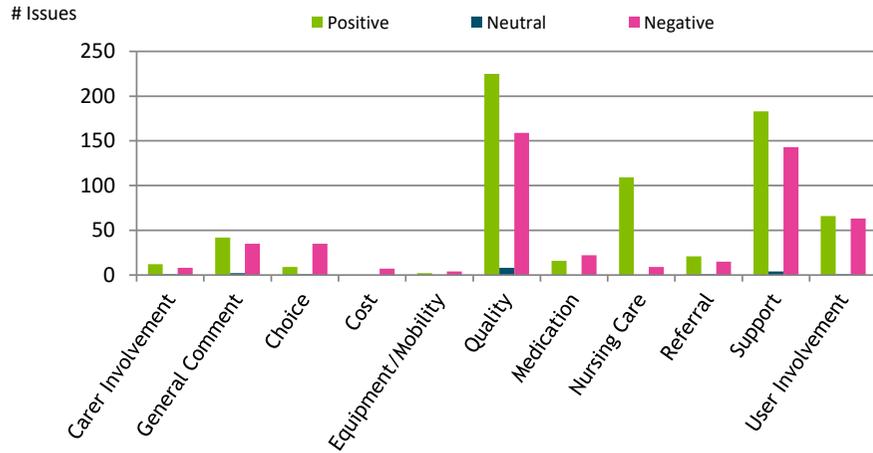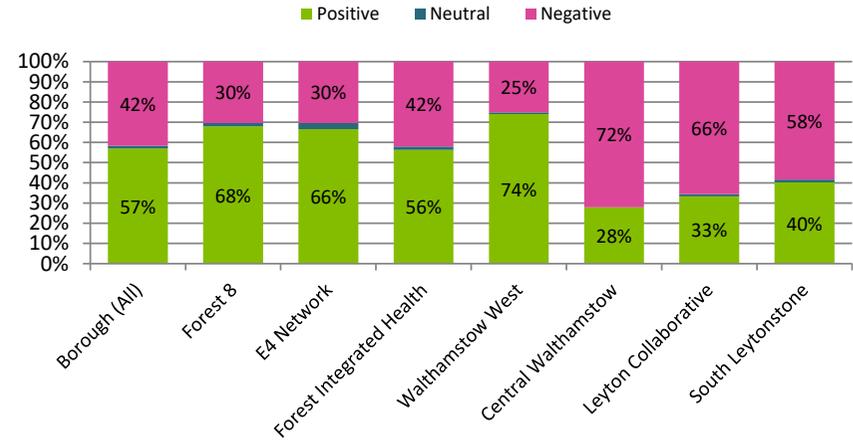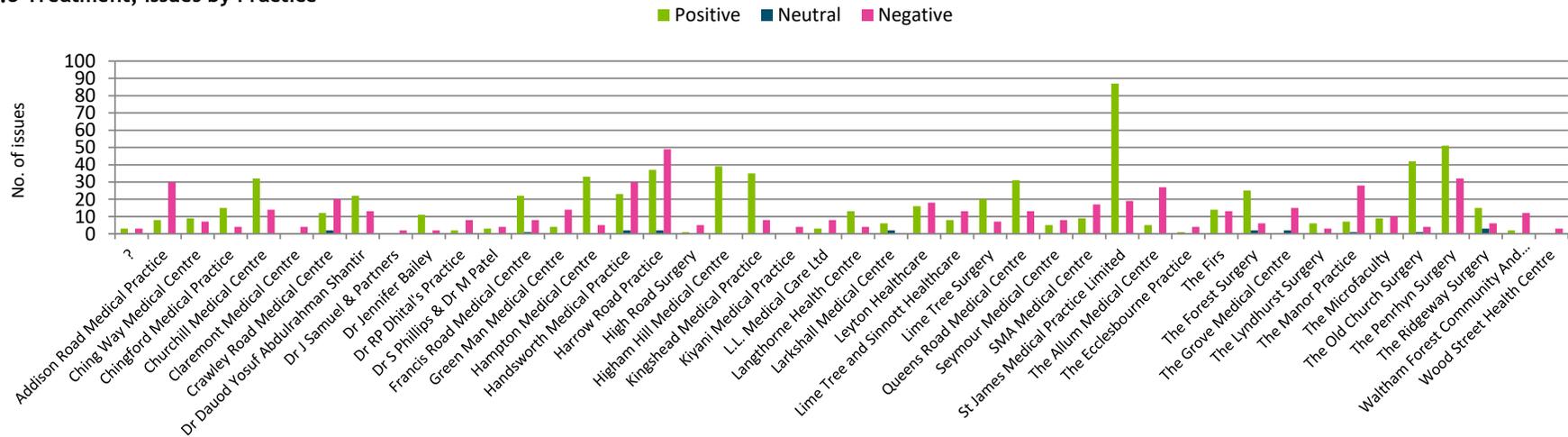
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	57%	42%
Forest 8	68%	30%
E4 Network	66%	30%
Forest Integrated Health	56%	42%
Walthamstow West	74%	25%
Central Walthamstow	28%	72%
Leyton Collaborative	33%	66%
South Leytonstone	40%	58%

