The Experience of GP Services: E4 Network

A trends analysis report by Healthwatch Waltham Forest
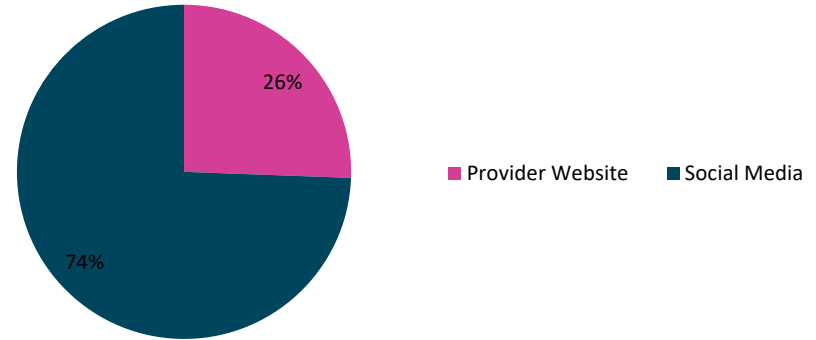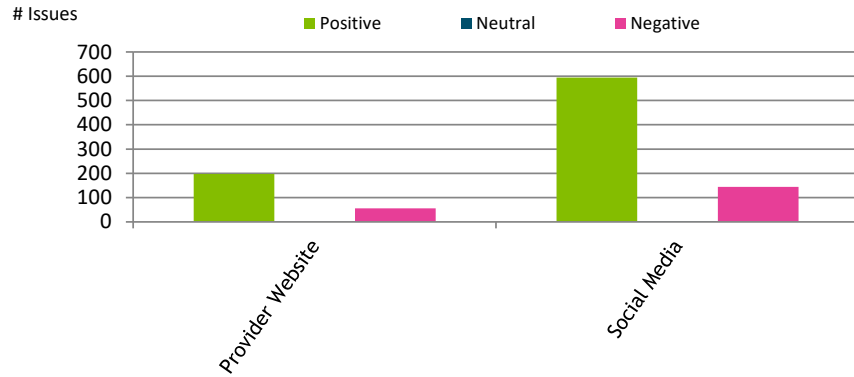
Community*Insight*

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.
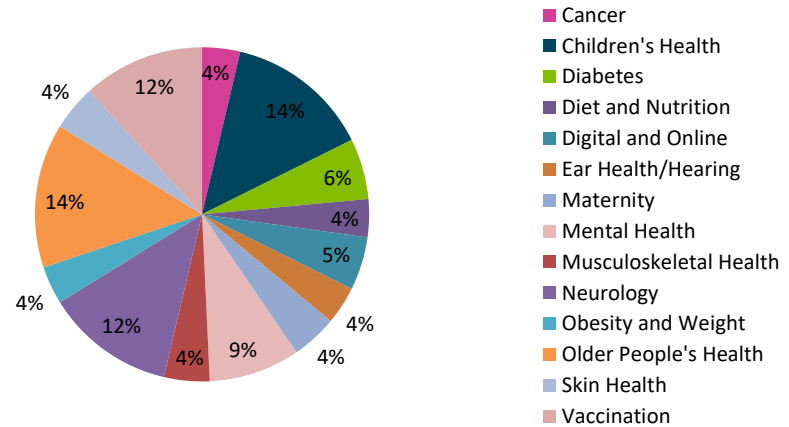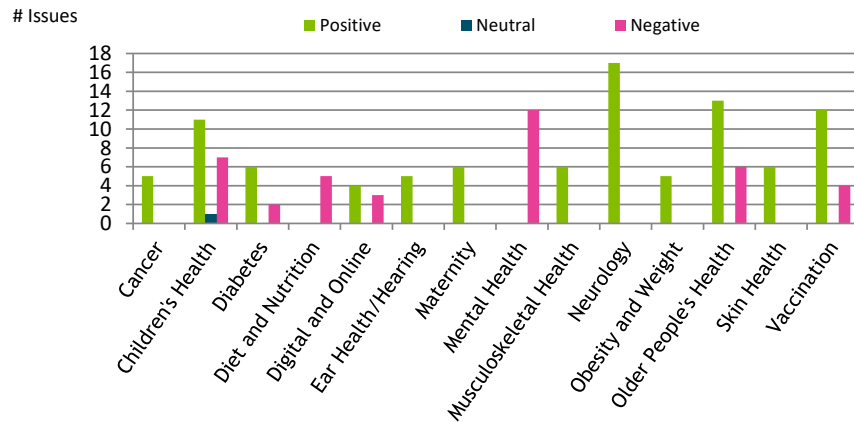
Reporting Period: 1 January - 31 December 2023

healthwatch
Waltham Forest

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart showing Provider Website and Social Media by sentiment. Y-axis scale 0 to 700.

Sources providing the most comments overall

Pie chart:
- Provider Website: 26%
- Social Media: 74%

Legend: Provider Website, Social Media

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart of conditions: Cancer, Children's Health, Diabetes, Diet and Nutrition, Digital and Online, Ear Health/Hearing, Maternity, Mental Health, Musculoskeletal Health, Neurology, Obesity and Weight, Older People's Health, Skin Health, Vaccination. Y-axis scale 0 to 18.

