## The Experience of GP Services: South Leytonstone

A trends analysis report by Healthwatch Waltham Forest



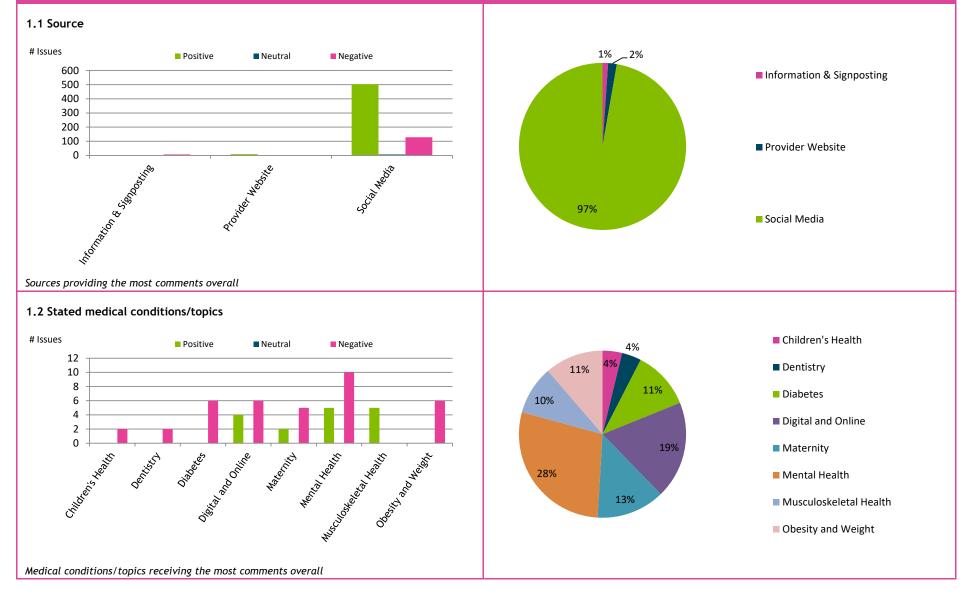
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 October 2022 - 30 September 2023

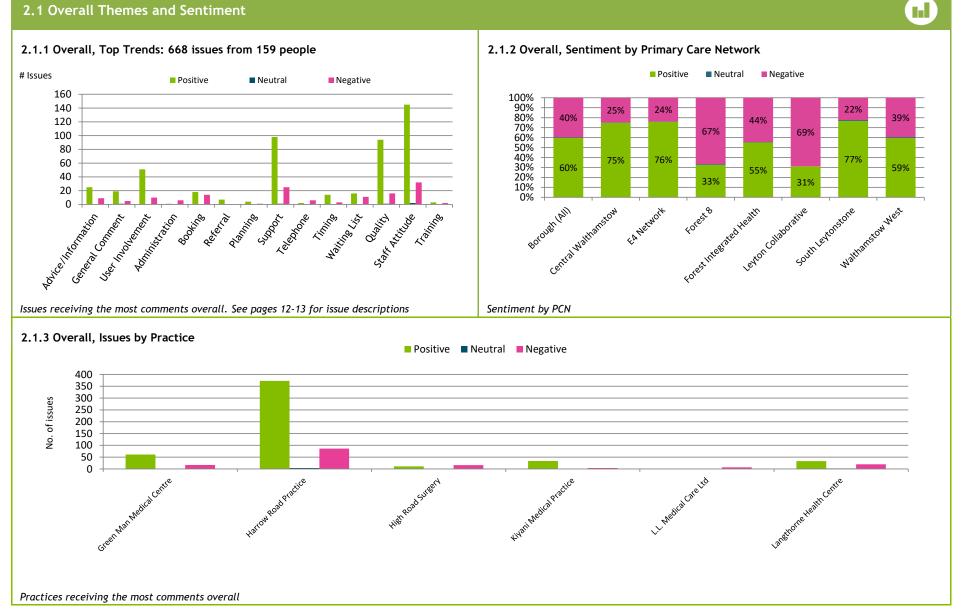


### 1. Data Source and Conditions/Topics





#### 2.1 Overall Themes and Sentiment



#### 2.2 Service Access

#### 2.2.1 Service Access: 69 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 18 100% 90% 80% 16 36% 14 46% 70% 60% 50% 40% 30% 20% 10% 0% 12 66% 68% 78% 82% 86% 10 8 64% 6 54% 4 36% 33% 31% wort Forest & Health Forest Restard Health Forest Restard Health Forest Restard Health Forest Restard Forest Re 22% 2 0 18% 12% Central Wathonston southettorstore WattanstonWest BOROUENIAM ta Network W altig 800,110,00 Solution of the solution of th 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 30 25 No. of issues 20 15 10 5 0 Harow Read Practice Lanettone least centre High Road Surgery kuni weda Protice L' Medical care l'a Geenwannedcal centr Practices receiving the most comments overall

### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 257 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 80 100% 90% 80% 10% 70 15% 19% 25% 28% 60 80% 70% 60% 50% 40% 30% 20% 10% 0% 51% 58% 50 40 90% 84% 81% 74% 72% 74% 30 49% 20 42% 10 central Wathanston southettorstore WattanstonWest 0 Boroughtail ta Network Not Forest & Levron Collaborative Lind Contraction of the second second Medicine (String) Willing Street terest in the second Stoods Con Inderna Sector Contraction of the sector of the sect Contraction of the second uoie. 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 180 160 140 No. of issues 120 100 80 60 40 20 0 Harow Read Practice Lanettone teath centre Green Non Mallal Contre Hist Road Surgery then we dra Pratice L' Medical care l'a Practices receiving the most comments overall

### 2.4 Staff Attitude



#### 2.5 Administration

#### 2.5.1 Administration: 82 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 35 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 30 28% 32% 34% 49% 47% 25 68% 71% 20 50% 15 72% 68% 66% 10 53% 50% 32% 27% 5 Star Contraction of the second Central Wathanston southettorstore 0 WattanstonWest Boroughtan ta Network Forest Regard Health Letton Colliborative Colores - Colore teally & all a Mening Alexandress Solor Solor Addition of the second What was a standard with the standard est color Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 45 40 35 30 25 20 15 10 No. of issues 5 0 Langtone least centre Harrow Road Practice High Road Surgery then we that Protice L. Medical care the Green Non Westig Centre

Practices receiving the most comments overall

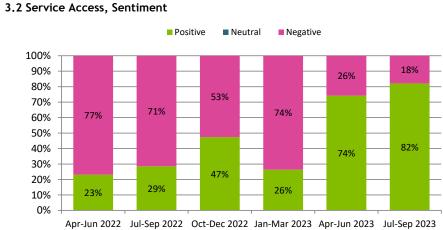
#### 2.6 Communication



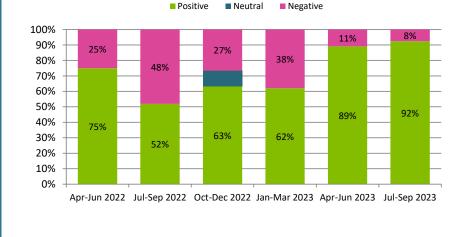
### 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 9% 13% 90% 36% 38% 80% 46% 52% 70% 60% 50% 90% 86% 40% 64% 30% 58% 54% 47% 20% 10% 0% Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023

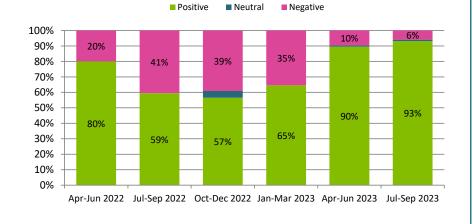
#### 3.1 Overall Sentiment



#### 3.3 Treatment and Care, Sentiment

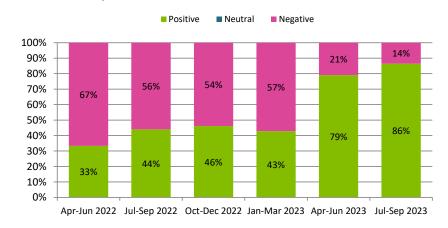


#### 3.4 Staff Attitude, Sentiment



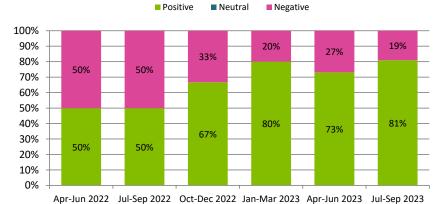
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### 3. Timeline: 18 Month Tracker