Sentiment by PCN

2.3.3 Treatment, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: ?, Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr Dauod Yosuf AbdulRahman Shantir, Dr J Samuel & Partners, Dr Jennifer Bailey, Dr RP Dhital's Practice, Dr S Phillips & Dr M Patel, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, Kiyani Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott Healthcare, Lime Tree Surgery, Queens Road Medical Centre, Seymour Medical Centre, SMA Medical Centre, St James Medical Practice Limited, The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community And..., Wood Street Health Centre
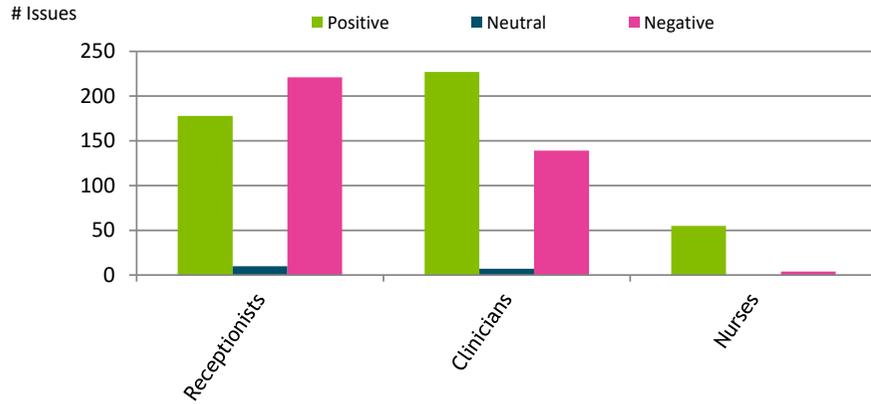
Practices receiving the most comments overall