Medical conditions/topics receiving the most comments overall

Pie chart percentages:
- Cancer: 4%
- Children's Health: 14%
- Diabetes: 6%
- Diet and Nutrition: 4%
- Digital and Online: 5%
- Ear Health/Hearing: 4%
- Maternity: 4%
- Mental Health: 9%
- Musculoskeletal Health: 4%
- Neurology: 12%
- Obesity and Weight: 4%
- Older People's Health: 14%
- Skin Health: 4%
- Vaccination: 12%

Legend: Cancer, Children's Health, Diabetes, Diet and Nutrition, Digital and Online, Ear Health/Hearing, Maternity, Mental Health, Musculoskeletal Health, Neurology, Obesity and Weight, Older People's Health, Skin Health, Vaccination

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 1010 issues from 215 people

Issues

Legend: Positive | Neutral | Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude
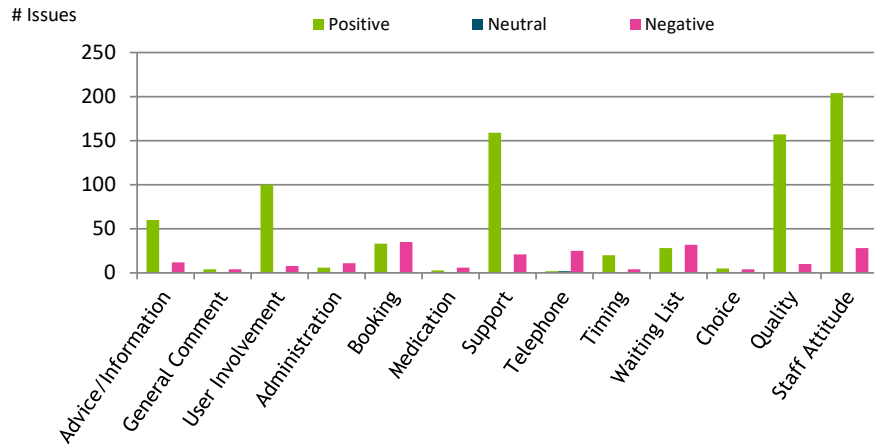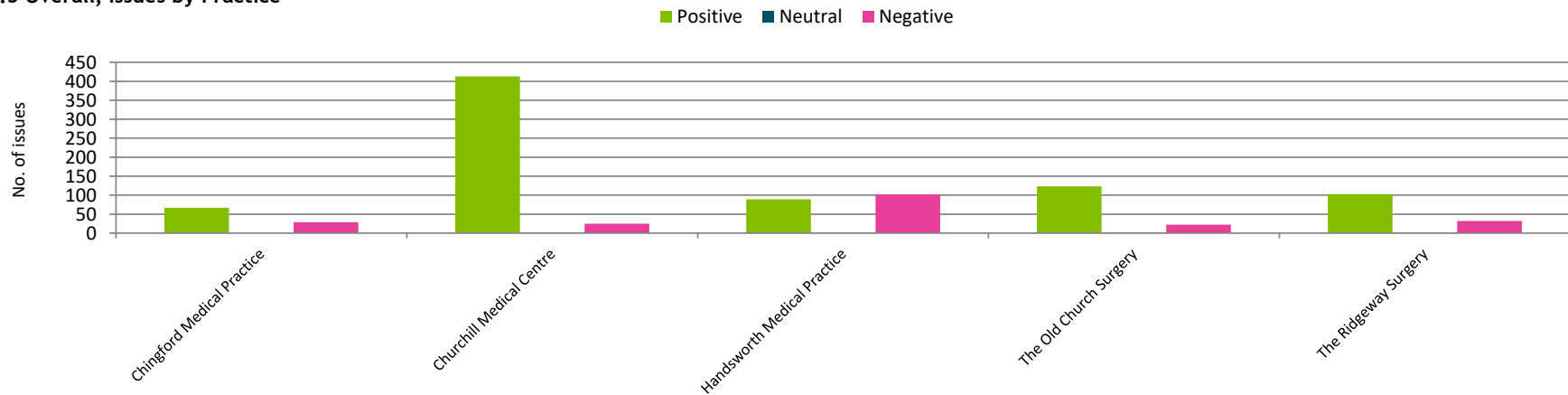
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive | Neutral | Negative

PCN	Positive	Negative
Borough (All)	64%	35%
Central Walthamstow	72%	27%
E4 Network	79%	21%
Forest 8	49%	49%
Forest Integrated Health	63%	35%
Leyton Collaborative	28%	72%
South Leytonstone	76%	22%
Walthamstow West	64%	35%
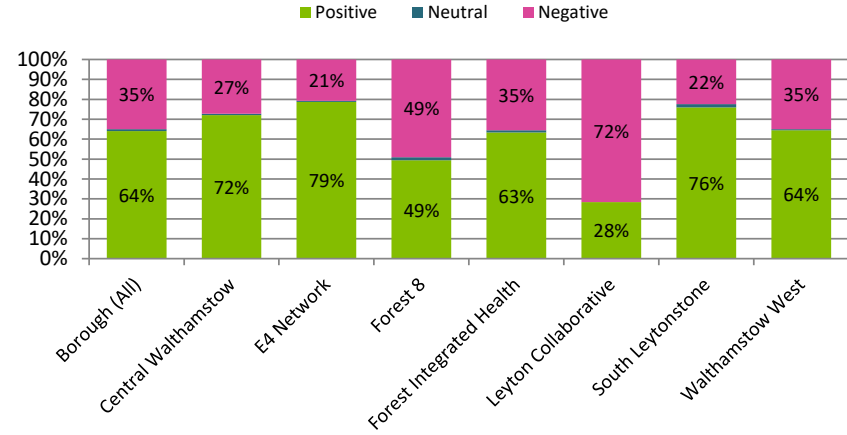
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive | Neutral | Negative

