The Experience of Health, Care and Community Services

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, good and bad, and report on their collective experience. In this report, we examine the experience of local health, social care and community services.

Reporting Period: 1 April - 30 June 2024

healthwatch
Waltham Forest

Index and overview of findings

Data Source

1,354

This report is based on the experience of 1,354 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.

Overall Satisfaction

79%

Satisfaction has improved by 6% this quarter, standing at 79% positive, 20% negative and 1% neutral.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Service access remains as a negative topic. More on page 5.

Information, Involvement and Support

84%

Satisfaction has improved by 6% this quarter, standing at 84% positive and 16% negative.

Complaints are down by 5% on communication, by 4% on user involvement and by 3% on support. More on page 5.

Quality and Empathy

88%

Satisfaction has improved by 4% this quarter, standing at 88% positive, 11% negative and 1% neutral.

Good levels of quaility and empathy continue to be reported. *More on page 5*.

Access to Services

50%

Satisfaction has not changed this quarter, remaining at 50% positive overall.

Complaints are down by 5% on ability to book appointments, while up by 2% on telephone access and 1% on waiting times. More on page 5.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

"The new callback system really works! The receptionist called within 10 minutes and I was seen in person, later in the day. Big improvement."

GP Services

Satisfaction is at 78% positive, 21% negative and 1% neutral, according to feedback.

670 people comment on GP services. The majority of patients receive good quality, compassionate treatment and care, with good levels of involvement and support. Access related trends remain as negative topics, this includes on booking processes, telephone access, administration and waiting lists. More on page 9.

670

Dentists

Comments suggest satisfaction is at 81% positive and 19% negative.

227 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.

227

Whipps Cross University Hospital

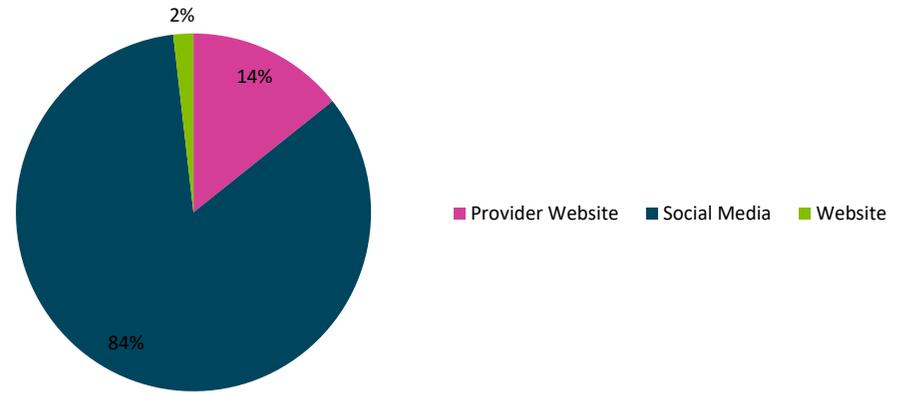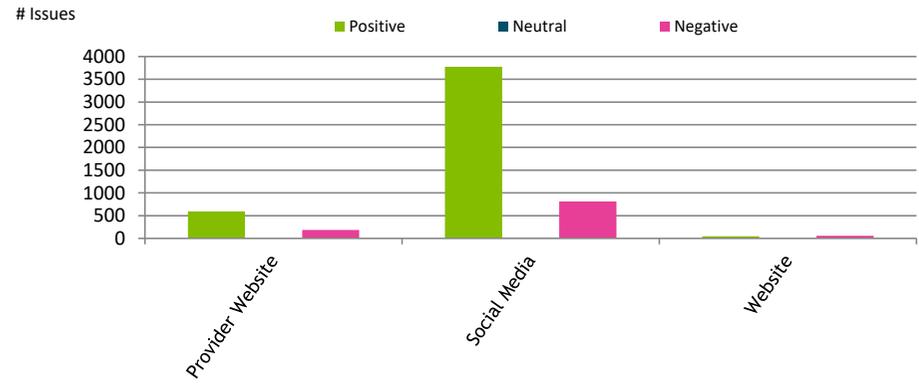*Satisfaction is 45% positive, 54% negative and 1% neutral, comments suggest.*

88 people comment this quarter. Service access, particularaly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of empathy, communication, involvement and support.
More on page 11.

88

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.
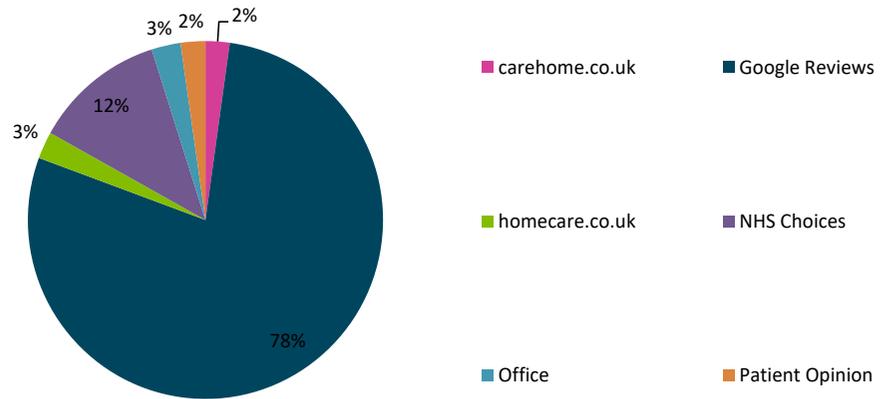
1. Data Source: Where did we collect the feedback?

