The Experience of GP Services

A trends analysis report by Healthwatch Waltham Forest



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

Reporting Period: 1 April 2022 - 31 March 2023



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 1,210 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

Top Themes (Page 5)

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

Overall sentiment is 51% positive, 48% negative and 1% neutral.

Trends...

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

Addison Road Medical Practice, Churchill Medical Centre and The Firs receive a notable volume and ratio of positive comments.

Service Access (Page 6)

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

Trends...

Satisfaction on service access has improved by 1% this quarter, comments suggest. Complaints are down by a notable 12% on telephone access and by 6% on booking, while increasing by 3% on waiting times.

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 & nursing care, however user involvement is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are up by 5% on treatment and care, and by 1% on staff attitude.

St James Medical Practice, Churchill Medical Centre and Addison Road 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. Repeat prescriptions, test results and the ability to complain are also cited as issues.

Trends...

Complaints about administration have increased by 5% this quarter, while decreasing by 2% on communication.

Addison Road Medical Practice and Churchill Medical Centre receive a notable volume and ratio of positive feedback.

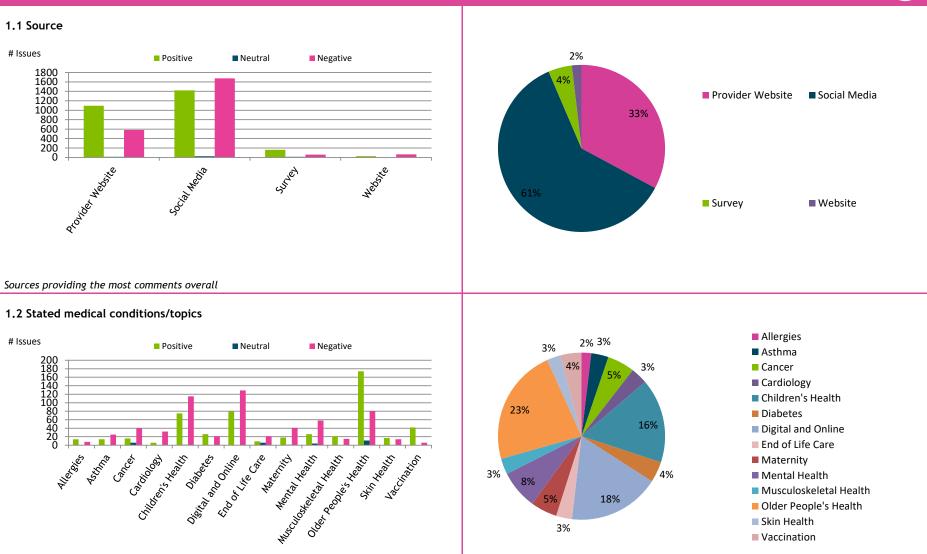
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics

Issues

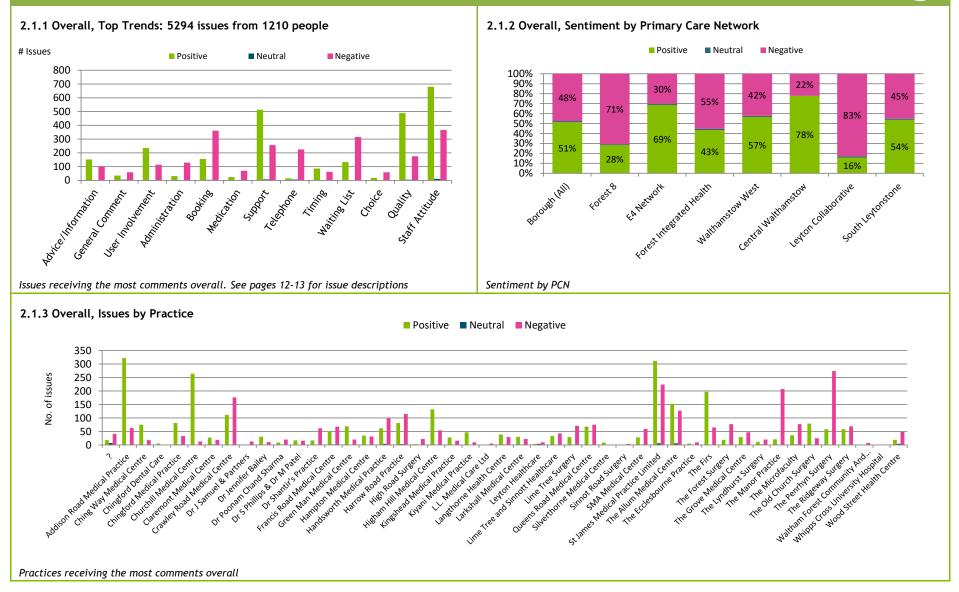
Issues

 $1800 \\ 1600 \\ 1400 \\ 1200 \\ 1000 \\ 800 \\ 600 \\ 400 \\ 200 \\ 0 \\ 0$



Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 1231 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 350 100% 90% 300 80% 459 80% 70% 60% 50% 40% 30% 20% 10% 250 71% 74% 81% 200 969 150 54% 100 38% Forest measured health 28% certra wathanston 31% 25% 50 0% Wattenston West 0 rough (All) Southleytonstone Forest Carlon Carlons Contraction of the second seco Onine Streems W altige List 80 11,10 80 Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 120 100 No. of issues 80 60 40 20 The Walter Man Pacific 0 Walton for Committee And 5 James Welled Produe limited Crawley Bood Welling Centre Cineson wedde Pacific Charmon Medica Centre The Allon Medica Centre The Ecdemoure Practice Wood Steel Health Centre Addison Road Medica Practice Chine Walvested Centre Churchinged care D15anuel Patries DrS Phillips of M Patel Francis Contraction Contraction Green Nen Nedled Centre Hondshort Medica Produce Harrow Road Practice Heron Hinneded Centre Overs For we deal can the The Gove Medical Centre tompon well centre Kyen Welder Patrice The Micoleulty The Pentity Suffert Dr Jenniter Bailey ANSTAIN NEW CENTE the old churd surgery Dreopen Chard Starts KINSHER NEW PRETER and to the theat of the state Ine free and Smootheattheat Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 1606 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 350 100% 90% 11% 13% 300 29% 33% 80% 39% 250 70% 60% 50% 40% 30% 20% 10% 0% 58% 74% 200 89% 85% 150 70% 66% 61% 63% 100 41% Central Wattoniston 25% 50 Forest Integated Health FA Network Wattenston West 0 rough (All) Southleytonstone Foresto the second second Mocion HULL CON CONTRACT Contraction of the second the search of th and the second s - Stoods Colina Co Croice Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 160 140 120 No. of issues 100 80 60 40 20 DiPool of Sphilling Standing Partice 0 Hampion Metro Reader The note what heat entre Helen Hill Medical Contre 5 tanes welled Produce limited Claenon Melia Centre Crawley Bood well al centre Crine od webica Practice Lanethone Health Centre The Allon Medica Centre The Ecdesnume Partie Addison Road Medical Practice Chine Way Nedical Centre Chine on Denta Care Churchine and Centre Fonds Pool Media Centre Kingheed we did Practice L- Weddel Care Ltd Shentone helde carte The Gove Medica Centre The Old Church Streen Green Men Meddel Centre ANSO Medica Centre The Manon Practice Harow Road Produce Kyen Weddel Pratite Cuerto contraction of the second Dri Samuel & Parmers Ine free and smootheattreak The Indust Suger the Pentry Surgery Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 1074 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 400 100% 90% 11% 350 34% 80% 349 36% 41% 300 53% 70% 60% 50% 40% 30% 20% 10% 0% 250 75% 200 89% 79% 150 64% 65% 63% 57% 46% 100 23% 50 Forest Integrated Health Central Wattanaton Leyton Collaborative wattanston west 0 Borough Ann the Network SouthLeytonstone Foresto A support Clinicon, Clinic Miles Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 100 90 80 70 60 50 40 30 20 10 No. of issues S. More welt the Allon Welter Wattan Coles Committy Ind. Canter Pool Disame a parters The fore Medical Centre Hampion Medical Produce L. Medical realth cartle 0 Chind on we did practice Heren Hill Medical Contre Wood Steel Health Centre Addison Road Medica Practice Chine Walve Lente Charmon Media Centre DrSphillpsborn Patel Child Denta Cale Churchinger Cante Driemier Baley Ford Pool Nearly Centre King read we had produce Dieers, and we did centre The Ecleson the Pacifice ... or Chard Sugery Harlow Read Practice And Weddel Provide Swettone wedde certe The Manon Practice Green New Medica Centre Dr Pooten Chard Sharra Une free and Smootheattheat The Indivision Surgery Practices receiving the most comments overall