No. of issues

Practices (x-axis): Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 155 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart shows # of issues (scale 0–35) for categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List
- Booking: Positive ~26, Neutral ~1, Negative ~32
- Cancellations: (none)
- Opening Times: Positive ~1
- Online Systems: Positive ~3, Negative ~3
- Telephone: Positive ~2, Neutral ~2, Negative ~25
- Waiting List: Positive ~28, Negative ~32
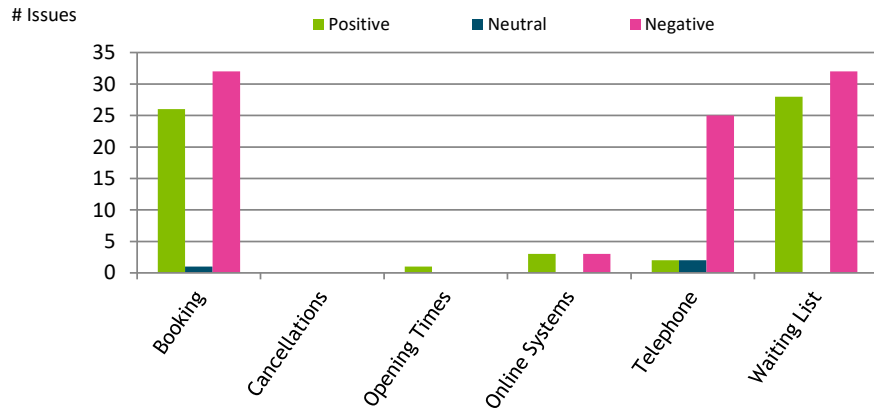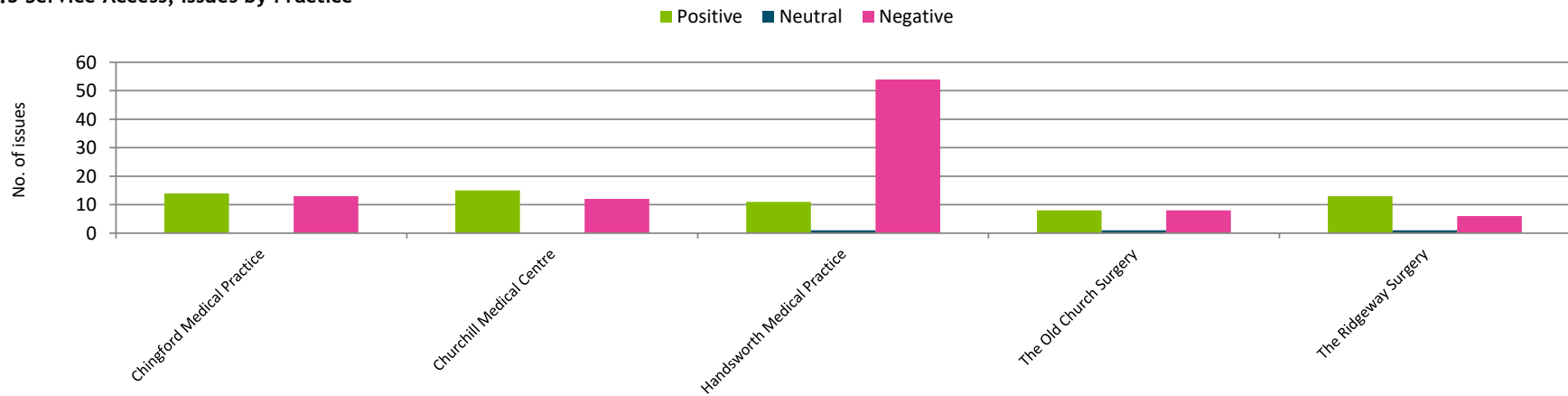
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	36%	63%
Central Walthamstow	63%	38%
E4 Network	39%	59%
Forest 8	19%	77%
Forest Integrated Health	28%	70%
Leyton Collaborative	16%	84%
South Leytonstone	54%	46%
Walthamstow West	43%	55%
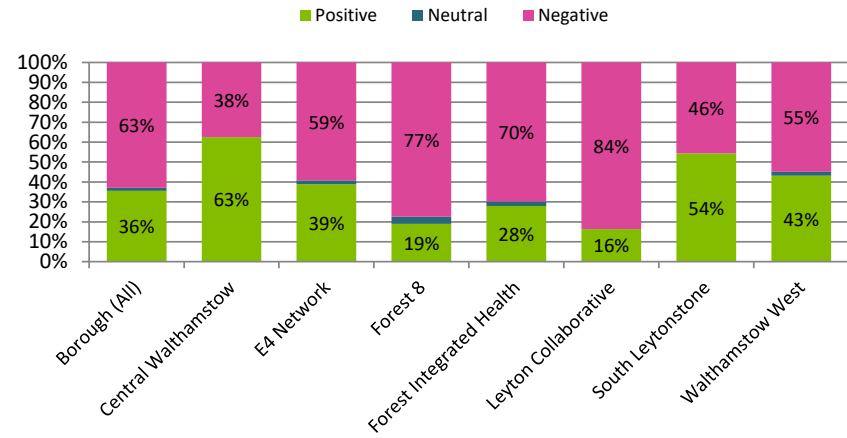
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart (scale 0–60) for practices:
- Chingford Medical Practice: Positive ~14, Negative ~13
- Churchill Medical Centre: Positive ~15, Negative ~12
- Handsworth Medical Practice: Positive ~11, Neutral ~1, Negative ~54
- The Old Church Surgery: Positive ~8, Neutral ~1, Negative ~8
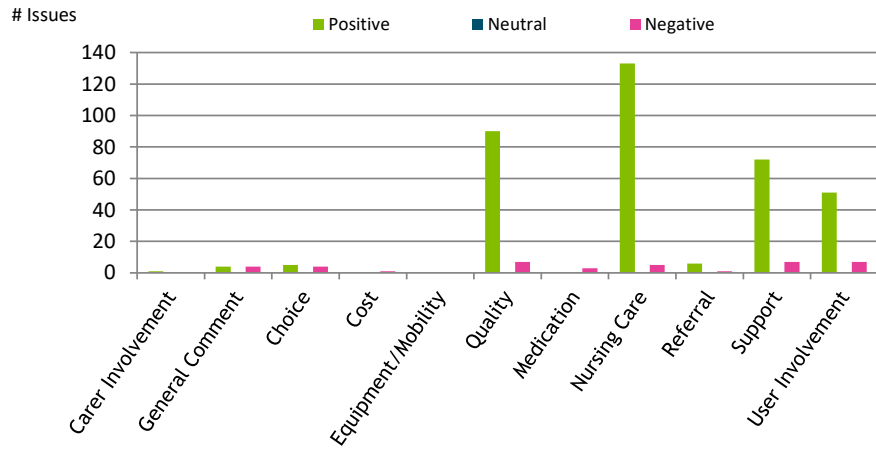- The Ridgeway Surgery: Positive ~13, Neutral ~1, Negative ~6

Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 401 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by category (y-axis 0 to 140):
- Carer Involvement
- General Comment
- Choice
- Cost
- Equipment/Mobility
- Quality (~90 positive, ~7 negative)
- Medication
- Nursing Care (~133 positive, ~4 negative)
- Referral
- Support (~72 positive, ~7 negative)
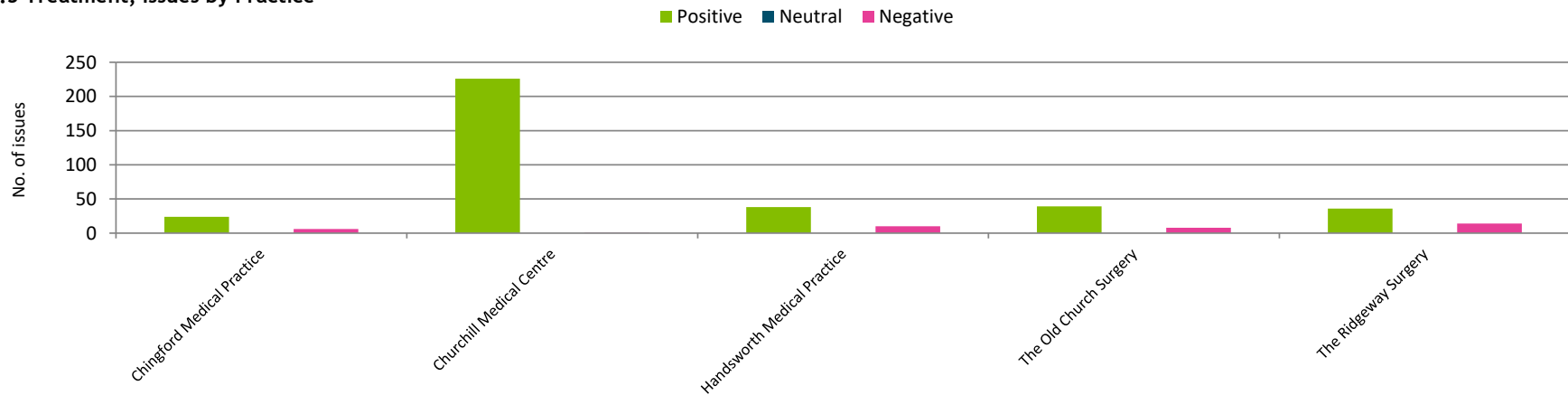- User Involvement (~51 positive, ~6 negative)

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)	76%	23%
Central Walthamstow	76%	23%
E4 Network	90%	10%
Forest 8	66%	34%
Forest Integrated Health	78%	21%
Leyton Collaborative	38%	62%
South Leytonstone	80%	18%
Walthamstow West	77%	23%
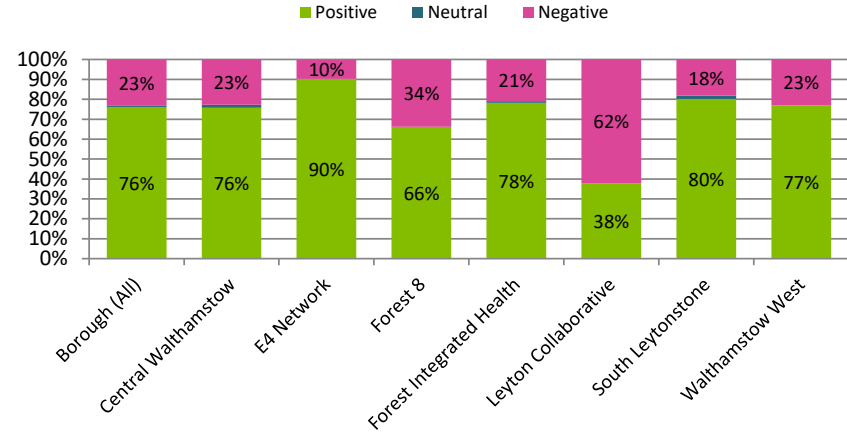
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis 0 to 250):
- Chingford Medical Practice (~25 positive, ~5 negative)
- Churchill Medical Centre (~225 positive)
- Handsworth Medical Practice (~38 positive, ~10 negative)
- The Old Church Surgery (~40 positive, ~8 negative)
- The Ridgeway Surgery (~37 positive, ~13 negative)