1.1 Source: 5568 issues from 1354 people

Issues

Sources providing the most comments overall

Legend: Provider Website, Social Media, Website

Pie values: 2%, 14%, 84%
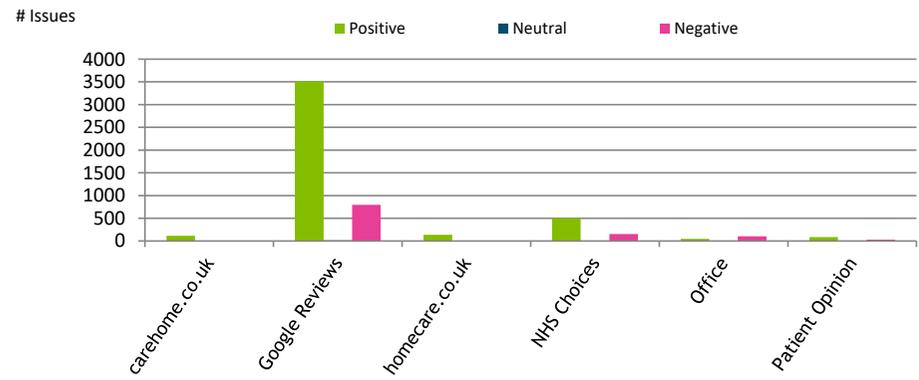
1.2 Origin

Issues

Origins providing the most comments overall

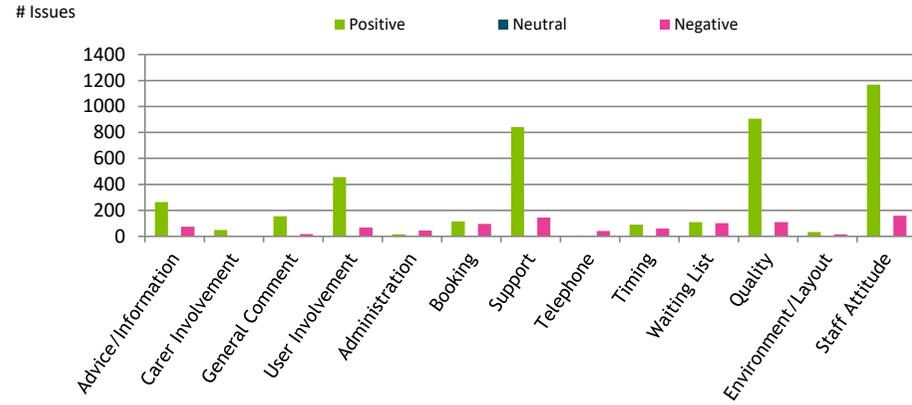Legend: carehome.co.uk, Google Reviews, homecare.co.uk, NHS Choices, Office, Patient Opinion

Pie values: 3%, 2%, 2%, 3%, 12%, 78%

2. Health and Care Services: Which service aspects are people most commenting on?

2.1 Top Trends: 5568 issues from 1354 people

Issues

Legend: Positive | Neutral | Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Telephone, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Pie chart: Advice/Information 7%, Carer Involvement 1%, General Comment 3%, User Involvement 10%, Administration 1%, Booking 4%, Support 19%, Telephone 1%, Timing 3%, Waiting List 4%, Quality 20%, Environment/Layout 1%, Staff Attitude 26%

Legend:
- Advice/Information — Carer Involvement
- General Comment — User Involvement
- Administration — Booking
- Support — Telephone
- Timing — Waiting List
- Quality — Environment/Layout
- Staff Attitude

Issues receiving the most comments overall. See pages 19-20 for issue descriptions.

2.2 Stated medical conditions

Issues

Legend: Positive | Neutral | Negative

Categories: Children's Health, Dentistry, Digital and Online, Eye Health, General Social Care, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Vaccination

Pie chart: Children's Health 9%, Dentistry 38%, Digital and Online 5%, Eye Health 18%, General Social Care 12%, Maternity 3%, Mental Health 3%, Musculoskeletal Health 3%, Older People's Health 6%, Vaccination 3%

Legend:
- Children's Health — Dentistry
- Digital and Online — Eye Health
- General Social Care — Maternity
- Mental Health — Musculoskeletal Health
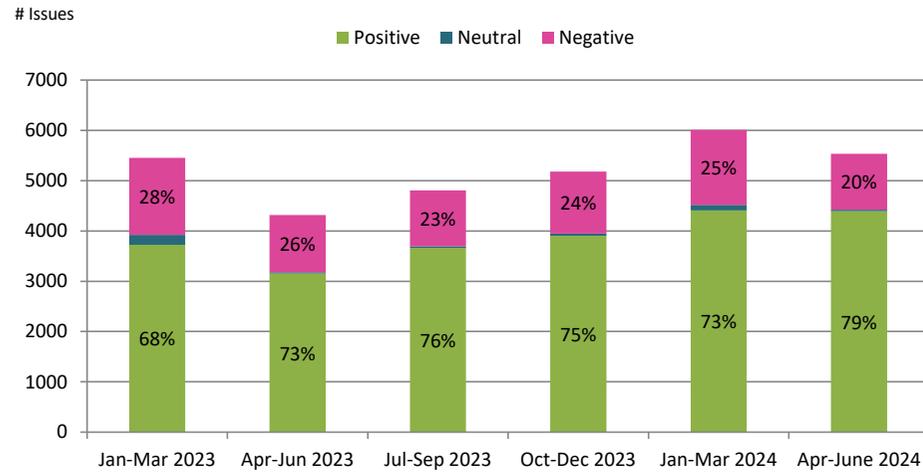- Older People's Health — Vaccination
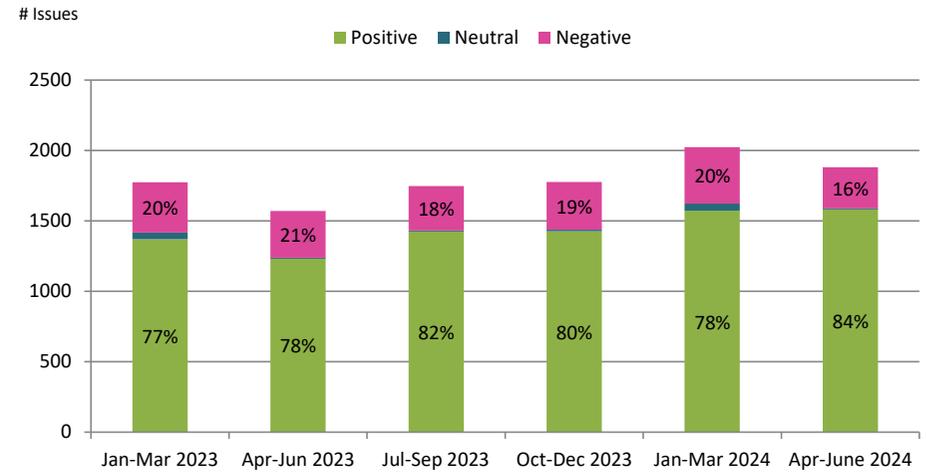
Medical conditions receiving the most comments overall

