The Experience of GP Services: Forest Integrated Health

A trends analysis report by Healthwatch Waltham Forest



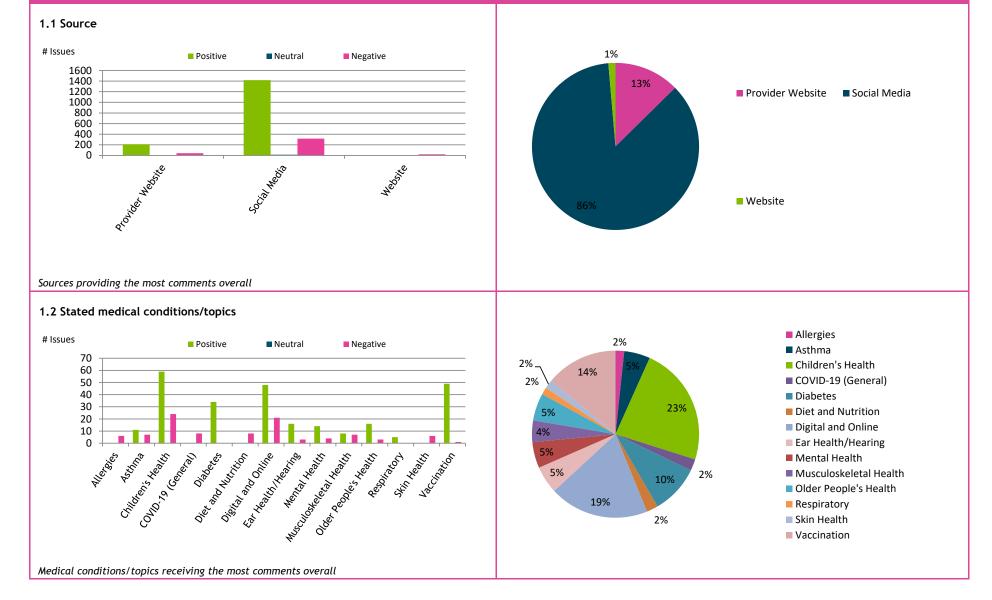
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 July 2023 - 30 June 2024



