## The Experience of GP Services: Forest Integrated Health

A trends analysis report by Healthwatch Waltham Forest



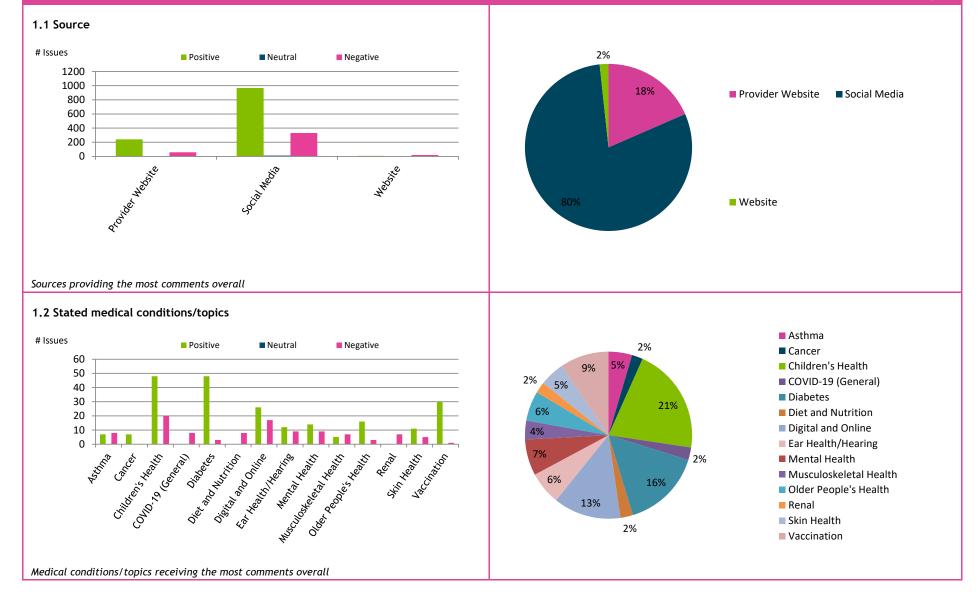
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 April 2023 - 31 March 2024