3. On the whole, how do people feel about Health and Care services?

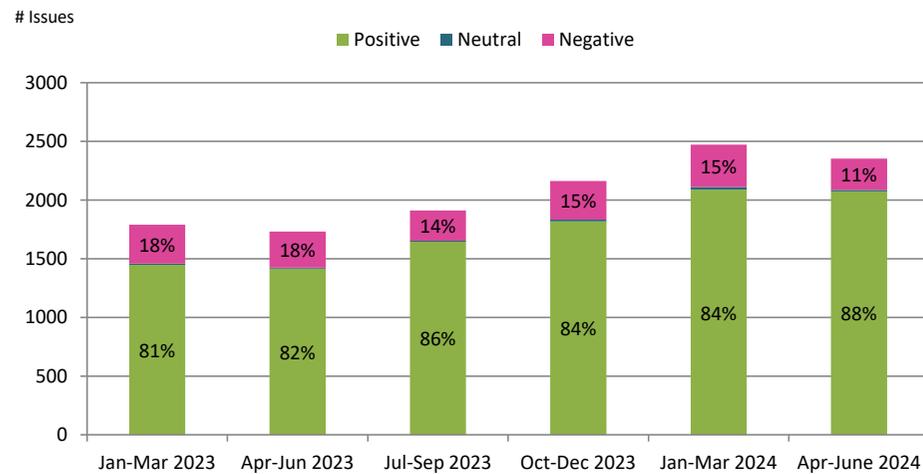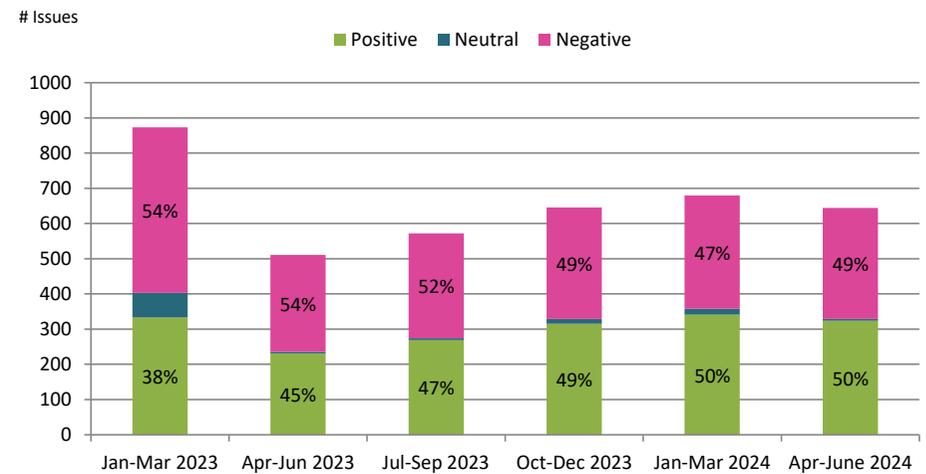## 3.1 How do people feel about services overall?

Issues

Legend: Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	68%	28%
Apr-Jun 2023	73%	26%
Jul-Sep 2023	76%	23%
Oct-Dec 2023	75%	24%
Jan-Mar 2024	73%	25%
Apr-June 2024	79%	20%

3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	77%	20%
Apr-Jun 2023	78%	21%
Jul-Sep 2023	82%	18%
Oct-Dec 2023	80%	19%
Jan-Mar 2024	78%	20%
Apr-June 2024	84%	16%

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	81%	18%
Apr-Jun 2023	82%	18%
Jul-Sep 2023	86%	14%
Oct-Dec 2023	84%	15%
Jan-Mar 2024	84%	15%
Apr-June 2024	88%	11%

3.4 How do people feel about access to services?

Issues

Legend: Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	38%	54%
Apr-Jun 2023	45%	54%
Jul-Sep 2023	47%	52%
Oct-Dec 2023	49%	49%
Jan-Mar 2024	50%	47%
Apr-June 2024	50%	49%

4. Trends: Which services are people most commenting on?

4.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Community Service, Hospital Service, Primary Care Service, Social Care Service

Y-axis: 0, 500, 1000, 1500, 2000, 2500, 3000, 3500, 4000, 4500
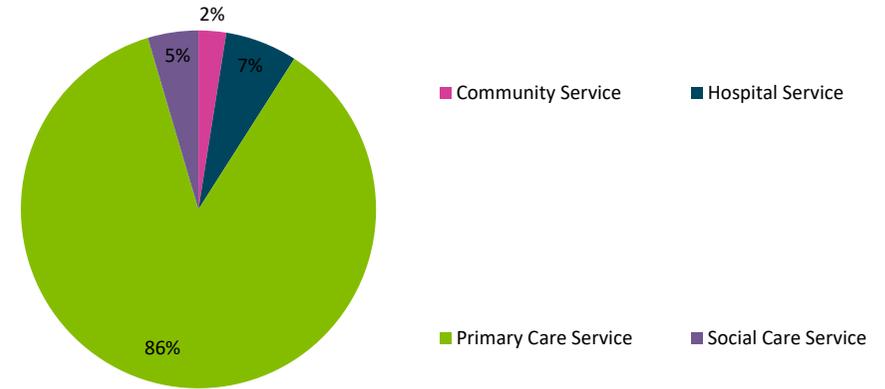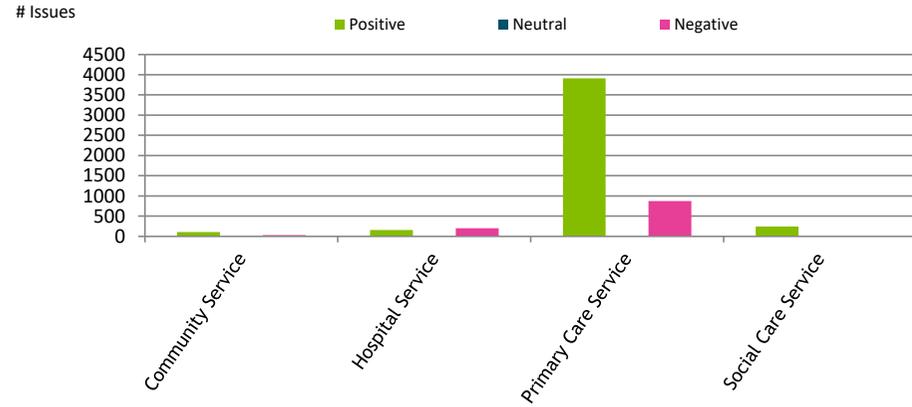
Service sectors receiving the most comments overall

Pie chart:
- Community Service — 2%
- Hospital Service — 7%
- Social Care Service — 5%
- Primary Care Service — 86%

4.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Routine Screening, Accident and Emergency, Maternity, Not Stated, Dentist, GP Surgery/Health Centre, Optician, Pharmacy, Care at Home, Nursing Care Home