7

2.4 Staff Attitude

2.4.1 Staff Attitude: 841 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

PCN	Positive	Negative
Borough (All)	55%	43%
Forest 8	68%	29%
E4 Network	65%	31%
Forest Integrated Health	51%	49%
Walthamstow West	61%	37%
Central Walthamstow	28%	71%
Leyton Collaborative	39%	60%
South Leytonstone	48%	48%
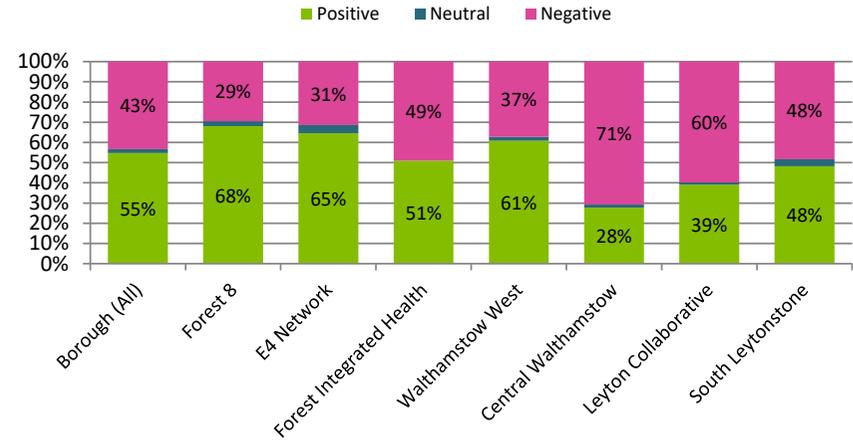
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 641 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by category (y-axis 0 to 160):
- Administration: Positive ~85, Neutral ~4, Negative ~135
- Complaints Process: Negative ~13
- Data Protection: minimal
- Health & Safety: Positive ~8, Negative ~4
- Medical Records: Negative ~5
- Management: Positive ~7, Negative ~10
- Registration: Positive ~7, Negative ~16
- Repeat Prescription: Positive ~7, Negative ~20
- Support: Positive ~139, Neutral ~5, Negative ~148
- Test Results: Negative ~14
- Training: Positive ~3, Negative ~13
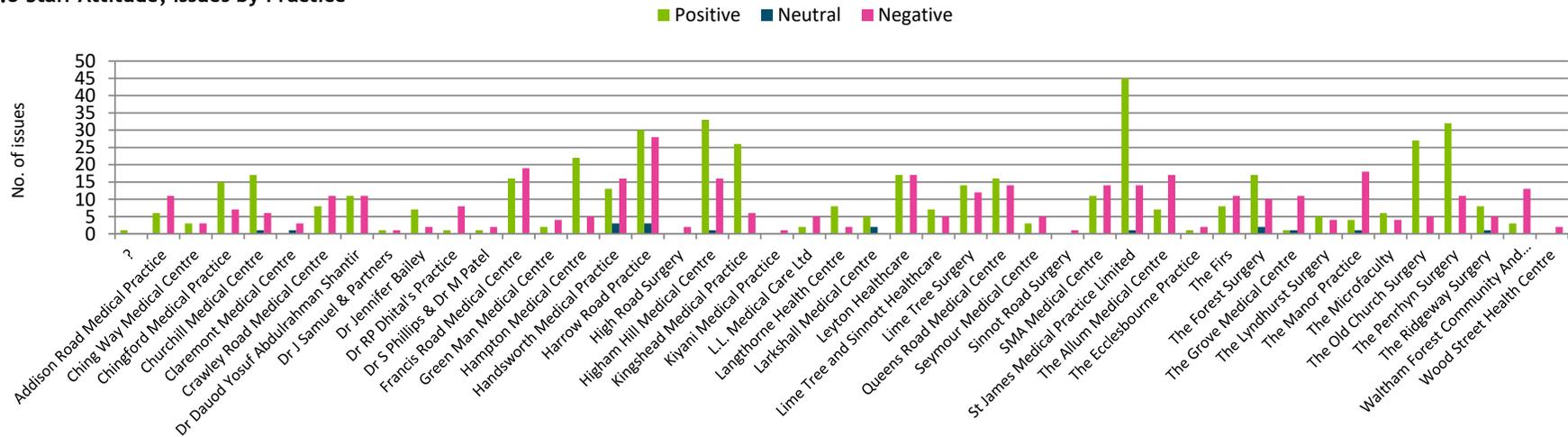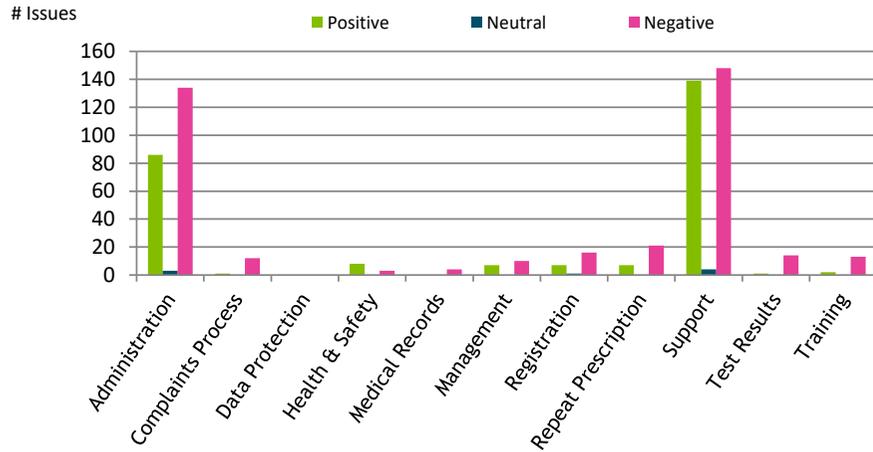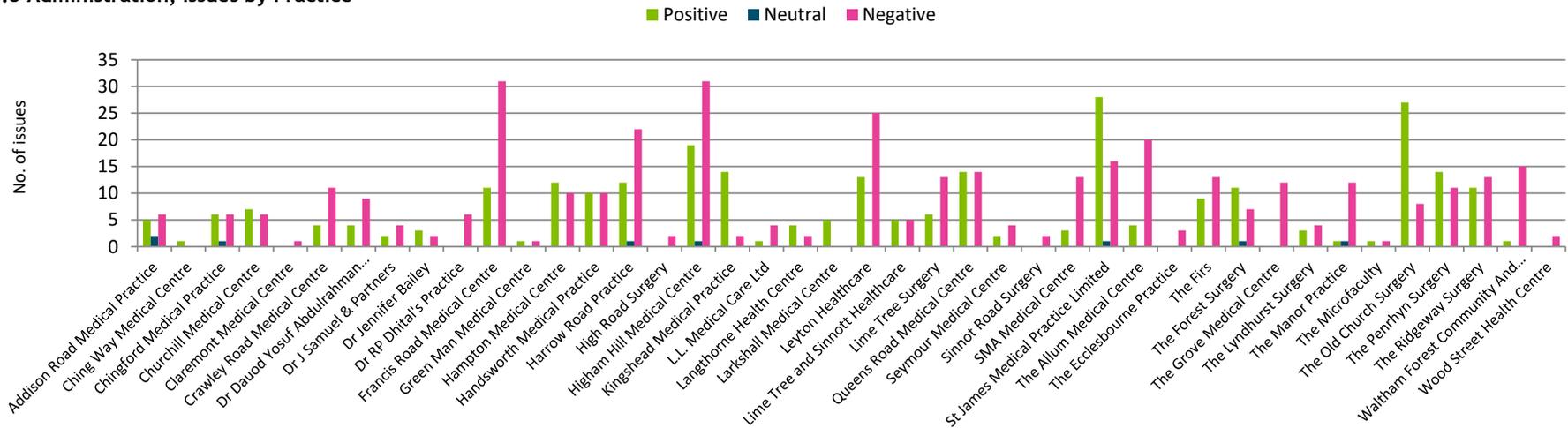
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Chart showing sentiment by PCN (y-axis 0% to 100%):
PCN	Positive	Negative
Borough (All)	40%	59%
Forest 8	60%	39%
E4 Network	58%	41%
Forest Integrated Health	30%	70%
Walthamstow West	44%	54%
Central Walthamstow	26%	71%
Leyton Collaborative	25%	74%
South Leytonstone	40%	59%

Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by practice (y-axis 0 to 35), including practices:
Addison Road Medical Practice, Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Claremont Medical Centre, Crawley Road Medical Centre, Dr Dauod Yosuf Abdulrahman..., Dr J Samuel & Partners, Dr Jennifer Bailey, Dr RP Dhital's Practice, Francis Road Medical Centre, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, High Road Surgery, Higham Hill Medical Centre, Kingshead Medical Practice, L.L. Medical Care Ltd, Langthorne Health Centre, Larkshall Medical Centre, Leyton Healthcare, Lime Tree and Sinnott Healthcare, Lime Tree Surgery, Queens Road Medical Centre, Seymour Medical Centre, Sinnot Road Surgery, SMA Medical Centre, St James Medical Practice Limited, The Allum Medical Centre, The Ecclesbourne Practice, The Firs, The Forest Surgery, The Grove Medical Centre, The Lyndhurst Surgery, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community And..., Wood Street Health Centre
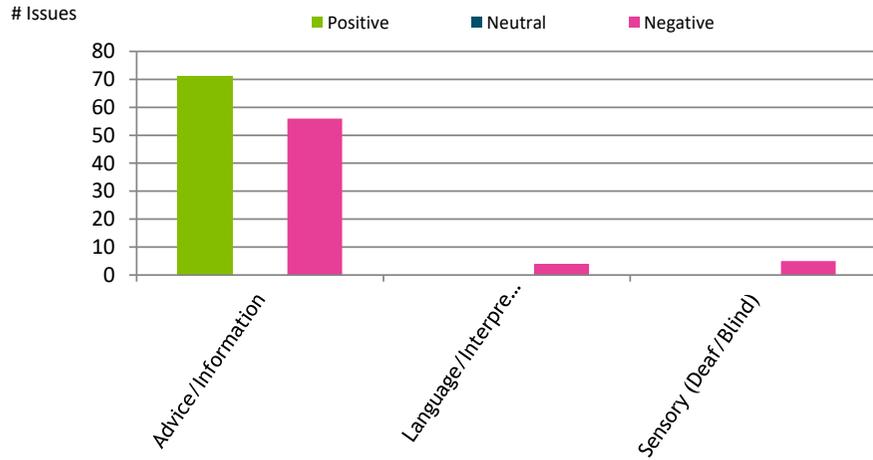
Practices receiving the most comments overall

9

2.6 Communication

2.6.1 Communication: 136 issues detected

Issues

Legend: Positive, Neutral, Negative

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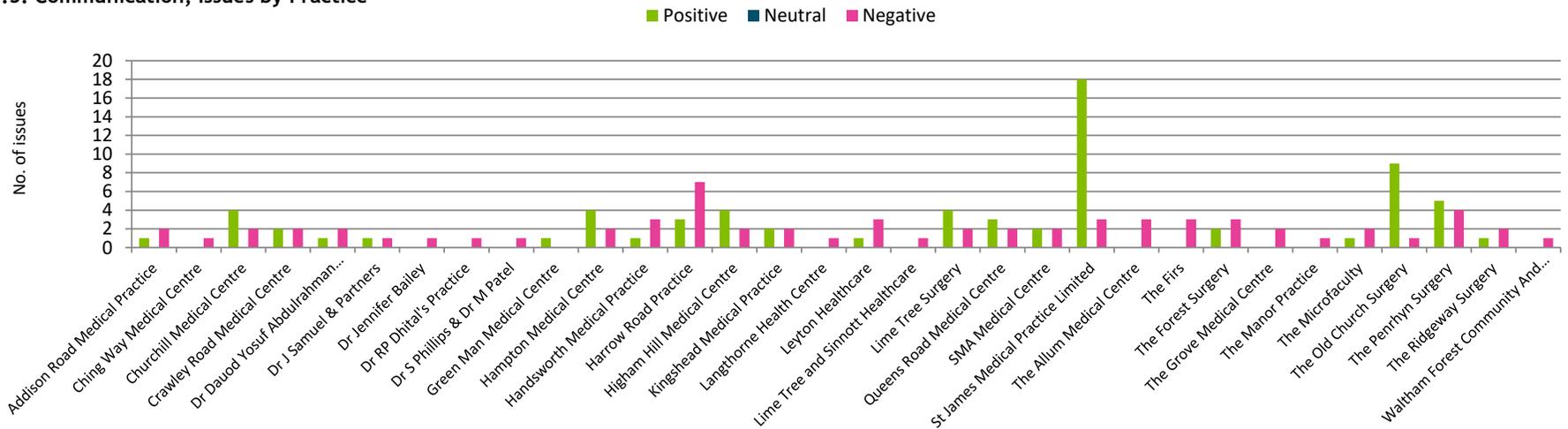
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	52%	48%
Forest 8	44%	56%
E4 Network	65%	35%
Forest Integrated Health	53%	47%
Walthamstow West	74%	26%
Central Walthamstow	13%	88%
Leyton Collaborative	33%	67%
South Leytonstone	33%	67%

Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Addison Road Medical Practice, Ching Way Medical Centre, Churchill Medical Centre, Crawley Road Medical Centre, Dr Dauod Yosuf Abdulrahman..., Dr J Samuel & Partners, Dr Jennifer Bailey, Dr RP Dhital's Practice, Dr S Phillips & Dr M Patel, Green Man Medical Centre, Hampton Medical Centre, Handsworth Medical Practice, Harrow Road Practice, Higham Hill Medical Centre, Kingshead Medical Practice, Langthorne Health Centre, Leyton Healthcare, Lime Tree and Sinnott Healthcare, Lime Tree Surgery, Queens Road Medical Centre, SMA Medical Centre, St James Medical Practice Limited, The Allum Medical Centre, The Firs, The Forest Surgery, The Grove Medical Centre, The Manor Practice, The Microfaculty, The Old Church Surgery, The Penrhyn Surgery, The Ridgeway Surgery, Waltham Forest Community And...
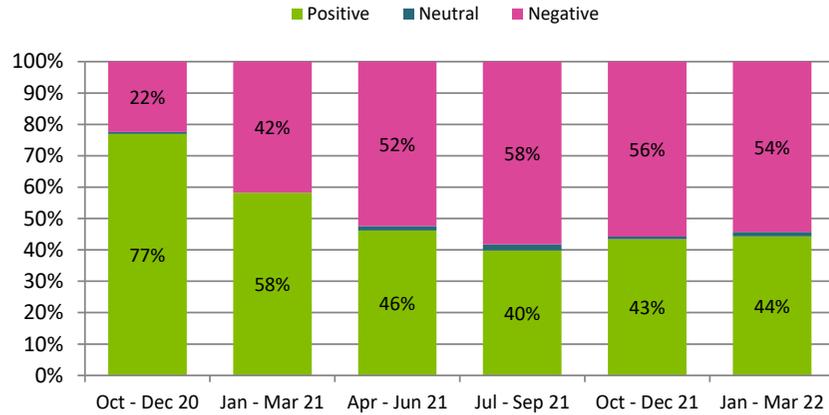
Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive | Neutral | Negative

	Oct – Dec 20	Jan – Mar 21	Apr – Jun 21	Jul – Sep 21	Oct – Dec 21	Jan – Mar 22
Negative	22%	42%	52%	58%	56%	54%
Positive	77%	58%	46%	40%	43%	44%

3.2 Service Access, Sentiment

Legend: Positive | Neutral | Negative

	Oct – Dec 20	Jan – Mar 21	Apr – Jun 21	Jul – Sep 21	Oct – Dec 21	Jan – Mar 22
Negative	39%	74%	70%	87%	82%	81%
Positive	57%	26%	29%	12%	16%	17%
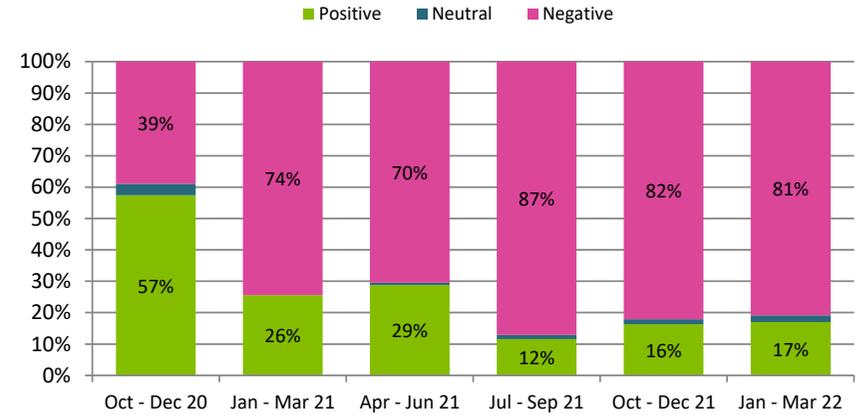
3.3 Treatment and Care, Sentiment

Legend: Positive | Neutral | Negative

	Oct – Dec 20	Jan – Mar 21	Apr – Jun 21	Jul – Sep 21	Oct – Dec 21	Jan – Mar 22
Negative	11%	30%	42%	43%	44%	45%
Positive	89%	70%	56%	55%	55%	55%

