# The Experience of GP Services: Walthamstow West

A trends analysis report by Healthwatch Waltham Forest

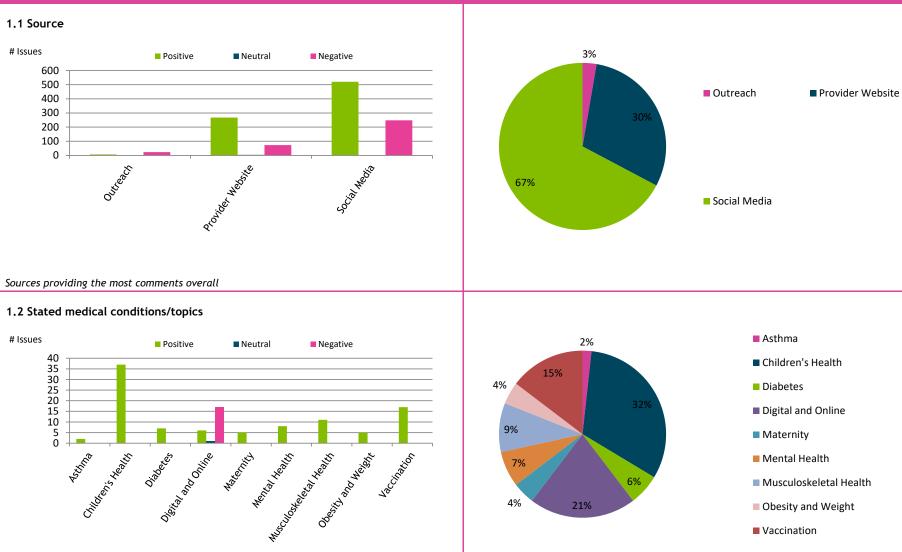


Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 April 2023 - 31 March 2024



## 1. Data Source and Conditions/Topics

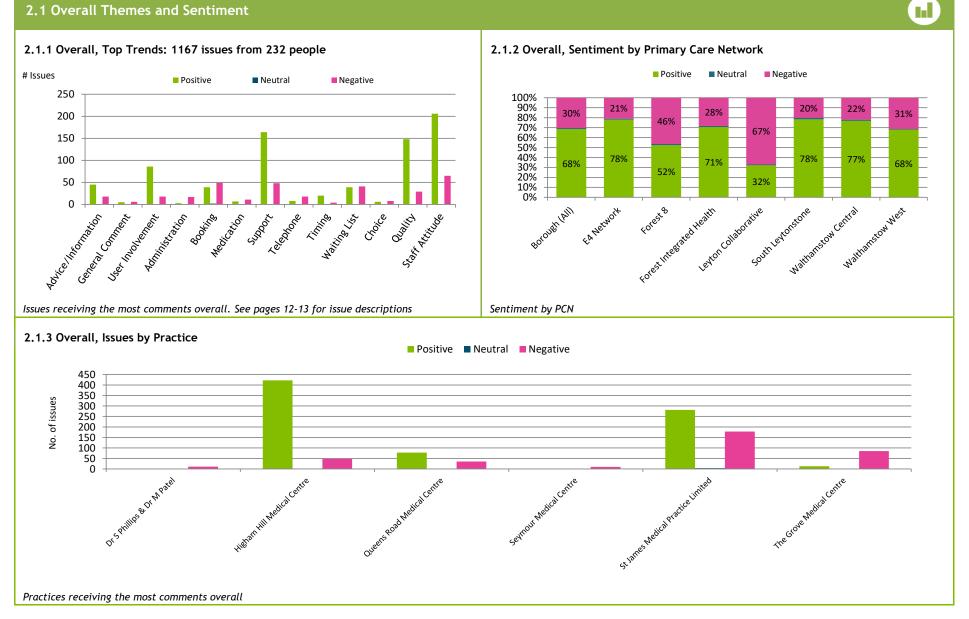


Vaccination

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Medical conditions/topics receiving the most comments overall

## 2.1 Overall Themes and Sentiment



## 2.2 Service Access

#### 2.2.1 Service Access: 195 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 45 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 40 32% 35 39% 58% 59% 60% 30 77% 84% 25 20 68% 15 61% $\vdash$ 43% 10 40% 38% 39% South extensione wattension central 21% 5 Forest megated Health Collaborative South Levon Collaborative South Levon Collaborative 0 Wattanstonwet BoroughtAll EA Network W Siling List Cancellarions 800,110,00 South States Sta 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 Heron HI Media Centre The Grove Medical Centre DrSphillpson Matel semou wedra centre Stames Medica Provide Linited Oueers Road Meetical Centre Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 393 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Negative Neutral 120 100% 90% 80% 17% 18% 18% 100 32% 80% 70% 60% 50% 40% 30% 20% 10% 0% 56% 80 60 91% 83% 80% 79% 79% 80% 68% 40 42% South extonsione wattension central Forest Integrated Health 20 ener Levor Collaborative Wattanston Wet 0 Borough AM EA Network toiner the second second Carling and a start of the star Medi of of terest at a start Stood Star rec. money Contraction of the second and the series of the series o ....e 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 The Gove Medical Centre DrSphillpson Matel Heron HI Media Lentre Staneshedical Pravice Infred Overshood weeks conve semour wester centre Practices receiving the most comments overall