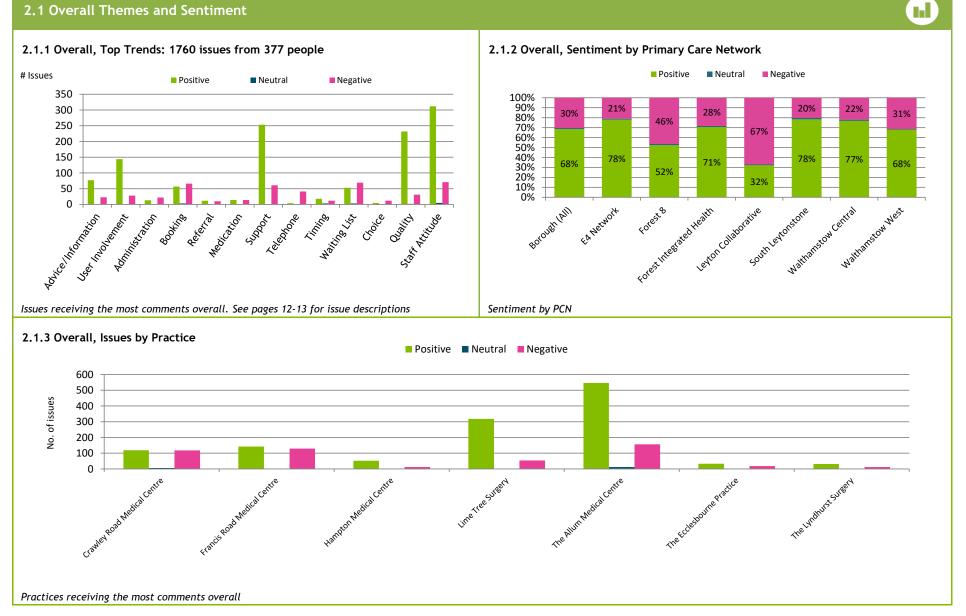


## 1. Data Source and Conditions/Topics





## 2.1 Overall Themes and Sentiment



## 2.2 Service Access

#### 2.2.1 Service Access: 295 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 60 32% 39% 50 58% 59% 60% 77% 84% 40 30 68% 61% 20 $\vdash$ 43% 40% 38% 39% South ertonstone wattonstow central 21% 10 FOREST INTERNET Bater Lettor Collaborative - Letto Wattenston West 0 BoroughtAIII EA Network W Dilije Cancellarians -800,110,00 Steller Street Le show 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 Crawley Road Wester Learne Francis Road Medica Centre The NUM Medical Centre line tree surgery The Manues Sugery Handon Medica Centre The Eccleston ne Protice Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 648 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 180 100% 90% 80% 160 17% 18% 18% 32% 140 80% 70% 60% 50% 40% 30% 20% 10% 0% 56% 120 100 91% 80 83% 80% 79% 79% 80% 68% 60 42% 40 South landsone wattension central 20 Lorest need the att EA Network Bater Letton Colaborative , m Letto Wattanstonwet 0 BoroughtAll 4000 Main Contraction of the second s Contraction of the second second Medi of of the state ter of the terminal t Stood Star rec. money Sector Contraction of the sector of the sect Realis 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 300 250 No. of issues 200 150 100 50 0 Line Tree Surgery The Allin Medical Centre Handon Medical Centre Crawley Read Medical Centre Francis Road Medical Centre The Indust Sufer. The Ecclestour Practices receiving the most comments overall

## 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 389 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 180 100% 90% 80% 13% 160 16% 19% 21% 34% 140 55% 70% 60% 50% 40% 30% 20% 10% 0% 120 100 80 86% 85% 80% 83% 77% 75% 64% 60 43% 40 South ertonstore 20 Forest meets the treat the stor collaborative countries Wattenston West 0 Borough AM EA Network Person Pe in in its is in the interest of the interest o AN Services 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 140 120 100 No. of issues 80 60 40 20 0 Crawley Boad weeken Centre Francis Road Medica Centre The Hummedia centre lime tree surgery The hydrone Surgery Handon Medical Centre Thetclesbourn Practices receiving the most comments overall

## 2.5 Administration

#### 2.5.1 Administration: 234 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 100 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 90 19% 24% 80 70 35% 37% 52% 65% 60 50 40 30 20 10 81% 73% 75% 65% 62% 62% 45% South Latonstone wattonstow central 35% A Contraction of the second se Forest Integated Health Leton Collaborative Wattenston West 0 Borough AM EA Network and a second Company of the second s opto opto theylin & Shert Mentical Action of the second We was a start of the start of Peristing and a series of the A CONTRACTION OF A CONT NOON STORY 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 60 50 No. of issues 40 30 20 10 0 Cranter Road wederal centre Francis Road Welltal Centre The Allin Medical Centre lime tree surgery Hampon Nearal Centre The Indivision Surger Thetcolesbourn

## Practices receiving the most comments overall

## 2.6 Communication

### 2.6.1 Communication: 104 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 30 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 14% 229 25 31% 33% 30% 30% 39% 20 68% 80% 15 86% 78% 69% 68% 66% 10 61% South evolutions on central 5 FOREST INTERNET 0 Bater Leyton Collaborative , meeto Wattanston Wet BoroughtAIII EA Network 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 50 45 30 25 20 15 10 5 0 No. of issues Hampon we lead centre Frontis Road Medical Contre Line Tree Surgery The hydrone Surgery The Alun Medical Centre Crawer Read Medica Centre Thetclesbourn Practices receiving the most comments overall

## 3. Timeline: 18 Month Tracker

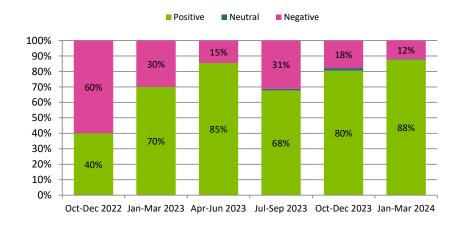
#### Positive Neutral Negative 100% 90% 19% 29% 29% 80% 44% 45% 70% 68% 60% 50% 40% 80% 71% 68% 30% 55% 54% 20% 32% 10% 0% Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024

### 3.1 Overall Sentiment



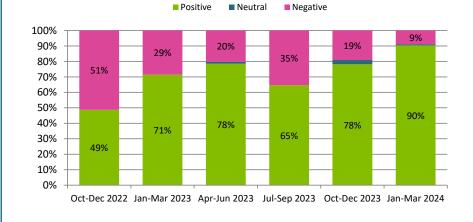


Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024



## 3.3 Treatment and Care, Sentiment

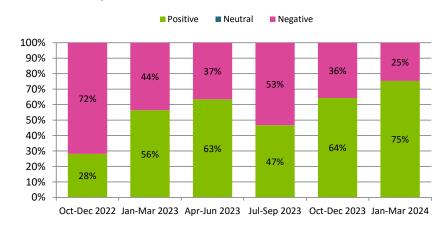




3.2 Service Access, Sentiment

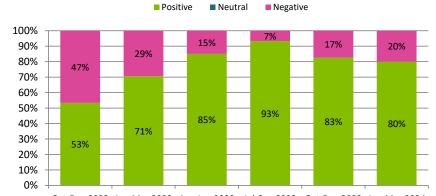
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## 3. Timeline: 18 Month Tracker