3.4 Staff Attitude, Sentiment

Legend: Positive | Neutral | Negative

	Oct – Dec 20	Jan – Mar 21	Apr – Jun 21	Jul – Sep 21	Oct – Dec 21	Jan – Mar 22
Negative	14%	33%	43%	44%	43%	40%
Positive	86%	68%	55%	53%	56%	57%
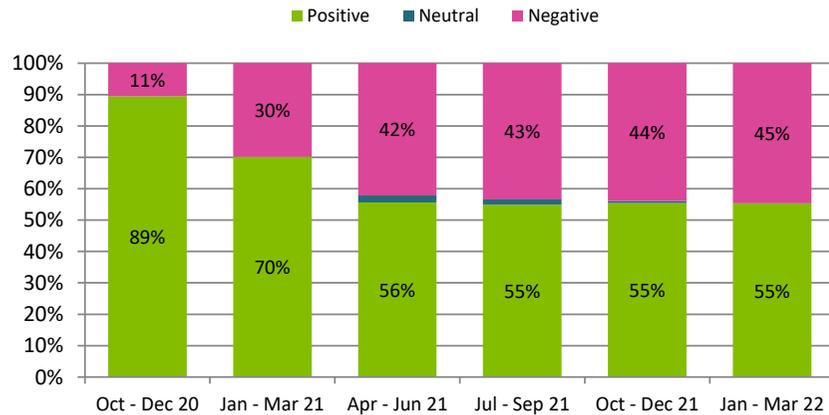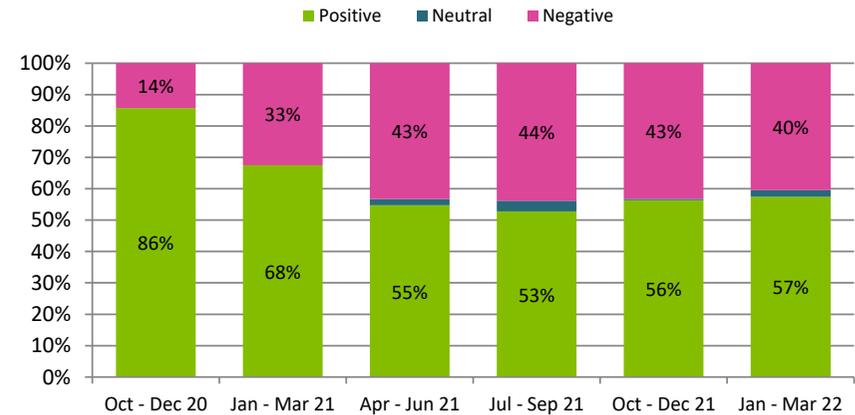
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: Positive, Neutral, Negative

	Oct - Dec 20	Jan - Mar 21	Apr - Jun 21	Jul - Sep 21	Oct - Dec 21	Jan - Mar 22
Negative	49%	57%	55%	64%	56%	51%
Positive	51%	43%	44%	34%	44%	46%

3.6 Communication, Sentiment

Legend: Positive, Neutral, Negative

	Oct - Dec 20	Jan - Mar 21	Apr - Jun 21	Jul - Sep 21	Oct - Dec 21	Jan - Mar 22
Negative	11%	33%	54%	51%	71%	50%
Positive	89%	67%	46%	49%	29%	50%

3.7 Booking, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	80%	83%	78%
Positive	20%	17%	22%

3.8 Telephone, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	31%	83%	78%
Positive	69%	10%	11%

3.9 Online Access, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	20%	64%	75%
Positive	80%	32%	25%
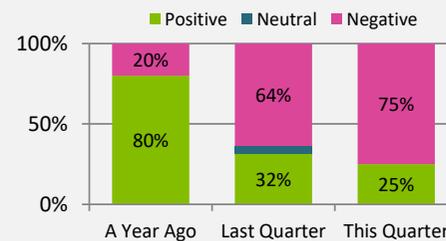
3.10 Waiting List, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	75%	79%	83%
Positive	25%	21%	17%
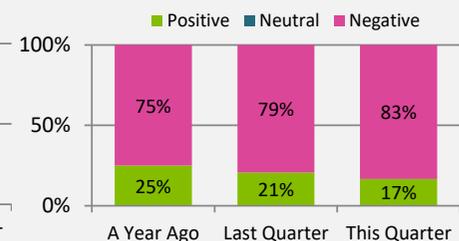
3.11 Involvement Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	25%	43%	54%
Positive	75%	55%	46%