Y-axis: 0, 500, 1000, 1500, 2000, 2500
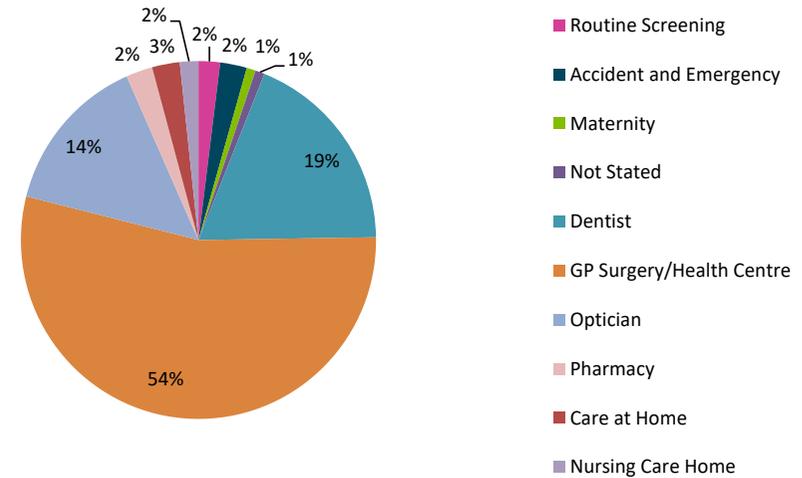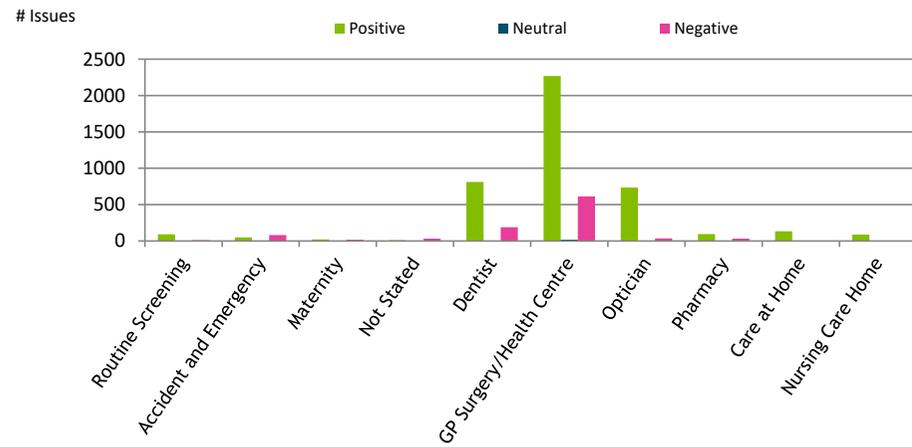
Service type receiving the most comments overall

Pie chart:
- Routine Screening — 2%
- Accident and Emergency — 2%
- Maternity — 1%
- Not Stated — 1%
- Dentist — 19%
- GP Surgery/Health Centre — 54%
- Optician — 14%
- Pharmacy — 2%
- Care at Home — 3%
- Nursing Care Home — 2%

4. Trends: Which services are people most commenting on?

4.3 Services

Issues

Legend: Positive · Neutral · Negative
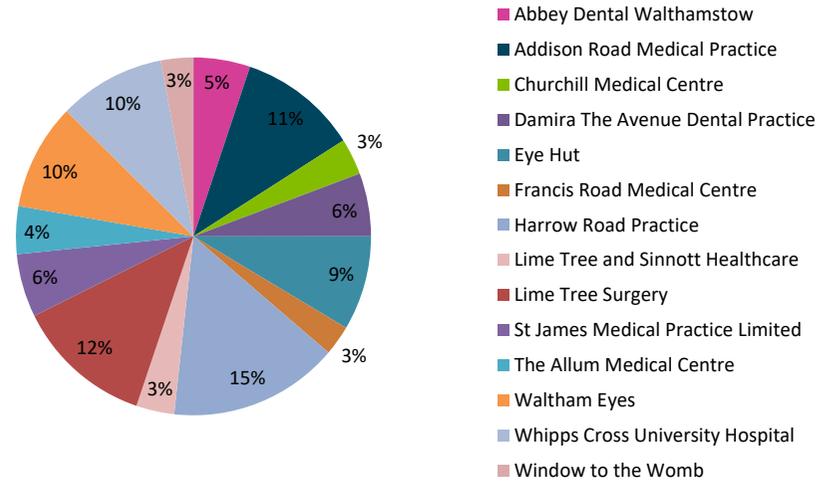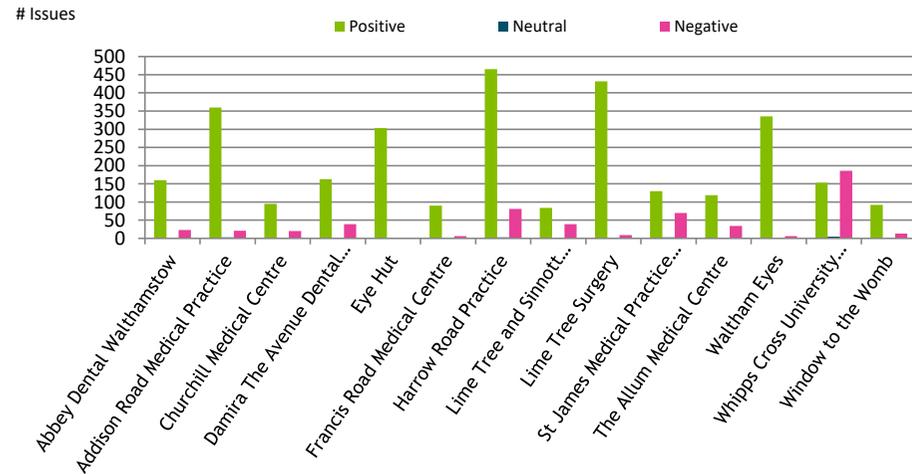
Services receiving the most comments overall

Pie chart legend:
- Abbey Dental Walthamstow — 5%
- Addison Road Medical Practice — 11%
- Churchill Medical Centre — 3%
- Damira The Avenue Dental Practice — 6%
- Eye Hut — 9%
- Francis Road Medical Centre — 3%
- Harrow Road Practice — 15%
- Lime Tree and Sinnott Healthcare — 3%
- Lime Tree Surgery — 12%
- St James Medical Practice Limited — 6%
- The Allum Medical Centre — 4%
- Waltham Eyes — 10%
- Whipps Cross University Hospital — 10%
- Window to the Womb — 3%

4.4 Breakdown of care pathway locations

Issues

Legend: Positive · Neutral · Negative

Care pathway locations

Pie chart:
- Reception — 19%
- Diagnosis/Testing — 4%
- Clinical Treatment — 68%
- Clinical Nursing — 9%

