# The Experience of GP Services: Walthamstow West

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 January - 31 December 2023** 



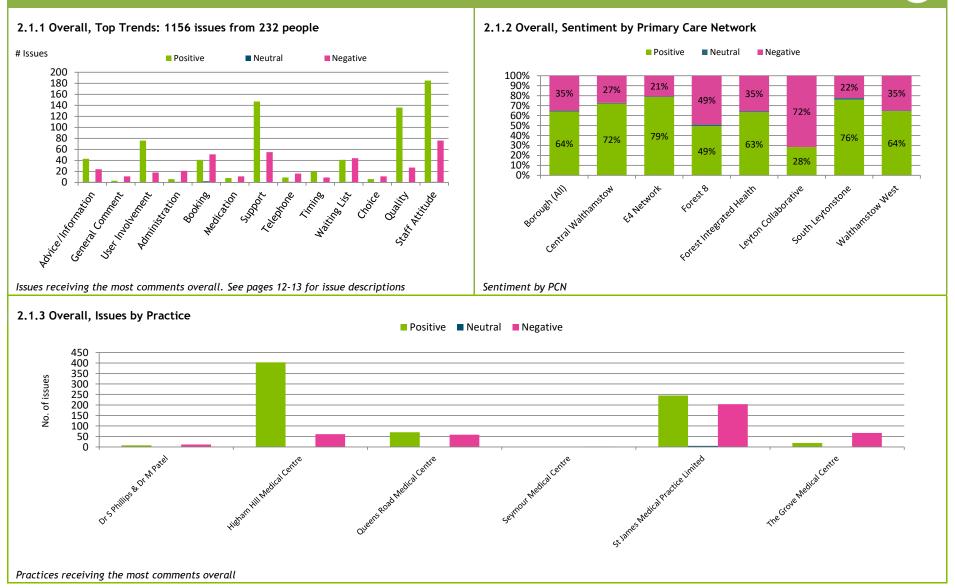
### 1. Data Source and Conditions/Topics





Medical conditions/topics receiving the most comments overall

#### 2.1 Overall Themes and Sentiment



### 2.2 Service Access

#### 2.2.1 Service Access: 206 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 50 45 40 35 30 25 20 15 10 5 0 100% 90% 80% 38% 46% 70% 60% 50% 40% 30% 20% 10% 0% 59% 63% 70% 77% 84% 63% 54% 43% 39% 36% 28% 19% 16% central Wathanston Southertonsone WattanstonWest Boroughtan ta Network Not Forest & Levron Collaborative W Siling List 800 111 105 Selection of the selection and the selection of the selec 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 DrSphillpson Mpatel Heron HI Media Centre Stranes Medical Practice Invited The Grove Medical Centre somour wedde conte Oueers Road Meetical Centre Practices receiving the most comments overall

### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 368 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 100 100% 90% 80% 90 10% 21% 18% 23% 239 80 34% 80% 70% 60% 50% 40% 30% 20% 10% 0% 70 62% 60 50 $\square$ 90% 40 78% 80% 76% 76% 66% 30 20 38% 10 Ne<sup>bicition</sup> de central Wathanston southentonstore WattanstonWest 0 Boroughtail ta network work Forest Regented Health Collaborative Linite Linit Contraction of the second ter ist Stoods Lee Indiana States Solution of the second Contraction of the second 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 0 Dr.SpillosornPatel The Gove Medical Centre Heron HI Media Centre semour wedra centre Stanes Nedical Protice Linited Oueers Road Meetical Centre Practices receiving the most comments overall

### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 261 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 100 90 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 12% 16% 15% 25% 80 70 25% 36% 63% 60 50 40 88% 84% 83% 74% 75% 70% 63% 30 20 37% twork Forest Regard Health Collaborative Forest Integrated Leyton Collaborative Southle 10 Central Wathonston southertonsore Wattanstonwet 0 Boroughtain the network Person of the second se inition of the second 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 120 100 No. of issues 80 60 40 20 0 St. Mares Medical Practice limited Dr.SpillosornPatel Heron HI Media Lentre The Gove Medical Centre somour wedde conte Oueers Road Meetical Centre Practices receiving the most comments overall