1. Data Source and Conditions/Topics





2.1 Overall Themes and Sentiment



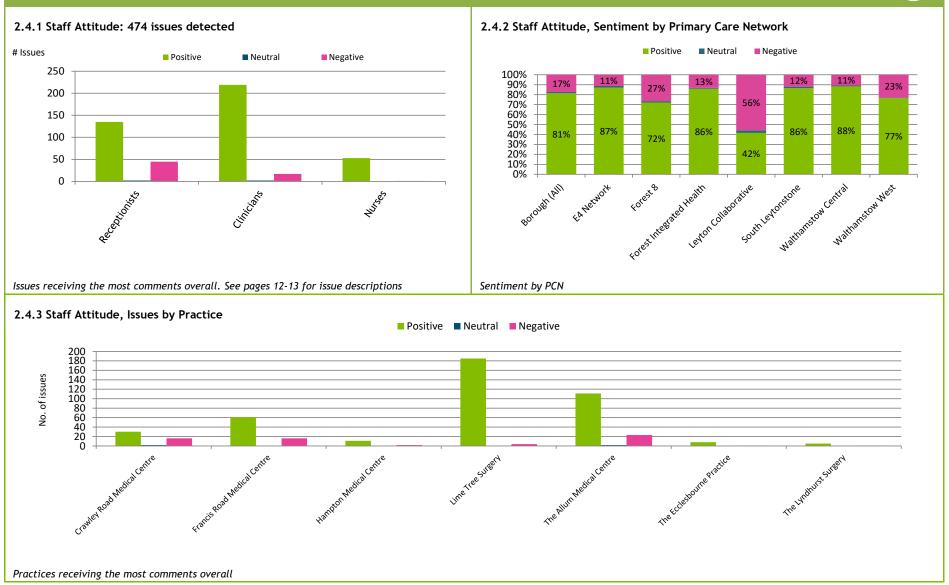
2.2 Service Access

2.2.1 Service Access: 334 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 80 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 70 31% 36% 60 50% 54% 70% 50 87% 40 30 69% 64% F 48% 49% 20 44% 35% South extensione wattension central 279 10 Lorest measured hearth Wattenston West 0 BoroughtAll EA Network W Siling List 800,110,00 out of the state to the state of the state o 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 Medical Centre The NUM Medical Centre Line Tree Surgery The Walling Suffer Lonpton we did lentre The Eccleston ne Protice Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 845 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 250 100% 90% 80% 11% 11% 13% 17% 17% 26% 200 80% 70% 60% 50% 40% 30% 20% 10% 0% 54% 150 89% 88% 82% 82% 85% 100 74% 44% 50 South extensione wattension central Forest Integated Health Bater Letton Colaborative , m Letto Wattanstonwet 0 BoroughtAll EA Network the second second Medi official Policies of the second Stopoly. recently and a second Car hugh Contraction Solution of the second seconde 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 400 350 300 No. of issues 250 200 150 100 50 0 Line Tree surgery The Alum Medical Centre The hydrone Surgery Handon Medica Centre Crawer Road Medica Centre Francis Road Medical Centre The Ecclesbourn Practices receiving the most comments overall

2.4 Staff Attitude



2.5 Administration

2.5.1 Administration: 264 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 120 100% 90% 80% 18% 23% 100 32% 35% 43% 70% 60% 50% 40% 30% 20% 10% 0% 80 72% 60 82% 78% 77% 68% 64% 40 64% 54% South Latonstone wattonstow central 28% 20 Strain Contraction of the strain of the stra FOREST INTERNAL HEALTH Leton Collegore dive Wattanston Wet 0 Borough AM EA Network Collaboration of the second opto opto Health & Shert Menton Menton and the second Addition of the second What was a standard with the standard est color Salacia 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 80 70 60 No. of issues 50 40 30 20 10 0 Cranter Road wederal centre Francis Road Medica Centre The Allin Medical Centre lime tree surgery The undrug surgery Handon Medical Centre The Ecclesbour Practices receiving the most comments overall

2.6 Communication

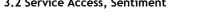
2.6.1 Communication: 138 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 35 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 13% 17% 30 24% 28% 27% 36% 329 25 ____ ____ 72% 78% 20 15 87% 83% 72% 74% 68% 64% 10 22% 5 0 Wattanston Wet Cale Contraction of the contract Borough AM EA Network Forest & Leyton Collaborative Viattansone Wattanson Leyton Collaborative Viattanson Wattanson Wattanson Wattanson Autor Contraction of the second second 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 60 50 No. of issues 40 30 20 10 0 Line Tree surgery Handon Medica Centre The Allin Medical Centre Crawer Road Medical Centre Francis Road Medical Centre The Indust Suger The Ecclesbour Practices receiving the most comments overall

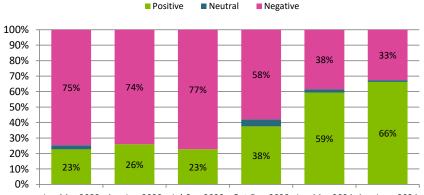
3. Timeline: 18 Month Tracker

3.3 Treatment and Care, Sentiment

Positive Neutral Negative 100% 9% 90% 19% 29% 29% 80% 44% 45% 70% 60% 50% 90% 40% 81% 71% 68% 30% 55% 54% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

3.1 Overall Sentiment

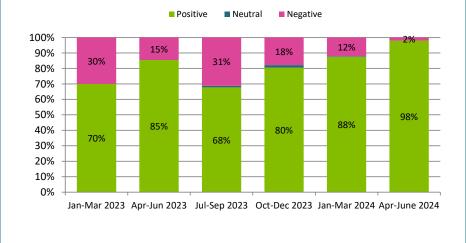




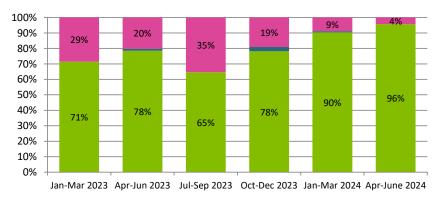
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Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