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2.5 Administration



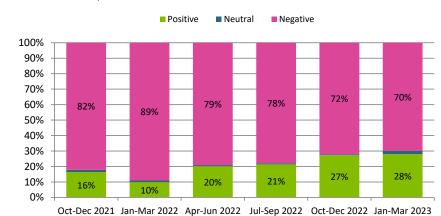
2.6 Communication

2.6.1 Communication: 262 issues detected 2.6.2 Communication, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 160 100% 90% 14% 140 80% 409 40% 40% 120 70% 60% 50% 40% 30% 20% 10% 0% 100 87% 80 86% 76% F 60 60% 599 60% 40 Г 31% central Wattoniston 20 Forest Intelliged Health FA Network Wattanston Mest 0 Borough Ann Southleytonstone And the second s Foresto Serror (100) Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 30 25 No. of issues 20 15 10 5 0 Wattan forst commit hed. White Cost Investor Hospital Chine of weeks Practice Churchinged centre Contemport Medica Centre Came Pool webcal cante Stanes Medica Protice United The Autor Medical Centre The Gove Medical Centre Addison Road Medical Practice Chine Way Nedical Centre Chineson Dental Care Francis Bood Medical Contre Heron Mintedal Contre une ned we dra Protice Ourers Ford we deal the total centre The Ecdesman Practice The Honde Surgery THE OR CHURCH SHEEN Wood Street Health Entre Dr. Sarue & Partners therefor we lide entre Harow Road Practice Kyen Welder Patrice The Manon Practice Dr Jenniter Bailey Green Man Medical Centre ANSTAIN New Centre The Pentin Surgery Hadoweth Medical Pacific Dr Poonen Cland Starting and the training the state Line ree and Smootheattrate Practices receiving the most comments overall

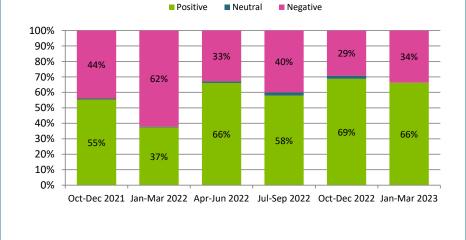
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 80% 45% 46% 51% 50% 56% 70% 68% 60% 50% 40% 30% 54% 53% 48% 49% 43% 20% 31% 10% 0% Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023

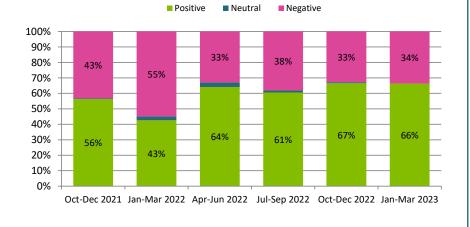
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment



3.2 Service Access, Sentiment

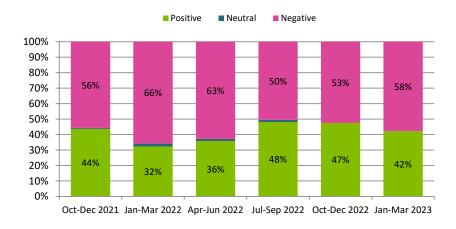
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

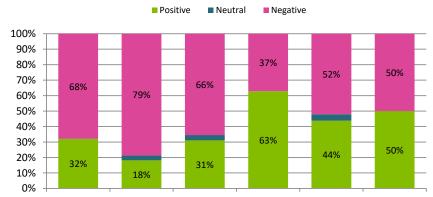
28%

A Year Ago Last Quarter This Quarter

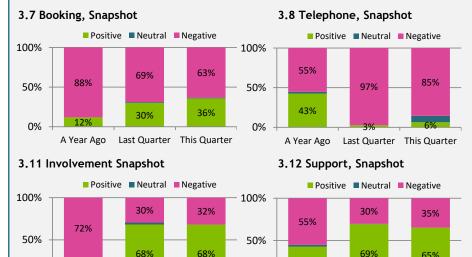
0%



3.6 Communication, Sentiment

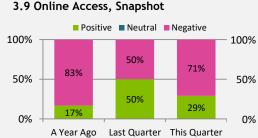


Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023

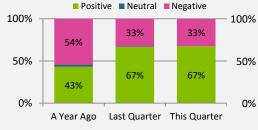


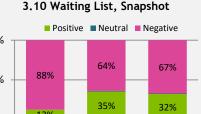
43%

0%



3.13 Staff Attitude, Snapshot



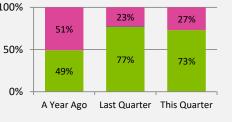


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A Year Ago Last Quarter This Quarter