Practices receiving the most comments overall

5

2.4 Staff Attitude

2.4.1 Staff Attitude: 232 issues detected

Issues

Legend: Positive, Neutral, Negative
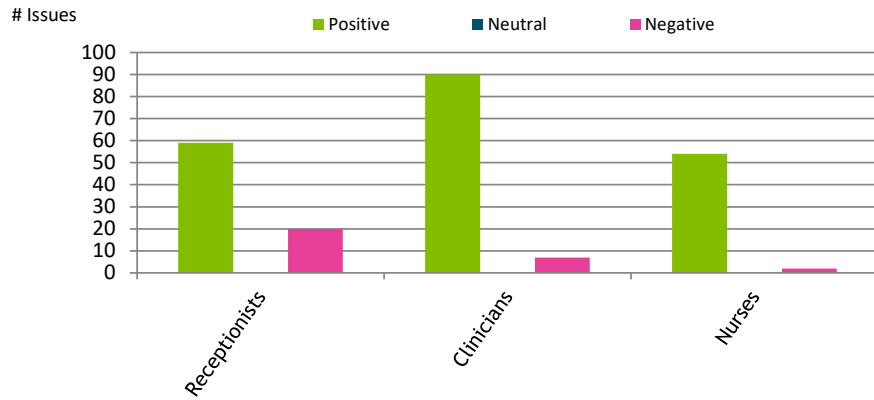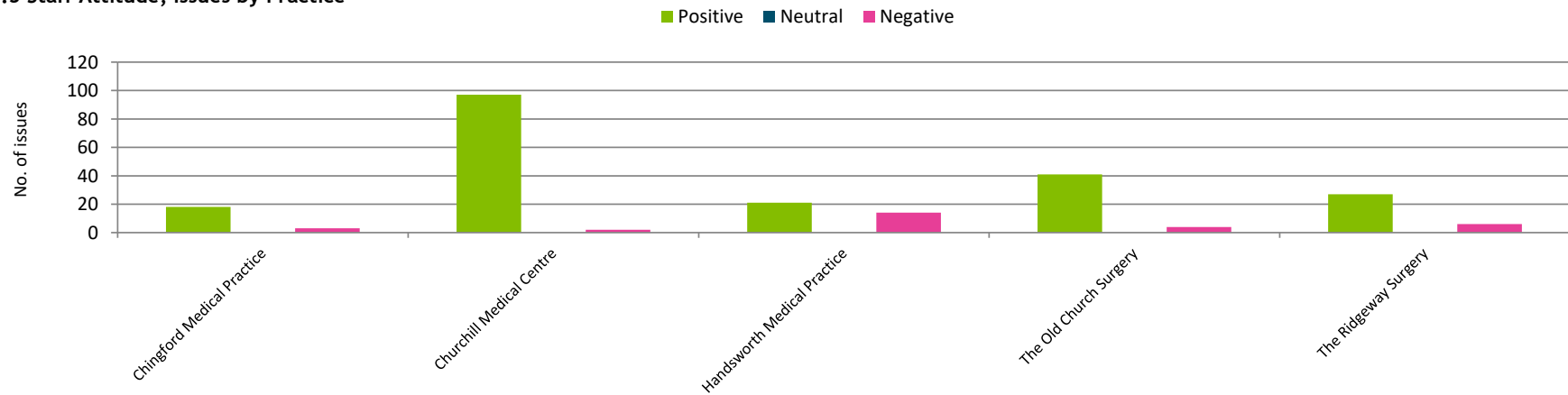

Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	74%	25%
Central Walthamstow	84%	16%
E4 Network	88%	12%
Forest 8	63%	36%
Forest Integrated Health	75%	25%
Leyton Collaborative	37%	63%
South Leytonstone	83%	15%
Walthamstow West	70%	29%
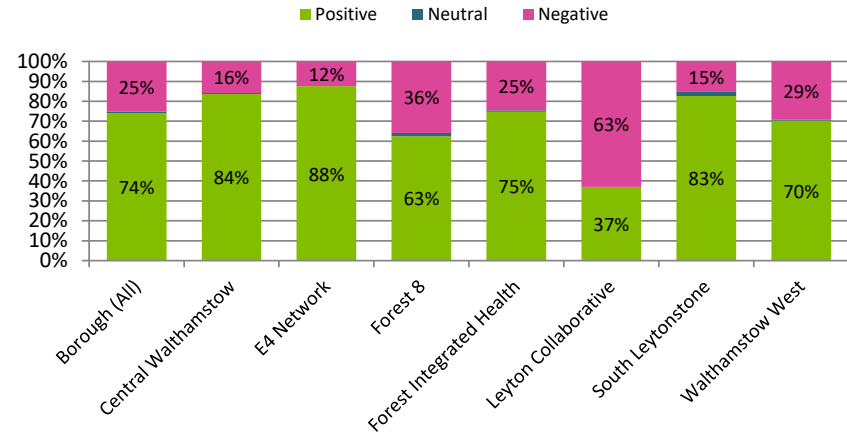
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, The Old Church Surgery, The Ridgeway Surgery