Negative



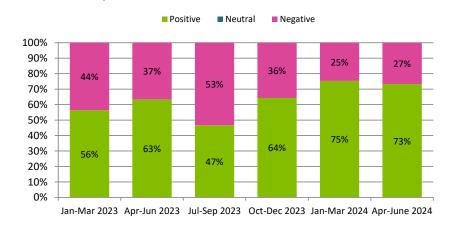
3.4 Staff Attitude, Sentiment Positive



Neutral

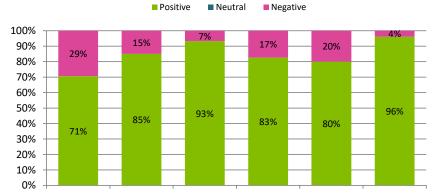
3.2 Service Access, Sentiment

3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment

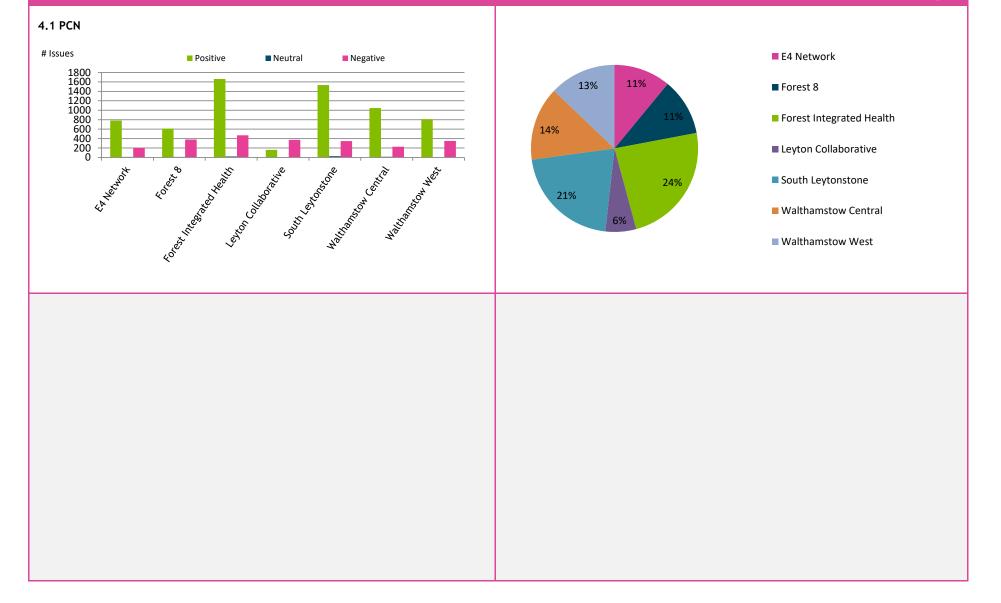




Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

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4. Volume by Primary Care Network



5. Data Table: Number of issues

Issue Name	Descriptor			# Issu	les	
			Positive	Neutral	Negative	Total
Advice/Information	Communication, including access to advice and information.		111	0	23	134
Carer Involvement	Involvement of carers, friends or family members.		16	0	1	17
General Comment	A generalised statement (ie; "The doctor was good.")		18	0	2	20
User Involvement	Involvement of the service user.		191	1	26	218
Administration	Administrative processes and delivery.		15	0	24	39
Booking	Ability to book, reschedule or cancel appointments.		80	4	68	152
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.		16	0	11	27
Medical Records	Management of medical records.		0	0	1	1
Medication	Prescription and management of medicines.		13	0	13	26
Opening Times	Opening times of a service.		1	0	0	1
Planning	Leadership and general organisation.		6	0	2	8
Registration	Ability to register for a service.		3	0	2	5
Support	Levels of support provided.		344	1	55	400
Telephone	Ability to contact a service by telephone.		5	0	33	38
Timing	Physical timing (ie; length of wait at appointments).		17	4	13	34
Waiting List	Length of wait while on a list.		77	3	67	147
Choice	General choice.		9	1	12	22
Cost	General cost.		0	0	4	4
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.		313	2	27	342
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).		2	0	1	3	
Environment/Layout	Physical environment of a service.		5	0	1	6	
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.		1	0	1	2	
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	3	3	
Security/Conduct	General security of a service, including conduct of staff.		0	0	1	1	
Staff Attitude	Attitude, compassion and empathy of staff.		411	4	62	477	
Complaints	Ability to log and resolve a complaint.		1	0	7	8	
Staff Training	Training of staff.		3	1	1	5	
Staffing Levels	General availability of staff.		0	0	3	3	
		Total:	1662	21	468	2151	

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