5.1 Trends, GP Services: 2897 issues from 670 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

Pie chart:
- Advice/Information — 6%
- General Comment — 3%
- User Involvement — 10%
- Administration — 1%
- Booking — 6%
- Medication — 1%
- Support — 20%
- Telephone — 1%
- Timing — 2%
- Waiting List — 6%
- Choice — 1%
- Quality — 18%
- Staff Attitude — 25%

5.2 Sentiment, GP Services

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, GP Services

Pie chart:
- Positive — 78%
- Neutral — 1%
- Negative — 21%

5.3 Trends, Dentists: 1000 issues from 227 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart legend:
- ■ Advice/Information — 7%
- ■ Carer Involvement — 1%
- ■ General Comment — 3%
- ■ User Involvement — 11%
- ■ Administration — 1%
- ■ Booking — 3%
- ■ Cancellations — 1%
- ■ Support — 16%
- ■ Timing — 2%
- ■ Waiting List — 4%
- ■ Cost — 1%
- ■ Quality — 20%
- ■ Environment/Layout — 1%
- ■ Staff Attitude — 29%

5.4 Sentiment, Dentists

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Pie chart:
- ■ Positive — 81%
- ■ Neutral — 0%
- ■ Negative — 19%
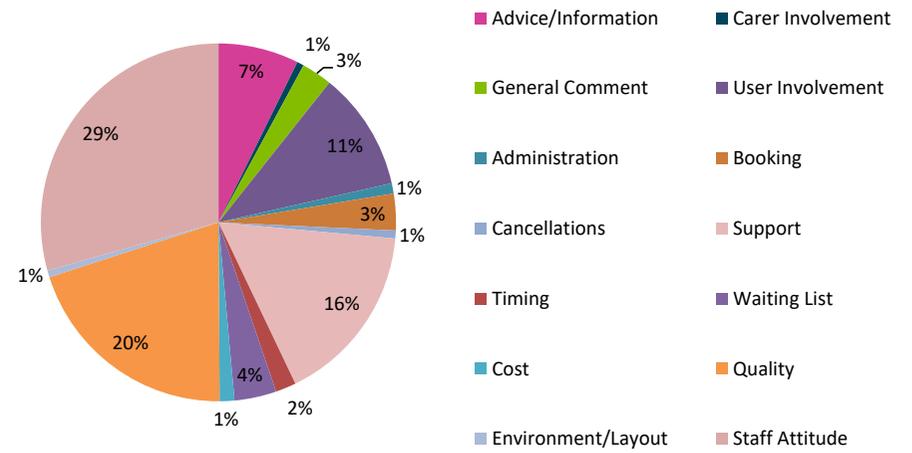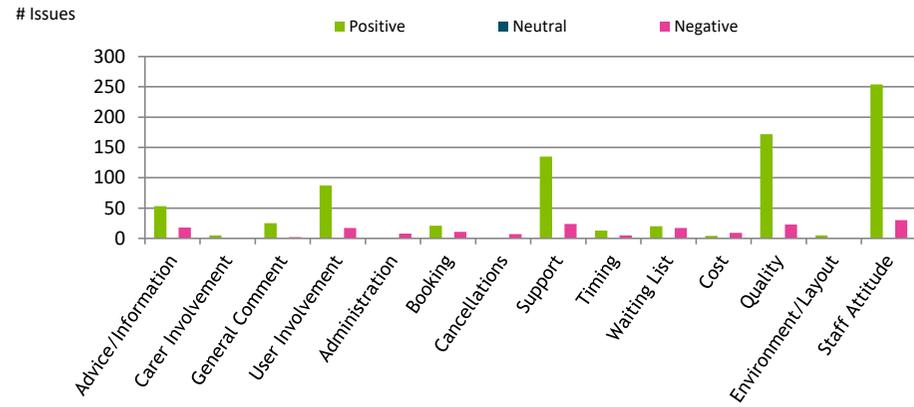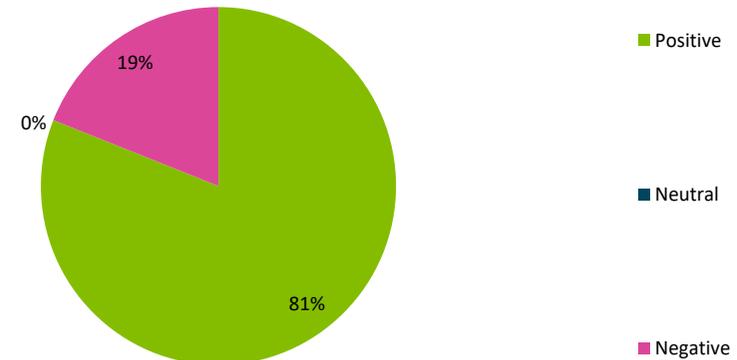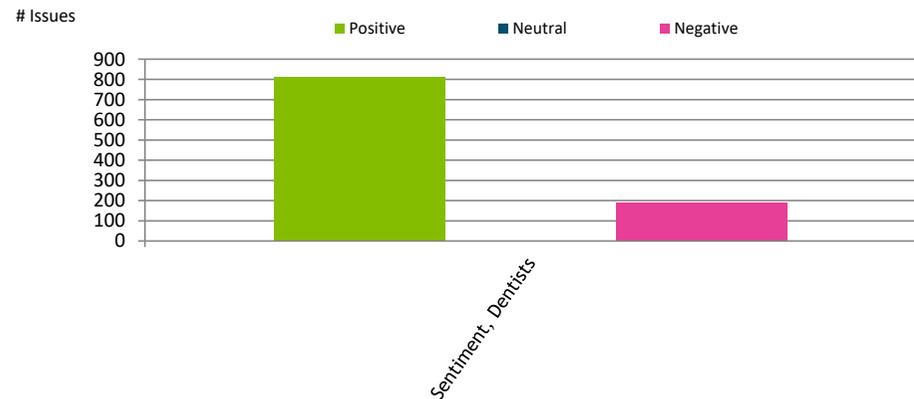
5.5 Trends, Whipps Cross University Hospital: 344 issues from 88 people
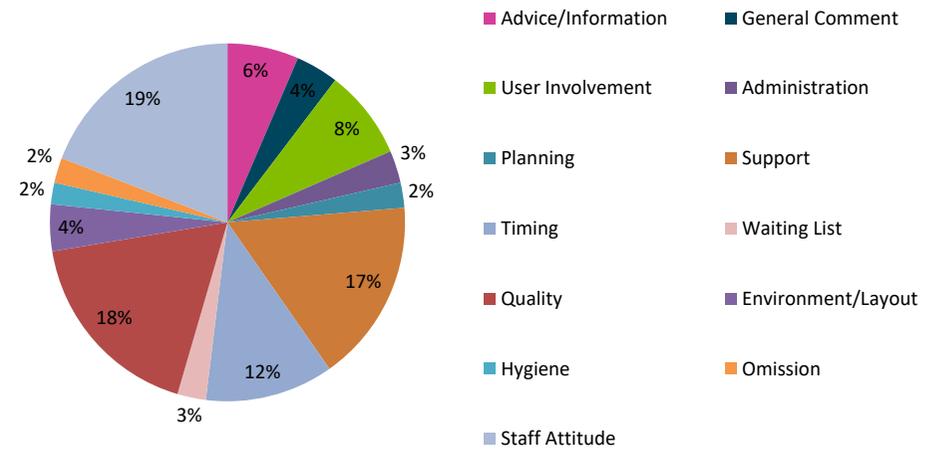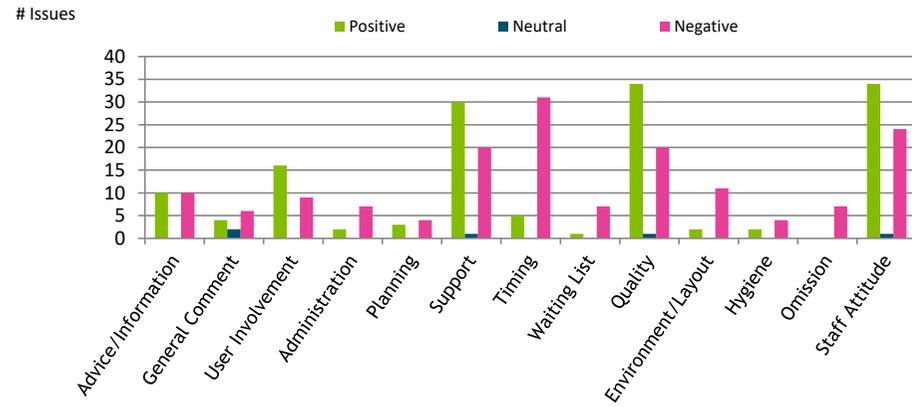
Issues