#### 2.5 Administration

#### 2.5.1 Administration: 180 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Negative Neutral 60 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 50 279 31% 39% 43% 56% 40 70% 30 74% 72% 68% 20 61% 56% 56% 41% 30% 10 Central Wathanston Southlestonstone WattanstonWest 0 Boroughtan ta Network volt Forest & Levron Collaborative and a second Company of the second s teally & all a Medical Action of the second and the second NOON STORY Association of the second Westerney. 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 70 60 50 No. of issues 40 30 20 10 0 stimes weden provide innied Dr.Sphillosoft. Mpatel Heron HI Media Centre The Gove Medical Centre sernour wedcal centre Outers Road Medical Centre

Practices receiving the most comments overall

#### 2.6 Communication

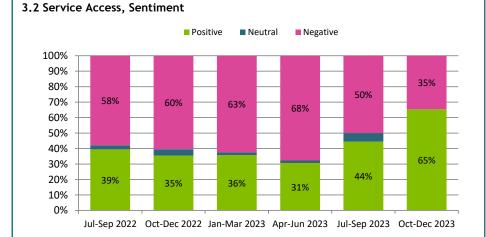
#### 2.6.1 Communication: 71 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 50 45 40 35 30 25 20 15 10 5 0 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 35% 35% 38% 37 46% 88% 83% 76% 65% 63% 63% 62% 54% 139 central Wathanston Cale Contraction of the contract Boroughtail ta Network unort Forest Regeted teath Collaborative Forthertonstone wattanston West 40, 10 Martin 10 Martin Contraction of the second seco 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 22222211110 No. of issues 'n Strames weden Practice limited DrSphillpson Matel Heron HI Media Centre The Gove Medica Centre sernour wedcal centre Oueers Road Meeting Centre

Practices receiving the most comments overall

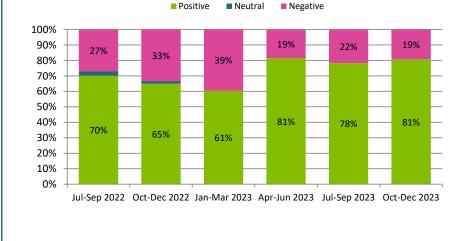
## 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 26% 31% 34% 34% 80% 44% 49% 70% 60% 50% 40% 74% 68% 65% 65% 30% 54% 51% 20% 10% 0% Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023