## 3.5 Administration, Sentiment



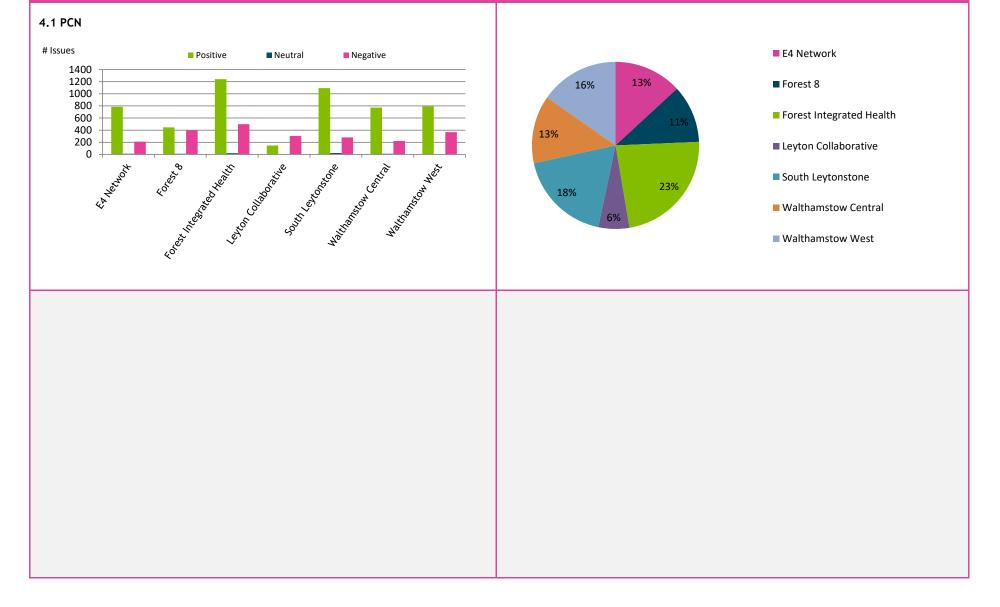


Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024

**:** 

## 4. Volume by Primary Care Network





## 5. Data Table: Number of issues

Issue Name	Descriptor			# Issues					
issue name	Descriptor		Positive	# ISSU Neutral	es Negative	Total			
Advice/Information	Communication, including access to advice and information.	l l	77	0	23	100			
Carer Involvement	Involvement of carers, friends or family members.		13	0	3	16			
General Comment	A generalised statement (ie; "The doctor was good.")		11	0	3	14			
User Involvement	Involvement of the service user.		144	1	28	173			
Administration	Administrative processes and delivery.		13	0	22	35			
Booking	Ability to book, reschedule or cancel appointments.		57	3	66	126			
Cancellations	Cancellation of appointment by the service provider.		0	0	1	1			
Data Protection	General data protection (including GDPR).		0	0	0	0			
Referral	Referral to a service.		12	0	10	22			
Medical Records	Management of medical records.		0	0	1	1			
Medication	Prescription and management of medicines.		14	0	14	28			
Opening Times	Opening times of a service.		1	0	0	1			
Planning	Leadership and general organisation.		4	0	3	7			
Registration	Ability to register for a service.		1	0	3	4			
Support	Levels of support provided.		253	1	61	315			
Telephone	Ability to contact a service by telephone.		4	0	41	45			
Timing	Physical timing (ie; length of wait at appointments).		18	3	12	33			
Waiting List	Length of wait while on a list.		53	3	69	125			
Choice	General choice.		5	1	12	18			
Cost	General cost.		0	0	5	5			
Language	Language, including terminology.		3	0	0	3			
Nutrition	Provision of sustainance.		0	0	0	0			
Privacy	Privacy, personal space and property.		0	0	2	2			
Quality	General quality of a service, or staff.		232	2	31	265			
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

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.		4	0	1	5		
Equipment	General equipment issues.		2	0	0	2		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0		
Hygiene	Levels of hygiene and general cleanliness.		3	0	1	4		
Mobility	Physical mobility to, from and within services.		0	0	0	0		
Travel/Parking	Ability to travel or park.		0	0	1	1		
Omission	General omission (ie; transport did not arrive).		0	0	4	4		
Security/Conduct	General security of a service, including conduct of staff.		0	0	1	1		
Staff Attitude	Attitude, compassion and empathy of staff.		312	5	71	388		
Complaints	Ability to log and resolve a complaint.		1	0	4	5		
Staff Training	Training of staff.		2	1	2	5		
Staffing Levels	General availability of staff.		0	0	2	2		
		Total:	1241	20	499	1760		

## 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