Legend: Positive | Neutral | Negative

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Planning
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Hygiene
- Omission
- Staff Attitude

Pie values: 6%, 4%, 8%, 3%, 2%, 17%, 12%, 3%, 18%, 4%, 2%, 2%, 19%

Issues receiving the most comments overall

5.6 Sentiment, Whipps Cross University Hospital
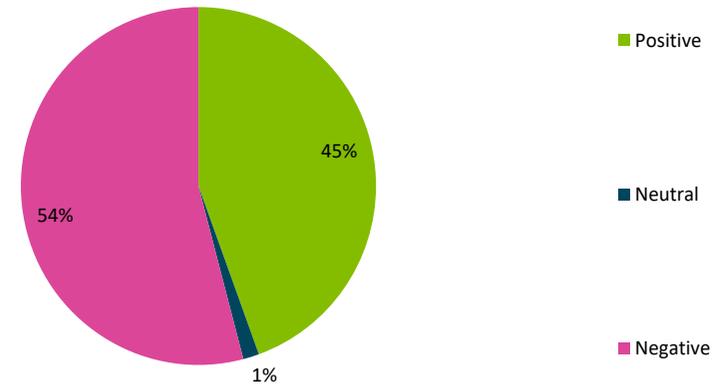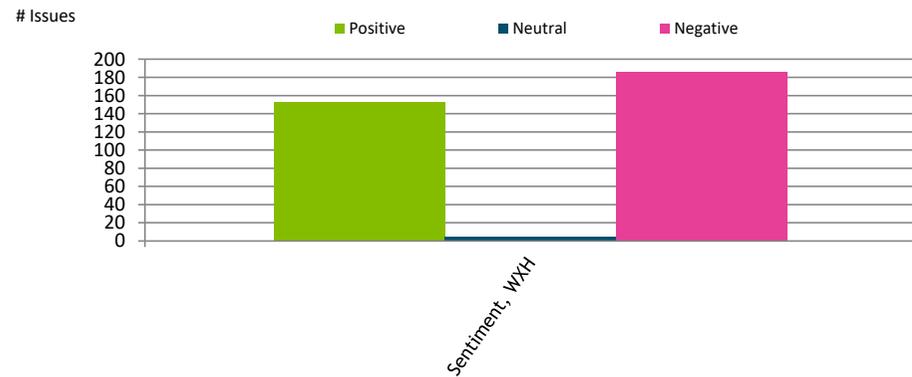
Issues

Legend: Positive | Neutral | Negative

Sentiment, WXH

Pie values: Positive 45%, Neutral 1%, Negative 54%

11

6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (2 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart showing:
- Omission: 1 (Negative)
- Staff Training: 1 (Negative)

Y-axis: 0, 1, 2

Pie chart:
- 50% Omission (pink)
- 50% Staff Training (dark teal)

Legend: ■ Omission ■ Staff Training
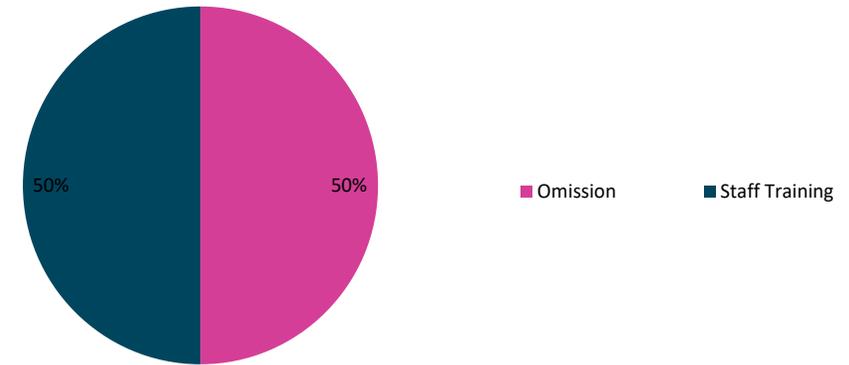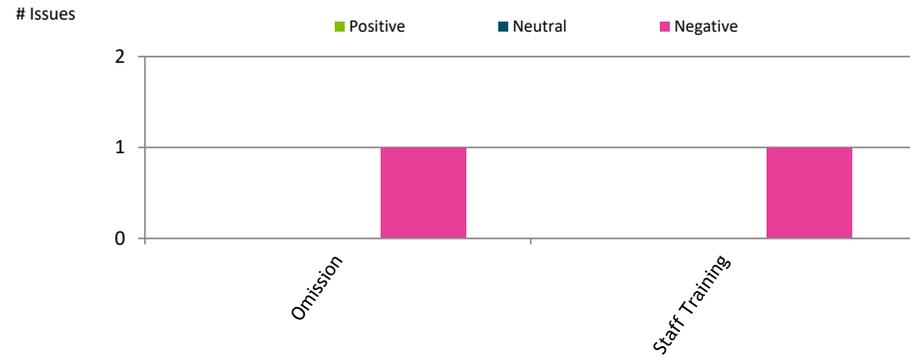
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart showing:
- Sentiment, Transport: 2 (Negative)