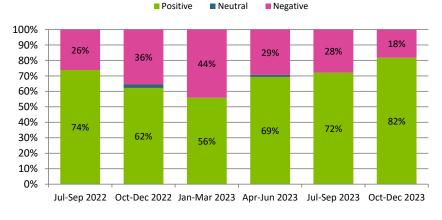
#### 3.1 Overall Sentiment



#### 3.3 Treatment and Care, Sentiment

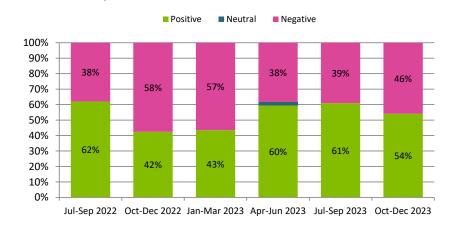


#### 3.4 Staff Attitude, Sentiment



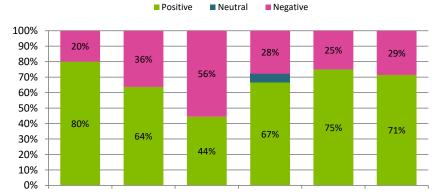
# :::>

## 3. Timeline: 18 Month Tracker



#### 3.5 Administration, Sentiment

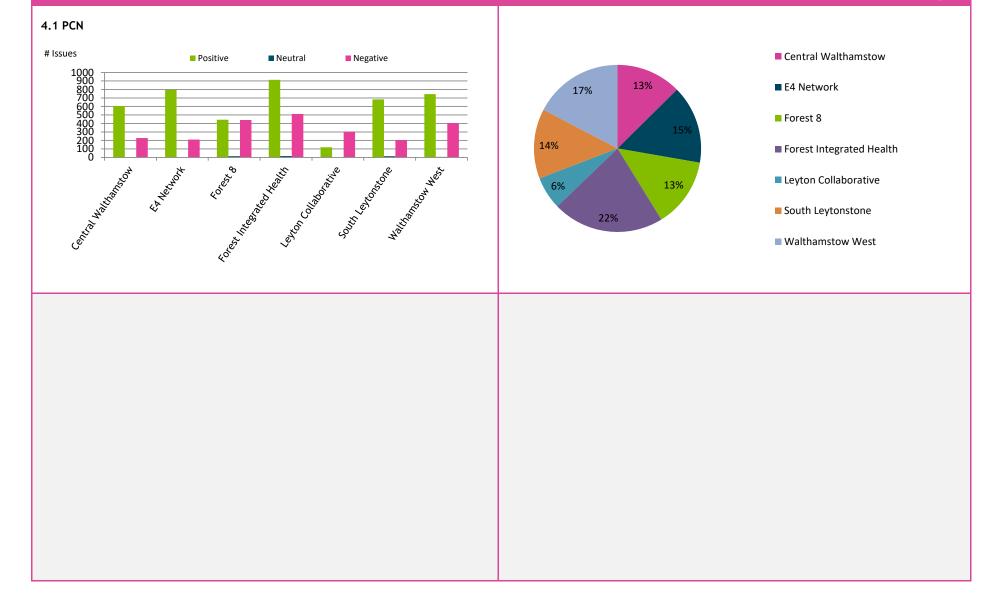




Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023

**:** 

### 4. Volume by Primary Care Network



## 5. Data Table: Number of issues

Issue Name

Advice/Information

Carer Involvement

General Comment

User Involvement

Administration

Cancellations

Data Protection

Medical Records

**Opening Times** 

Booking

Referral

Medication

Planning

Support

Timing

Choice

Language

Nutrition

Privacy

Quality

Sensory

Stimulation

Cost

Registration

Telephone

Waiting List

	# Issues						
Positive	Neutral	Negative	Total				
43	1	24	68				
1	0	0	1				
3	0	11	14				
76	0	18	94				
6	1	21	28				
41	2	51	94				
0	0	2	2				
0	0	0	0				
8	0	1	9				
0	0	2	2				
8	0	11	19				
0	0	0	0				
3	0	4	7				

3

9

20

41

6

0

0

0

0

1

0

136

147

0

0

1

0

1

0

0

0

0

0

0

0

0

2

55

16

9

44

11

2

2

0

1

27

0

0

....

5

202

26

29

86

17

2

2

0

1

1

0

163

Values

Patients/Carers

Systems

12

Descriptor

Communication, including access to advice and information.

Involvement of carers, friends or family members.

Involvement of the service user.

Management of medical records.

Leadership and general organisation.

Ability to contact a service by telephone.

Physical timing (ie; length of wait at appointments).

General stimulation, including access to activities.

Opening times of a service.

Levels of support provided.

Length of wait while on a list.

Language, including terminology.

Privacy, personal space and property.

General quality of a service, or staff.

Deaf/blind or other sensory issues.

Provision of sustainance.

General choice.

General cost.

Ability to register for a service.

Referral to a service.

Administrative processes and delivery.

General data protection (including GDPR).

Prescription and management of medicines.

A generalised statement (ie; "The doctor was good.")

Ability to book, reschedule or cancel appointments.

Cancellation of appointment by the service provider.

## 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	4	4	
Equipment	General equipment issues.		0	0	0	0	
Hazard	General hazard to safety (ie; a hospital wide infection).		1	0	1	2	
Hygiene	Levels of hygiene and general cleanliness.		4	0	1	5	
Mobility	Physical mobility to, from and within services.		0	0	1	1	
Travel/Parking	Ability to travel or park.		1	0	1	2	
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.		185	1	76	262	
Complaints	Ability to log and resolve a complaint.		1	0	1	2	
Staff Training	Training of staff.		1	0	3	4	
Staffing Levels	General availability of staff.		0	0	0	0	
		Total:	745	7	404	1156	

#### 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