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 102 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative
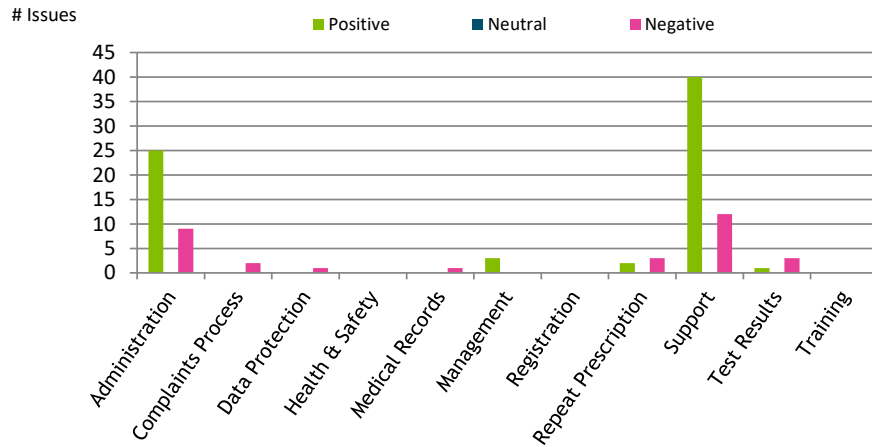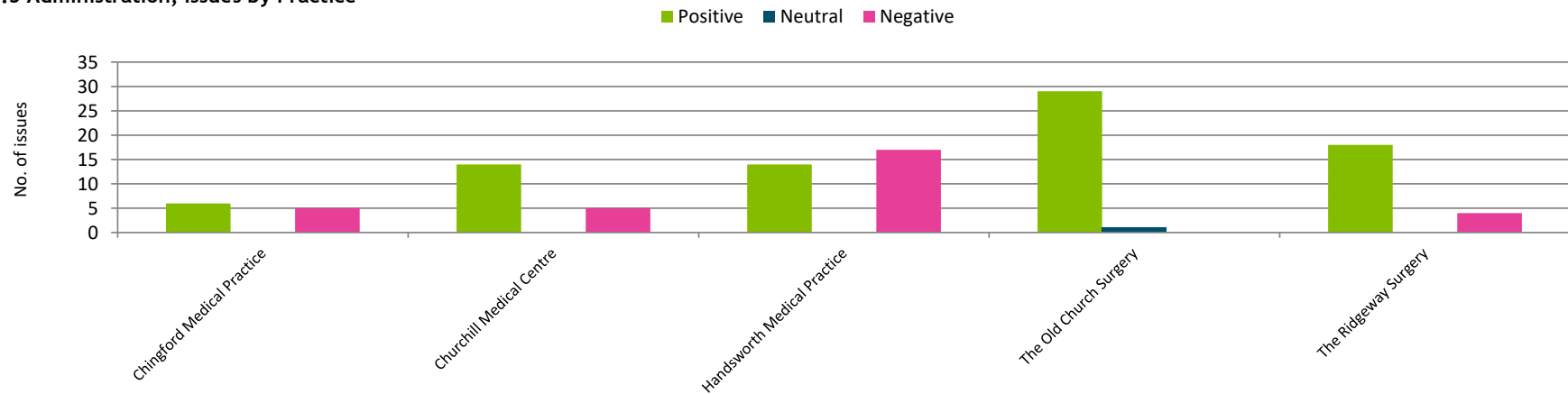
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative
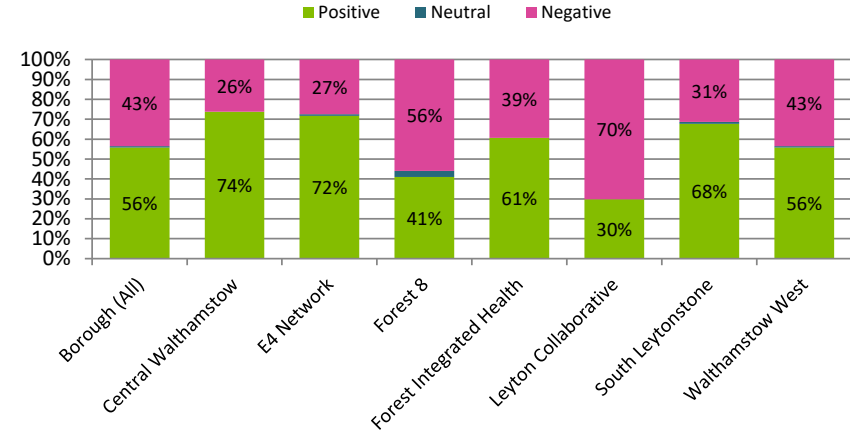
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 72 issues detected

Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Chart showing number of issues by category:
- Advice/Information: ~60 (Positive), ~12 (Negative)
- Language/Interpret...: (none visible)
- Sensory (Deaf/Blind): (none visible)