Y-axis: 0, 1, 2, 3
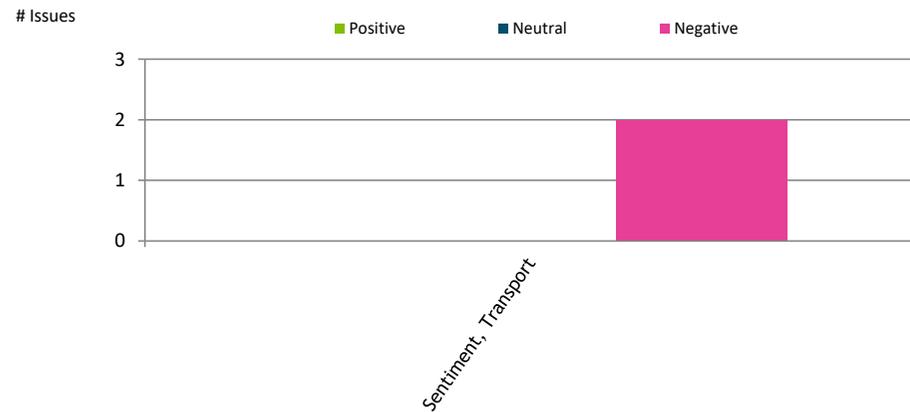
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (994 issues)

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, User Involvement, Administration, Booking, Medication, Planning, Registration, Support, Telephone, Quality, Environment/Layout, Staff Attitude, Complaints

Issues receiving the most comments overall

Pie chart percentages:
- Advice/Information — 6%
- User Involvement — 3%
- Administration — 4%
- Booking — 5%
- (User Involvement) — 2%
- Medication — 3%
- Planning — 1%
- Registration — 1%
- Support — 26%
- Telephone — 5%
- Quality — 6%
- Staff Attitude — 38%
- Complaints — 0%

Legend: Advice/Information, User Involvement, Administration, Booking, Medication, Planning, Registration, Support, Telephone, Quality, Environment/Layout, Staff Attitude, Complaints

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart:
- Positive — 68%
- Neutral — 0%
- Negative — 32%

6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (238 issues)

Issues

Legend: Positive · Neutral · Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Referral, Support, Timing, Waiting List, Choice, Cost, Quality, Environment/Layout, Omission, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 10%
- Carer Involvement — 1%
- General Comment — 1%
- User Involvement — 8%
- Administration — 8%
- Referral — 1%
- Support — 17%
- Timing — 2%
- Waiting List — 1%
- Choice — 1%
- Cost — 2%
- Quality — 27%
- Environment/Layout — 1%
- Omission — 1%
- Staff Attitude — 18%
- Staff Training — 1%