## 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 271 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 120 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 13% 16% 19% 21% 100 34% 55% 80 60 86% 85% 80% 83% 77% 75% 64% 40 43% 20 EA Network Wattenston West 0 Borough Ann Forest for the set of the south and the sout Person Pe 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 140 120 100 No. of issues 80 60 40 20 0 DISPHILIPS OF MPatel History HIM Redica Learne The Gove Medica Centre sernour wedcal centre Stanes Nedical Protice Linited Oueers Road Medica Centre Practices receiving the most comments overall

## 2.5 Administration

#### 2.5.1 Administration: 168 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 60 19% 24% 35% 37% 52% 50 65% 40 30 81% 73% 75% 65% 62% 62% 20 45% 35% South enorsone wattanson central 10 Forest mean address the att Strate St Baten, Leytor Collaborative un Leyto Wattanston Wet 0 BoroughtAll EA Network and a second Collaboration of the second second teally & all a in the second se Solor Solor est state 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 St. Mares Medical Practice United Dr.Sphillosoft. Mpatel Heron HI Media Centre The Gove Medical Centre Seynour wester centre Oueers Road Meetical Centre

Practices receiving the most comments overall

## 2.6 Communication

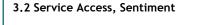
#### 2.6.1 Communication: 66 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 50 45 40 35 30 25 20 15 10 5 0 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 14% 229 31% 33% 30% 30% 39% 68% 68% 80% 86% 78% 69% 68% 66% 61% 20% Wattanston Wet EA Network Cale Contraction of the contract Borough AM Forest & Leyton Collaborative Viattansone Wattanson Leyton Collaborative Viattanson Wattanson Wattanson Wattanson 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 22222111110 No. of issues ń Strames weden Practice limited DrSphillpson Matel Heron HI Media Lentre The Gove Medica Centre Seynour wester centre Oueers Road Meeting Centre

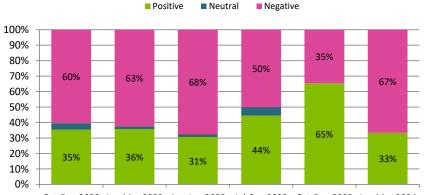
Practices receiving the most comments overall

## 3. Timeline: 18 Month Tracker

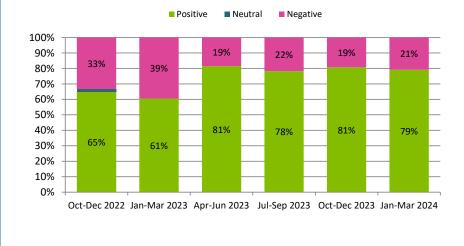
#### Positive Neutral Negative 100% 90% 26% 31% 34% 34% 80% 44% 49% 70% 60% 50% 40% 74% 68% 65% 66% 30% 54% 51% 20% 10% 0% Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024

### 3.1 Overall Sentiment



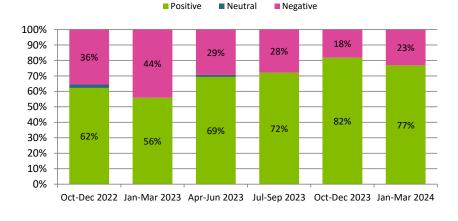


Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024



### 3.3 Treatment and Care, Sentiment

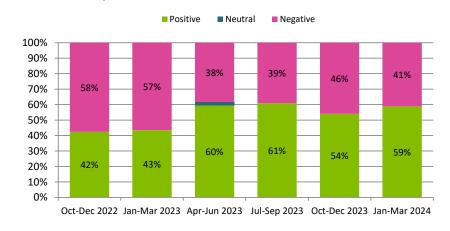
## 3.4 Staff Attitude, Sentiment



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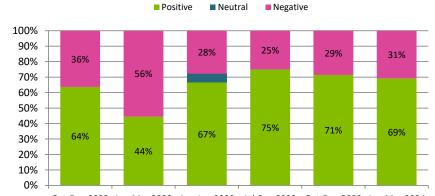
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## 3. Timeline: 18 Month Tracker



