# The Experience of GP Services: Leyton Collaborative

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 October 2022 - 30 September 2023** 



#### 1. Data Source and Conditions/Topics



#### 1.1 Source # Issues Negative Positive Neutral 180 160 140 120 100 80 60 40 20 0 Information & Signposting 5% Provider Website and the second s Solid March or the second se 59% Social Media Sources providing the most comments overall 1.2 Stated medical conditions/topics # Issues Cancer Positive Neutral Negative 12 8% Children's Health 10 21% 8 11% Diabetes 6 4 Digital and Online 2 11% 0 Columbia de la columb Mental Health 9% Older People's Health 8% Urology 11% Vaccination Medical conditions/topics receiving the most comments overall

#### 2.1 Overall Themes and Sentiment



#### 2.2 Service Access

#### 2.2.1 Service Access: 106 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 35 100% 90% 80% 30 36% 46% 25 70% 60% 50% 40% 30% 20% 10% 0% 66% 68% 78% 82% 20 86% 15 64% 54% 10 36% 33% 31% 22% 5 18% 12% Central Wathonston Southlestonstone 0 WattanstonWest Borough AM the network NON FOREST REBATED HEAVEN CONSOLUTION Solution of the state of the st 60 00 10 10 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 70 60 50 No. of issues 40 30 20 10 0 SWA Wedica Centre The Mana Precise Letton Healthca Practices receiving the most comments overall

### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 103 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 18 100% 90% 80% 10% 16 15% 19% 25% 28% 14 80% 70% 60% 50% 40% 30% 20% 10% 0% 51% 58% 12 10 90% 8 84% 81% 74% 72% 74% 6 49% 42% 4 etwork Forest B Role thealth Collaborative Forest Integrated Letton Collaborative Southle 2 0 Central Wattonston southertonstore WattanstonWest Boroughtail ta network 4000 March 1000 March Medicine (10) Contraction of the second second Color of Contract, I in the second Here Here Stopoor Lee Indiana States Cloth croce 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 50 45 30 25 20 15 10 5 0 No. of issues SWA Wedica Centre The Mano Practice Leventeatheat

Practices receiving the most comments overall

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### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 78 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 30 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 14% 14% 18% 25 29% 32% 34% 51% 59% 20 15 86% 86% 81% 68% 10 65% 48% 41% 5 inot forest head lead the south the south the Central Wathanston southertonstore 0 Wattanstonwet Boroughtain ta network Clinicon, Construction, Constr 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 35 30 25 No. of issues 20 15 10 5 0 SNA Nedica Centre The Mano Practice Lerton Healthcat Practices receiving the most comments overall

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#### 2.5 Administration



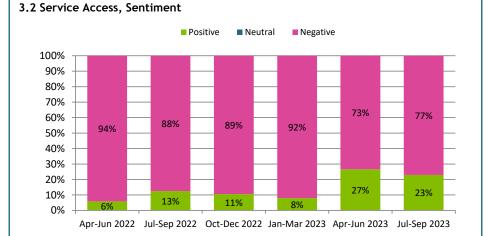
#### 2.6 Communication



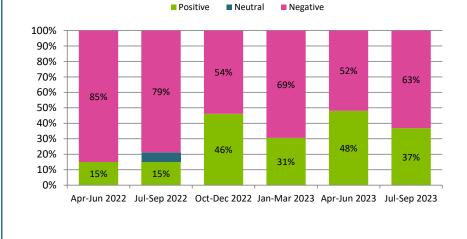
## 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 80% 70% 60% 65% 60% 78% 79% 81% 93% 50% 40% 30% 20% 40% 35% 10% 21% 19% 17% 0% Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023