3.12 Support, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	31%	41%	46%
Positive	69%	59%	51%
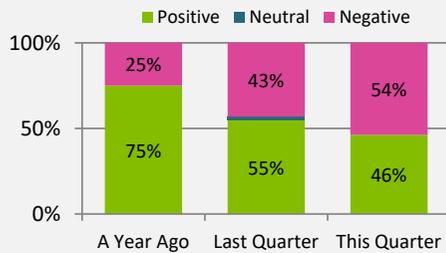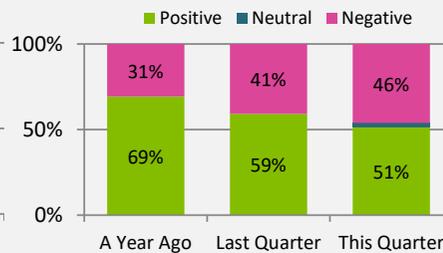
3.13 Staff Attitude, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	31%	43%	40%
Positive	69%	57%	57%

3.14 Quality, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	18%	36%	29%
Positive	82%	64%	71%
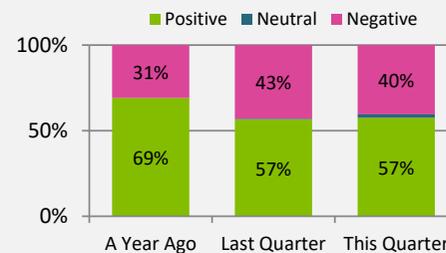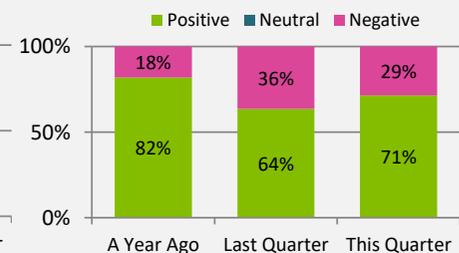
4. Volume by Primary Care Network

4.1 PCN

Issues
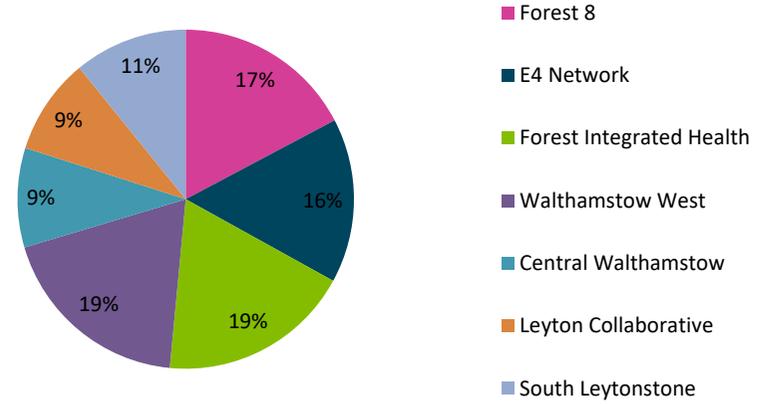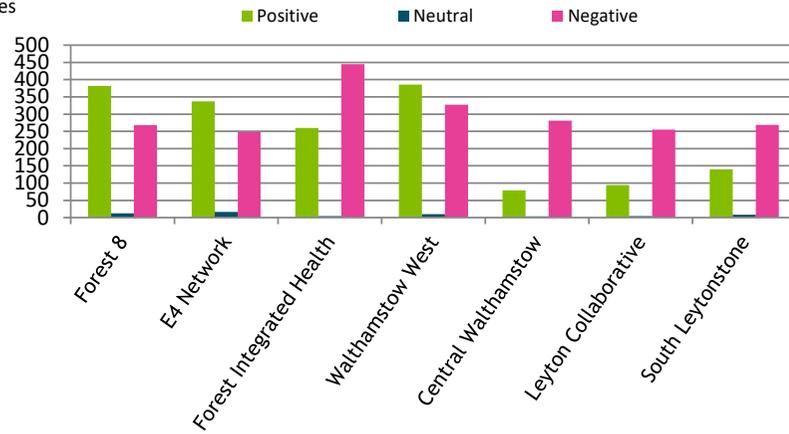
Legend: Positive, Neutral, Negative

Categories: Forest 8, E4 Network, Forest Integrated Health, Walthamstow West, Central Walthamstow, Leyton Collaborative, South Leytonstone

Pie chart:
- Forest 8: 17%
- E4 Network: 16%
- Forest Integrated Health: 19%
- Walthamstow West: 19%
- Central Walthamstow: 9%
- Leyton Collaborative: 9%
- South Leytonstone: 11%