3.14 Quality, Snapshot

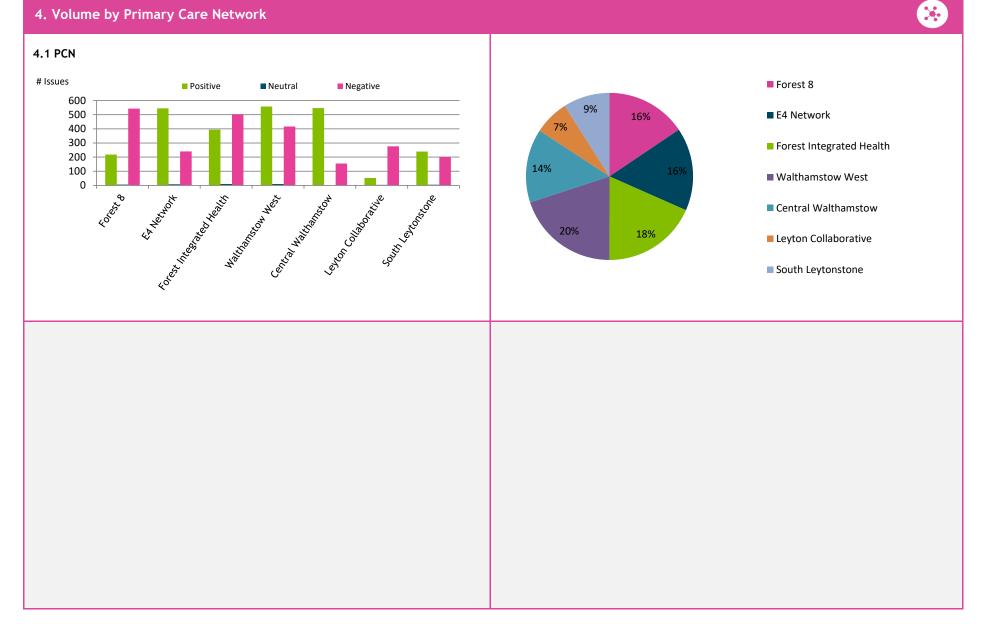
■ Positive ■ Neutral ■ Negative



65%

A Year Ago Last Quarter This Quarter

4. Volume by Primary Care Network



5. Data Table: Number of issues

Issue Name	Descriptor	# Issues				
ISSUE Maine	Descriptor	Positive	# ISSU Neutral	Negative	Total	
Advice/Information	Communication, including access to advice and information.	152	3	102	257	
Carer Involvement	Involvement of carers, friends or family members.	30	1	12	43	
General Comment	A generalised statement (ie; "The doctor was good.")	35	5	59	99	
User Involvement	Involvement of the service user.	235	2	114	351	
Administration	Administrative processes and delivery.	31	1	129	161	
Booking	Ability to book, reschedule or cancel appointments.	156	4	361	521	
Cancellations	Cancellation of appointment by the service provider.	0	0	9	9	
Data Protection	General data protection (including GDPR).	0	0	7	7	
Referral	Referral to a service.	24	1	21	46	
Medical Records	Management of medical records.	11	0	7	18	
Medication	Prescription and management of medicines.	24	0	70	94	
Opening Times	Opening times of a service.	4	1	11	16	
Planning	Leadership and general organisation.	23	0	20	43	
Registration	Ability to register for a service.	6	0	15	21	
Support	Levels of support provided.	513	7	256	776	
Telephone	Ability to contact a service by telephone.	15	6	225	246	
Timing	Physical timing (ie; length of wait at appointments).	86	1	62	149	
Waiting List	Length of wait while on a list.	133	3	315	451	
Choice	General choice.	18	2	59	79	
Cost	General cost.	0	0	6	6	
Language	Language, including terminology.	2	1	3	6	
Nutrition	Provision of sustainance.	0	0	1	1	
Privacy	Privacy, personal space and property.	0	0	8	8	
Quality	General quality of a service, or staff.	489	5	175	669	
Sensory	Deaf/blind or other sensory issues.	1	0	0	1	
Stimulation	General stimulation, including access to activities.	0	0	0	0	

Patients/Carers

Systems

Values

5. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor		# Issues					
			Positive	Neutral	Negative	Total		
Catchment/Distance	Distance to a service (and catchment area for eligability).		1	0	2	3		
Environment/Layout	Physical environment of a service.		13	0	13	26		
Equipment	General equipment issues.		1	1	7	9		
Hazard	General hazard to safety (ie; a hospital wide infection).		3	0	3	6		
Hygiene	Levels of hygiene and general cleanliness.		15	0	2	17		
Mobility	Physical mobility to, from and within services.		0	0	0	0		
Travel/Parking	Ability to travel or park.		2	0	4	6		
Omission	General omission (ie; transport did not arrive).		0	0	28	28		
Security/Conduct	General security of a service, including conduct of staff.		15	1	7	23		
Staff Attitude	Attitude, compassion and empathy of staff.		680	11	366	1057		
Complaints	Ability to log and resolve a complaint.		0	0	15	15		
Staff Training	Training of staff.		1	0	14	15		
Staffing Levels	General availability of staff.		1	0	10	11		
		Total:	2720	56	2518	5294		

Community Insight CRM