Y-axis: 0, 10, 20, 30, 40, 50, 60, 70
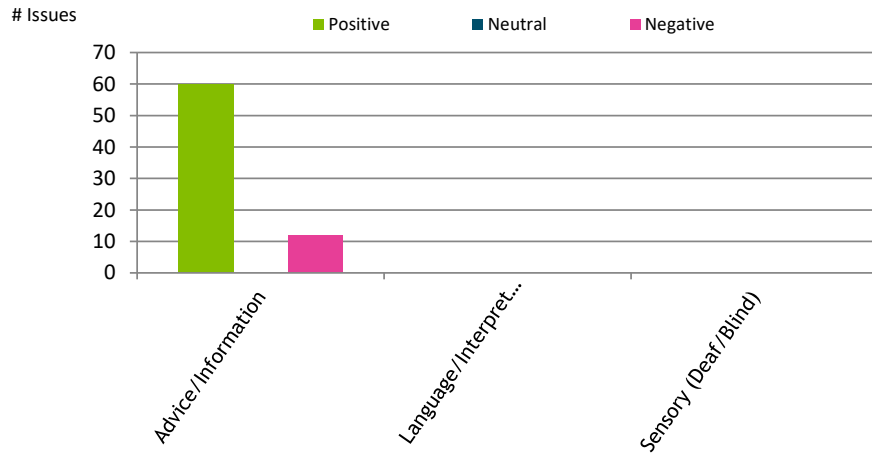
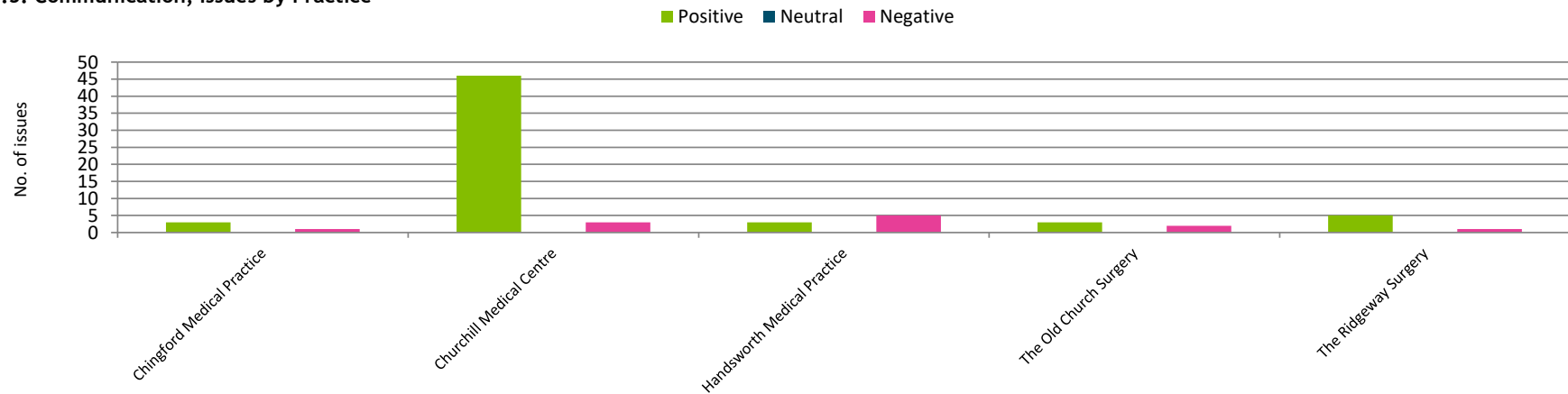*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive (green), Neutral (blue), Negative (pink)

100% stacked bar chart showing sentiment by PCN:

PCN	Positive	Negative
Borough (All)	65%	35%
Central Walthamstow	63%	38%
E4 Network	83%	17%
Forest 8	54%	46%
Forest Integrated Health	76%	24%
Leyton Collaborative	13%	88%
South Leytonstone	63%	35%
Walthamstow West	62%	37%
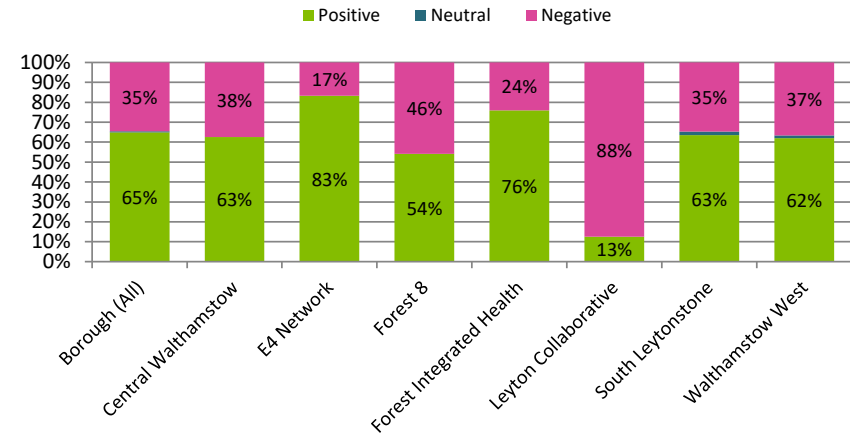
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive (green), Neutral (blue), Negative (pink)

No. of issues

Chart showing issues by practice (Y-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50):
- Chingford Medical Practice: ~3 (Positive), ~1 (Negative)
- Churchill Medical Centre: ~46 (Positive), ~3 (Negative)
- Handsworth Medical Practice: ~3 (Positive), ~5 (Negative)
- The Old Church Surgery: ~3 (Positive), ~2 (Negative)
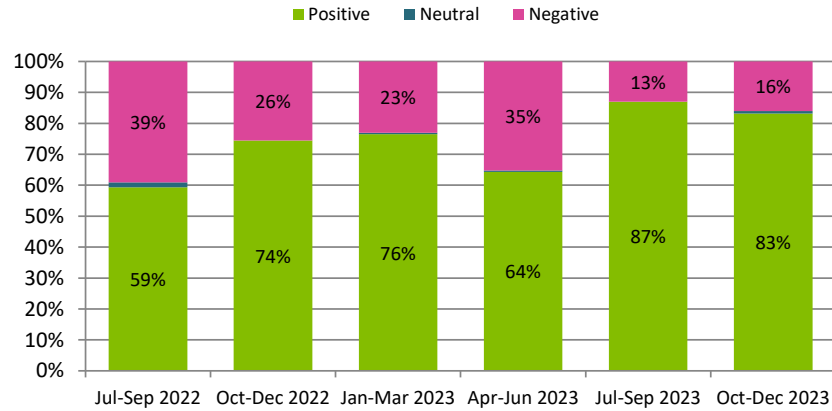- The Ridgeway Surgery: ~5 (Positive), ~1 (Negative)