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	71	0	56	127
	Carer Involvement	*Involvement of carers, friends or family members.*	15	1	9	25
	General Comment	*A generalised statement (ie; "The doctor was good.")*	42	2	35	79
	User Involvement	*Involvement of the service user.*	99	1	76	176
Systems	Administration	*Administrative processes and delivery.*	20	3	111	134
	Booking	*Ability to book, reschedule or cancel appointments.*	113	6	329	448
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	10	10
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	23	1	15	39
	Medical Records	*Management of medical records.*	0	0	4	4
	Medication	*Prescription and management of medicines.*	23	0	44	67
	Opening Times	*Opening times of a service.*	0	0	6	6
	Planning	*Leadership and general organisation.*	7	0	10	17
	Registration	*Ability to register for a service.*	8	1	16	25
	Support	*Levels of support provided.*	377	8	298	683
	Telephone	*Ability to contact a service by telephone.*	10	6	172	188
	Timing	*Physical timing (ie; length of wait at appointments).*	16	1	31	48
	Waiting List	*Length of wait while on a list.*	74	1	271	346
Values	Choice	*General choice.*	9	1	37	47
	Cost	*General cost.*	0	0	9	9
	Language	*Language, including terminology.*	0	0	4	4
	Nutrition	*Provision of sustainance.*	1	0	1	2
	Privacy	*Privacy, personal space and property.*	0	0	2	2
	Quality	*General quality of a service, or staff.*	344	8	201	553
	Sensory	*Deaf/blind or other sensory issues.*	0	0	5	5
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

14

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	1	0	6	7
	Environment/Layout	*Physical environment of a service.*	3	0	18	21
	Equipment	*General equipment issues.*	2	0	4	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	9	0	4	13
	Hygiene	*Levels of hygiene and general cleanliness.*	1	0	3	4
	Mobility	*Physical mobility to, from and within services.*	0	0	1	1
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	7	7
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	463	17	364	844
	Complaints	*Ability to log and resolve a complaint.*	1	0	12	13
	Staff Training	*Training of staff.*	2	0	13	15
	Staffing Levels	*General availability of staff.*	0	0	8	8
	Total:		**1734**	**57**	**2192**	**3983**

Community*Insight* CRM

Waltham Forest – Primary Care Networks & Clinical Directors

1. Forest 8
- The Penrhyn Surgery
- Forest Surgery
- Dr Shantir
- The Microfaculty
- Larkshall Medical Centre
- The Bailey Practice
- Kingshead Medical Practice
- Sinnott Road Surgery

List size – 50 166

Dr Sanjoy Kumar
Dr Kayode Oremakinde

2. E4 Network
- Handsworth Medical Practice
- The Ridgeway Surgery
- The Old Church Surgery
- Churchill Healthcare
- Chingford Medical Practice

List size – 52,667

Dr Asad Ashraf

3. Forest Integrated Health
- The Ecclesbourne Practice
- The Allum Medical Centre
- Crawley Road Medical Centre
- The Lyndhurst Surgery
- Lime Tree Surgery
- Francis Road Medical Centre
- Hampton Medical Centre

List size –57,923

Dr Rameet Uberoi

4. Walthamstow West
- The Seymour Practice
- Queens Road Medical Centre
- St James Medical Practice Ltd
- Grove Road Medical Centre
- Higham Hill Medical Centre

List size –43,863

Dr Naheed Khan-Lodhi

5. Central Walthamstow
- The Firs
- Dr Dhital Practice
- Addison Road Medical Practice
- Waltham Forest Community And FHS Ltd - Dr Ivbijaro
- Claremont Medical Centre

List size – 41,316

Dr Rishav Dhital

6. Leyton Collaborative
- The Manor Practice
- SMA Medical Centre
- Leyton Healthcare

List size – 37,659

Dr Dinesh Kapoor
Dr Thaven Chetty

7. South Leytonstone
- High Road Surgery
- Green Man Medical Centre
- LL Medical Care Ltd (Agarwal)
- Harrow Road GP Practice
- Kiyani Medical Practice
- Langthorne Sharma Family Practice

List size – 35,563

Dr John Samuel

Map labels
- Kings Head Medical Practice
- Larkshall Medical Centre
- The Ridgeway Surgery
- The Old Church Surgery
- Churchill Healthcare
- Chingford Medical Centre
- The Microfaculty
- Handsworth Medical Practice
- Chingway Medical Practice (branch of Churchill Healthcare)
- Sinnott Road Surgery
- Higham Hill Medical Centre
- The Penrhyn Surgery
- The Forest Surgery
- Claremont Medical Centre
- Dr Shantir Practice
- Waltham Forest Comm & FHS
- Dr Dhital Practice
- Waltham Forest Comm & FHS (branch)
- Addison Road Medical Practice
- The Bailey Practice
- The Grove Medical Centre
- The Ecclesbourne Practice
- St James Medical Practice
- The Firs
- Queens Road Medical Centre
- The Lyndhurst Surgery
- The Manor Practice
- SMA Medical Centre
- Green Man Medical Centre
- The Allum Medical Centre
- The Seymour Practice
- Crawley Road Medical Centre
- Hampton Medical Centre
- Harrow Road GP Practice
- Leyton Healthcare
- Francis Road Medical Centre
- LL Medical Care Ltd
- Lime Tree Surgery
- Langthorne Sharma Family Practice
- Kiyani Medical Practice
- High Road Surgery