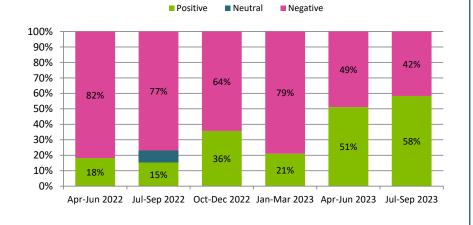
#### 3.1 Overall Sentiment



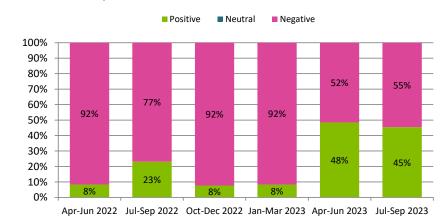
#### 3.3 Treatment and Care, Sentiment



#### 3.4 Staff Attitude, Sentiment

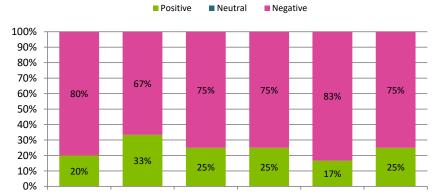


## 3. Timeline: 18 Month Tracker



#### 3.5 Administration, Sentiment

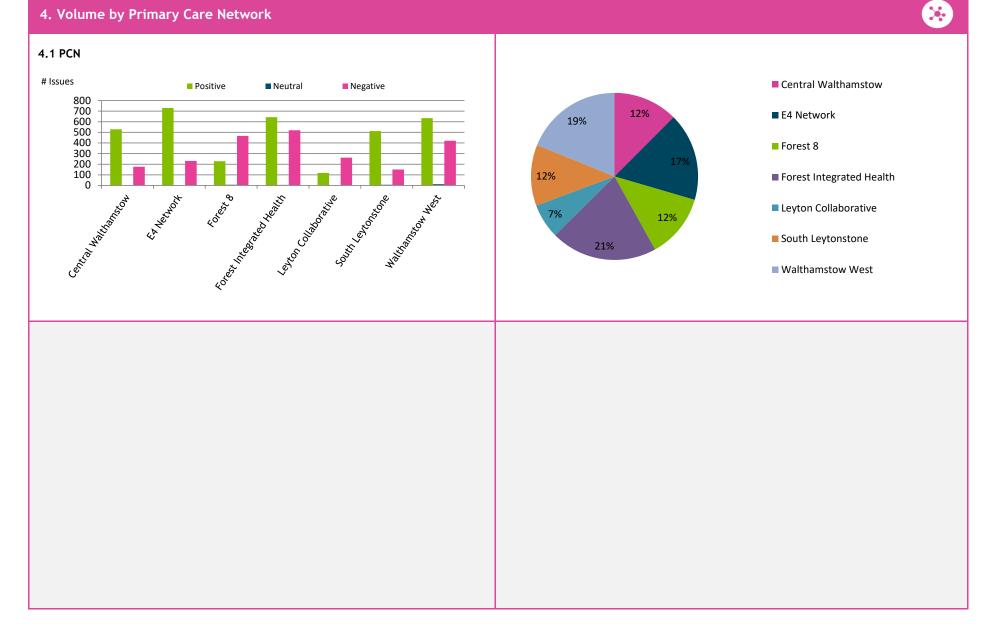




Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023

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#### 4. Volume by Primary Care Network



# 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.	3	0	13	16
	Carer Involvement	Involvement of carers, friends or family members.	1	0	2	3
	General Comment	A generalised statement (ie; "The doctor was good.")	4	0	10	14
	User Involvement	Involvement of the service user.	12	0	13	25
	Administration	Administrative processes and delivery.	2	0	11	13
	Booking	Ability to book, reschedule or cancel appointments.	9	0	32	41
Systems	Cancellations	Cancellation of appointment by the service provider.	0	0	3	3
	Data Protection	General data protection (including GDPR).	0	0	0	0
	Referral	Referral to a service.	0	0	1	1
	Medical Records	Management of medical records.	0	0	0	0
	Medication	Prescription and management of medicines.	0	0	6	6
	Opening Times	Opening times of a service.	0	0	1	1
	Planning	Leadership and general organisation.	0	0	4	4
	Registration	Ability to register for a service.	0	0	0	0
	Support	Levels of support provided.	26	0	28	54
	Telephone	Ability to contact a service by telephone.	1	0	21	22
	Timing	Physical timing (ie; length of wait at appointments).	0	0	6	6
	Waiting List	Length of wait while on a list.	9	0	31	40
Values	Choice	General choice.	0	0	2	2
	Cost	General cost.	0	0	3	3
	Language	Language, including terminology.	0	0	0	0
	Nutrition	Provision of sustainance.	0	0	0	0
	Privacy	Privacy, personal space and property.	0	0	0	0
	Quality	General quality of a service, or staff.	19	0	23	42
	Sensory	Deaf/blind or other sensory issues.	0	0	0	0
	Stimulation	General stimulation, including access to activities.	0	0	0	0

## 5. Data Table: Number of issues

Issue Name	Descriptor		# Issues					
			Positive	Neutral	Negative	Total		
Catchment/Distance	Distance to a service (and catchment area for eligability).		0	0	0	0		
Environment/Layout	Physical environment of a service.		0	0	1	1		
Equipment	General equipment issues.		0	0	0	0		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0		
Hygiene	Levels of hygiene and general cleanliness.		0	0	1	1		
Mobility	Physical mobility to, from and within services.		0	0	0	0		
Travel/Parking	Ability to travel or park.		0	0	0	0		
Omission	General omission (ie; transport did not arrive).		0	0	1	1		
Security/Conduct	General security of a service, including conduct of staff.		0	0	0	0		
Staff Attitude	Attitude, compassion and empathy of staff.		32	0	46	78		
Complaints	Ability to log and resolve a complaint.		0	0	1	1		
Staff Training	Training of staff.		0	0	0	0		
Staffing Levels	General availability of staff.		0	0	1	1		
		Total:	118	0	261	379		

#### Disclaimer:

Environment

Staff

The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Community Insight CRM