## 3.5 Administration, Sentiment



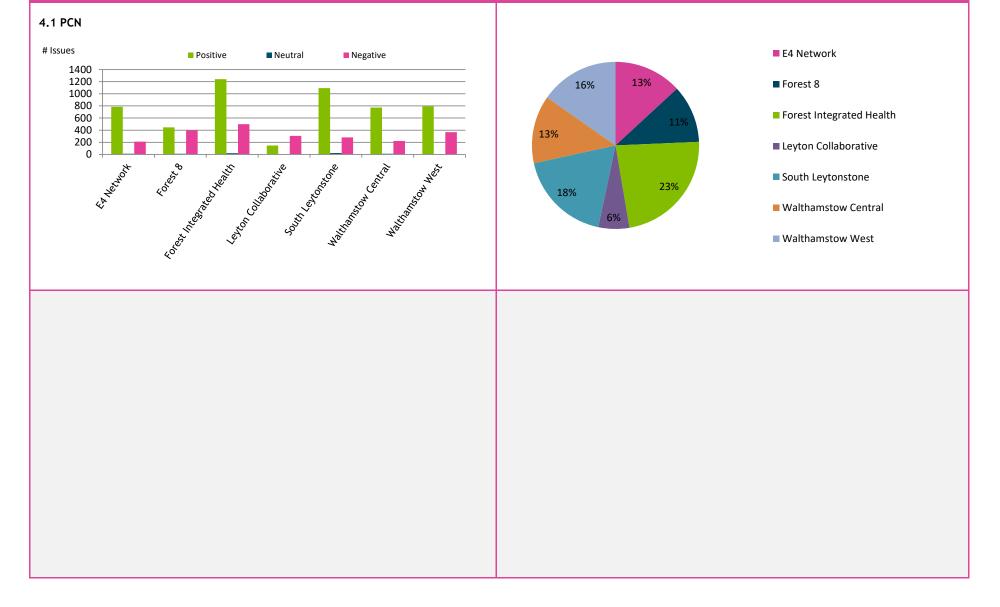


Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024

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## 4. Volume by Primary Care Network





# 5. Data Table: Number of issues

|                 | Issue Name         | Descriptor   | # Issues |         |          |       |  |  |
|-----------------|--------------------|--|----------|---------|----------|-------|--|--|
| (0              |                    |  | Positive | Neutral | Negative | Total |  |  |
| Patients/Carers | Advice/Information | Communication, including access to advice and information. | 45       | 1       | 18       | 64    |  |  |
|                 | Carer Involvement  | Involvement of carers, friends or family members.          | 1        | 0       | 0        | 1     |  |  |
|                 | General Comment    | A generalised statement (ie; "The doctor was good.")       | 5        | 0       | 6        | 11    |  |  |
|                 | User Involvement   | Involvement of the service user.                           | 86       | 0       | 18       | 104   |  |  |
|                 | Administration     | Administrative processes and delivery.                     | 3        | 1       | 17       | 21    |  |  |
| Systems         | Booking            | Ability to book, reschedule or cancel appointments.        | 39       | 2       | 49       | 90    |  |  |
|                 | Cancellations      | Cancellation of appointment by the service provider.       | 0        | 0       | 0        | 0     |  |  |
|                 | Data Protection    | General data protection (including GDPR).                  | 0        | 0       | 0        | 0     |  |  |
|                 | Referral           | Referral to a service.                                     | 7        | 0       | 0        | 7     |  |  |
|                 | Medical Records    | Management of medical records.                             | 0        | 0       | 2        | 2     |  |  |
|                 | Medication         | Prescription and management of medicines.                  | 7        | 0       | 11       | 18    |  |  |
|                 | Opening Times      | Opening times of a service.                                | 0        | 0       | 1        | 1     |  |  |
|                 | Planning           | Leadership and general organisation.                       | 2        | 0       | 6        | 8     |  |  |
|                 | Registration       | Ability to register for a service.                         | 1        | 0       | 1        | 2     |  |  |
|                 | Support            | Levels of support provided.                                | 164      | 0       | 48       | 212   |  |  |
|                 | Telephone          | Ability to contact a service by telephone.                 | 8        | 0       | 18       | 26    |  |  |
|                 | Timing             | Physical timing (ie; length of wait at appointments).      | 20       | 0       | 4        | 24    |  |  |
|                 | Waiting List       | Length of wait while on a list.                            | 39       | 1       | 41       | 81    |  |  |
| Values          | Choice             | General choice.  | 6        | 0       | 8        | 14    |  |  |
|                 | Cost               | General cost.  | 0        | 0       | 1        | 1     |  |  |
|                 | Language           | Language, including terminology.                           | 0        | 0       | 2        | 2     |  |  |
|                 | 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.                    | 148      | 0       | 29       | 177   |  |  |
|                 | 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.                          |        | 2        | 0       | 6        | 8     |  |  |
| 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.                  |        | 3        | 0       | 1        | 4     |  |  |
| Mobility           | Physical mobility to, from and within services.             |        | 0        | 0       | 2        | 2     |  |  |
| Travel/Parking     | Ability to travel or park.                                  |        | 0        | 0       | 1        | 1     |  |  |
| Omission           | General omission (ie; transport did not arrive).            |        | 0        | 0       | 2        | 2     |  |  |
| Security/Conduct   | General security of a service, including conduct of staff.  |        | 0        | 0       | 3        | 3     |  |  |
| Staff Attitude     | Attitude, compassion and empathy of staff.                  |        | 206      | 1       | 65       | 272   |  |  |
| 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       | 1        | 1     |  |  |
|                    |   | Total: | 794      | 6       | 367      | 1167  |  |  |

## 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