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	39%	26%	23%	35%	13%	16%
Positive	59%	74%	76%	64%	87%	83%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	73%	70%	62%	69%	63%	44%
Positive	28%	30%	35%	31%	37%	51%
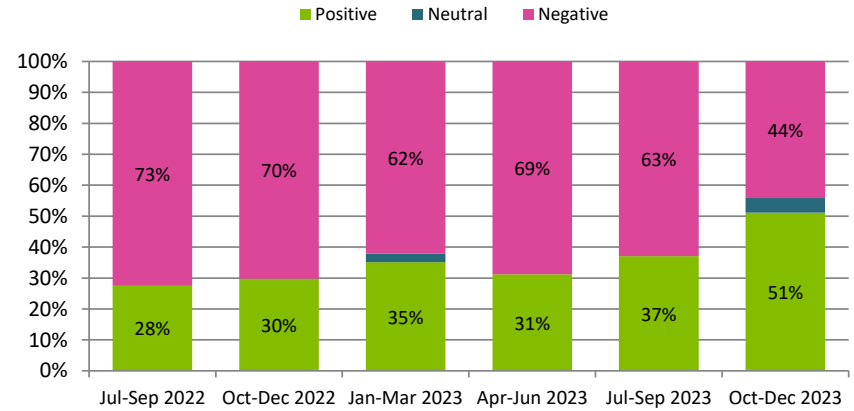
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	21%	11%	15%	13%	7%	9%
Positive	75%	89%	85%	87%	93%	91%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023
Negative	32%	14%	14%	29%	4%	9%
Positive	66%	86%	86%	71%	96%	91%
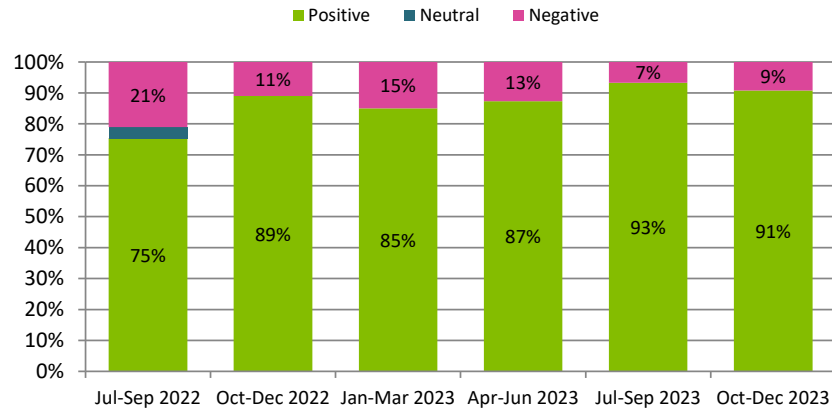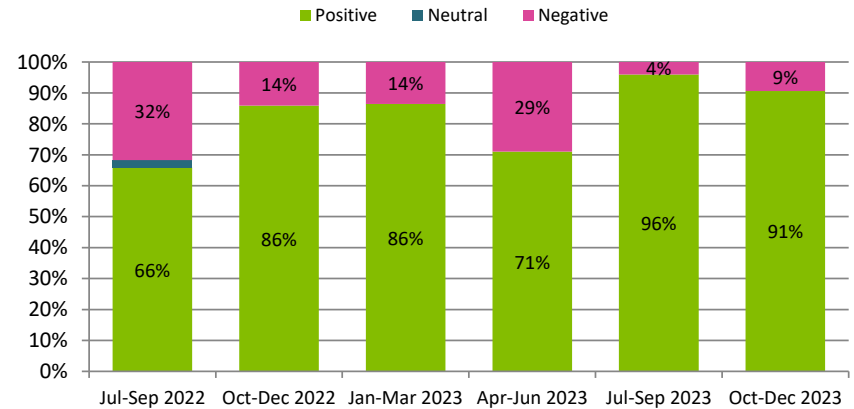
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Jul-Sep 2022	46%	54%
Oct-Dec 2022	72%	28%
Jan-Mar 2023	69%	31%
Apr-Jun 2023	33%	67%
Jul-Sep 2023	88%	13%
Oct-Dec 2023	80%	20%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Jul-Sep 2022	90%	10%
Oct-Dec 2022	80%	20%
Jan-Mar 2023	75%	25%
Apr-Jun 2023	92%	8%
Jul-Sep 2023	94%	6%
Oct-Dec 2023	81%	19%

4.1 PCN

Issues

Positive | Neutral | Negative

Bar chart showing # Issues by PCN: Central Walthamstow, E4 Network, Forest 8, Forest Integrated Health, Leyton Collaborative, South Leytonstone, Walthamstow West

Pie chart:
- Central Walthamstow: 13%
- E4 Network: 15%
- Forest 8: 13%
- Forest Integrated Health: 22%
- Leyton Collaborative: 6%
- South Leytonstone: 14%
- Walthamstow West: 17%

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.*	60	0	12	72
	Carer Involvement	*Involvement of carers, friends or family members.*	2	0	0	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	4	0	4	8
	User Involvement	*Involvement of the service user.*	100	1	8	109
Systems	Administration	*Administrative processes and delivery.*	6	0	11	17
	Booking	*Ability to book, reschedule or cancel appointments.*	33	1	35	69
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	6	0	1	7
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	3	0	6	9
	Opening Times	*Opening times of a service.*	1	0	1	2
	Planning	*Leadership and general organisation.*	4	0	0	4
	Registration	*Ability to register for a service.*	0	0	0	0
	Support	*Levels of support provided.*	159	0	21	180
	Telephone	*Ability to contact a service by telephone.*	2	2	25	29
	Timing	*Physical timing (ie; length of wait at appointments).*	20	0	4	24
	Waiting List	*Length of wait while on a list.*	28	0	32	60
Values	Choice	*General choice.*	5	0	4	9
	Cost	*General cost.*	0	0	1	1
	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.*	157	0	10	167
	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
Environment	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	0	0
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	1	1	0	2
Staff	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	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	204	0	28	232
	Complaints	*Ability to log and resolve a complaint.*	0	0	2	2
	Staff Training	*Training of staff.*	0	0	0	0
	Staffing Levels	*General availability of staff.*	0	0	0	0
	Total:		**795**	**5**	**210**	**1010**

Disclaimer:

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