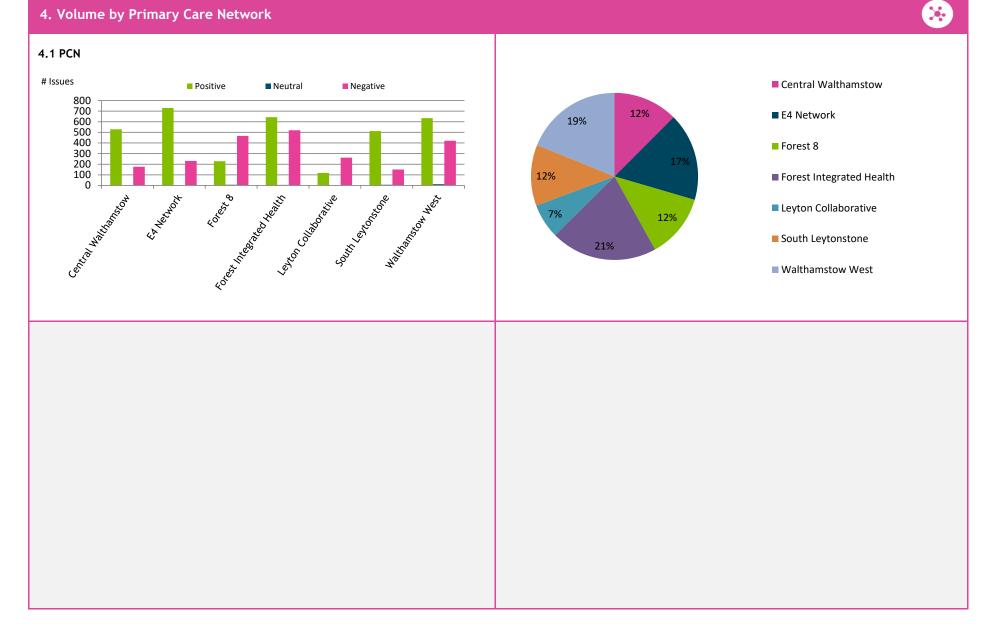


#### 3.5 Administration, Sentiment





### 4. Volume by Primary Care Network



## 5. Data Table: Number of issues

	Issue Name	Descriptor		# Issues				
			I	Positive	Neutral	Negative	Total	
Patients/Carers	Advice/Information	Communication, including access to advice and information.		25	0	9	34	
	Carer Involvement	Involvement of carers, friends or family members.		0	0	0	0	
	General Comment	A generalised statement (ie; "The doctor was good.")		19	1	5	25	
	User Involvement	Involvement of the service user.		51	0	10	61	
	Administration	Administrative processes and delivery.		1	0	6	7	
	Booking	Ability to book, reschedule or cancel appointments.		18	0	14	32	
	Cancellations	Cancellation of appointment by the service provider.		0	0	1	1	
	Data Protection	General data protection (including GDPR).		0	0	1	1	
Systems	Referral	Referral to a service.		7	0	0	7	
	Medical Records	Management of medical records.		0	0	0	0	
	Medication	Prescription and management of medicines.		0	0	3	3	
	Opening Times	Opening times of a service.		1	0	0	1	
	Planning	Leadership and general organisation.		4	0	1	5	
	Registration	Ability to register for a service.		0	0	0	0	
	Support	Levels of support provided.		98	1	25	124	
	Telephone	Ability to contact a service by telephone.		2	0	6	8	
	Timing	Physical timing (ie; length of wait at appointments).		14	0	3	17	
	Waiting List	Length of wait while on a list.		16	0	11	27	
	Choice	General choice.		1	0	2	3	
	Cost	General cost.		0	0	1	1	
Values	Language	Language, including terminology.		1	0	1	2	
	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.		94	1	16	111	
	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).		1	0	0	1		
Environment/Layout	Physical environment of a service.		4	0	0	4		
Equipment	General equipment issues.		1	0	0	1		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0		
Hygiene	Levels of hygiene and general cleanliness.		4	0	0	4		
Mobility	Physical mobility to, from and within services.		1	0	0	1		
Travel/Parking	Ability to travel or park.		1	0	0	1		
Omission	General omission (ie; transport did not arrive).		0	0	0	0		
Security/Conduct	General security of a service, including conduct of staff.		0	1	0	1		
Staff Attitude	Attitude, compassion and empathy of staff.		145	2	32	179		
Complaints	Ability to log and resolve a complaint.		0	0	1	1		
Staff Training	Training of staff.		3	0	2	5		
Staffing Levels	General availability of staff.		0	0	0	0		
		Total:	512	6	150	668		

#### 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