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive · Neutral · Negative

Sentiment, Diagnosis

- Positive — 71%
- Neutral — 0%
- Negative — 29%

14
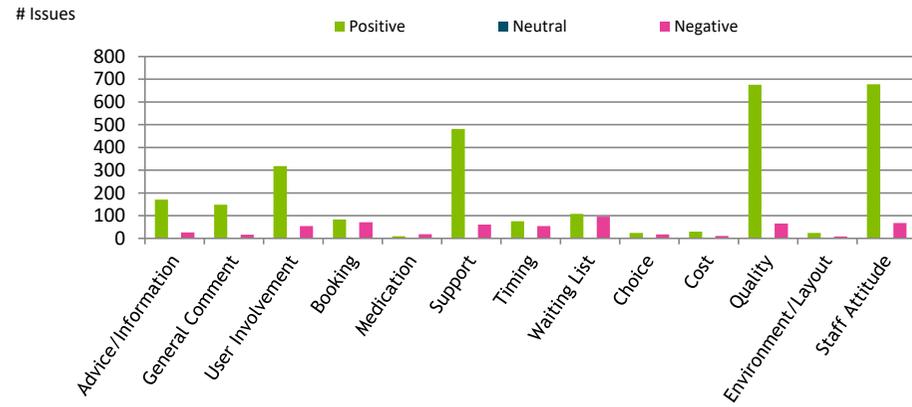
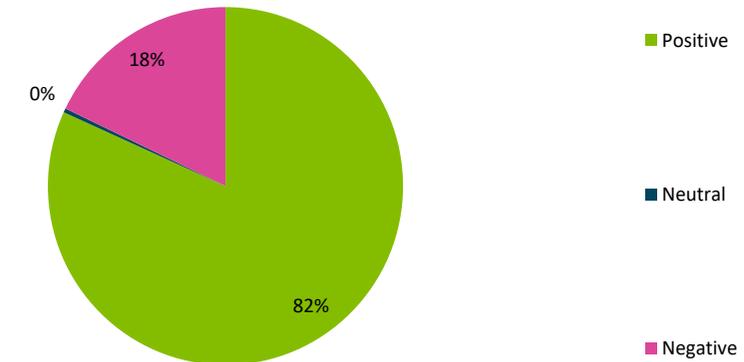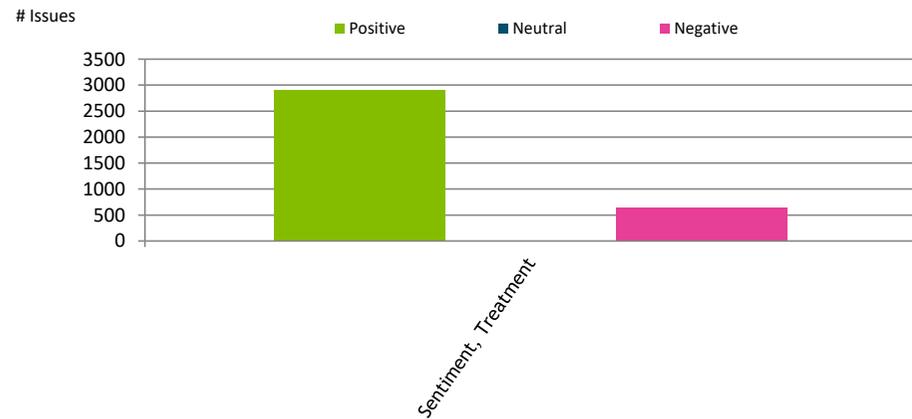# 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (3559 issues)
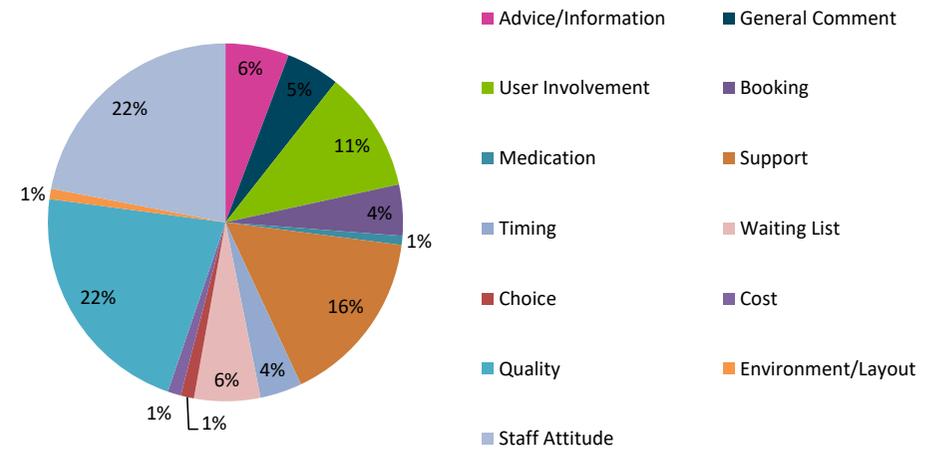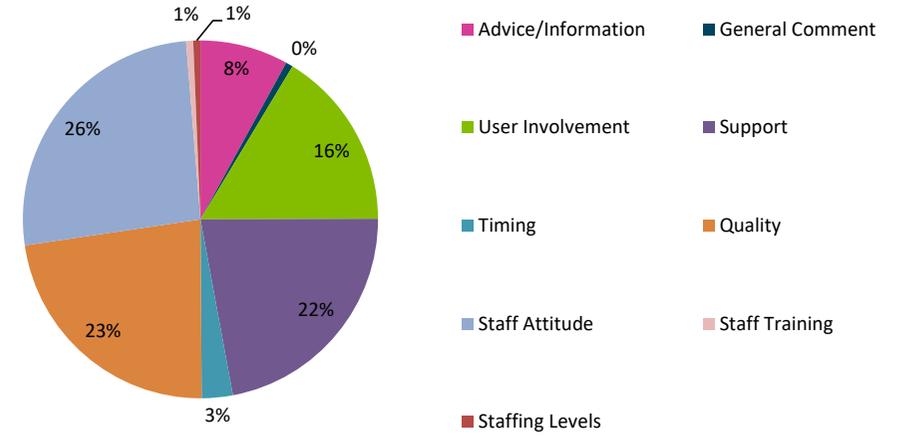

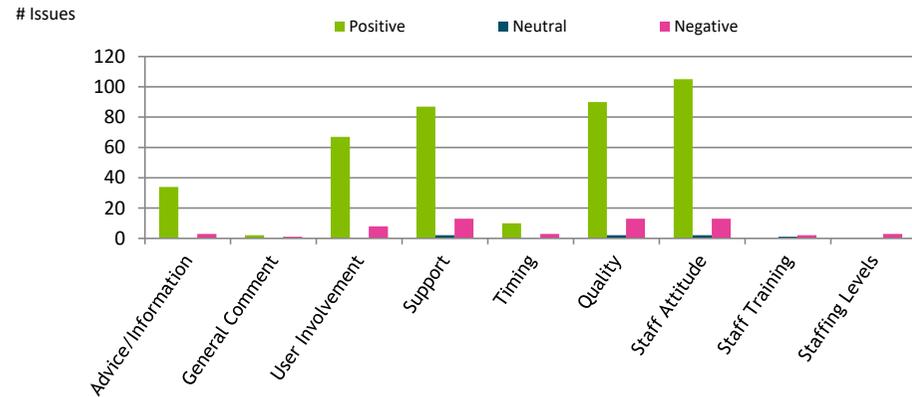Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

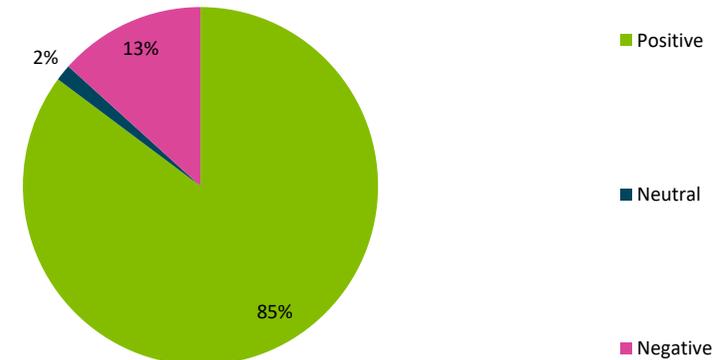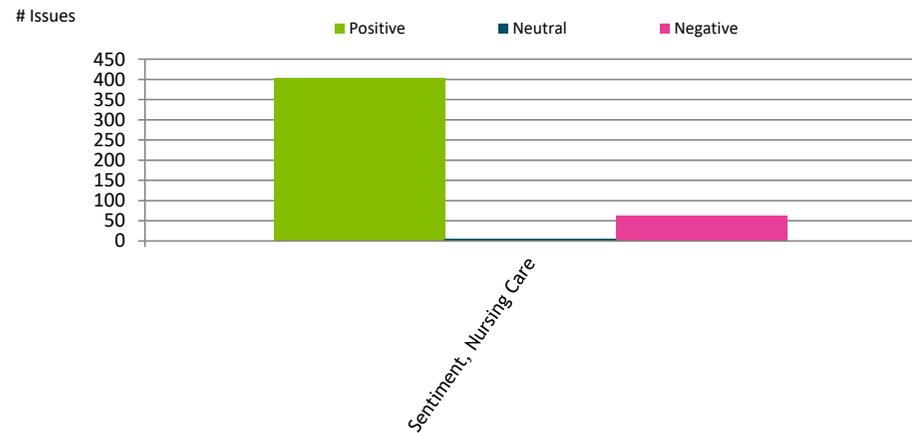## 6. Care Pathway: Clinical Nursing (care provided by trained nurses)

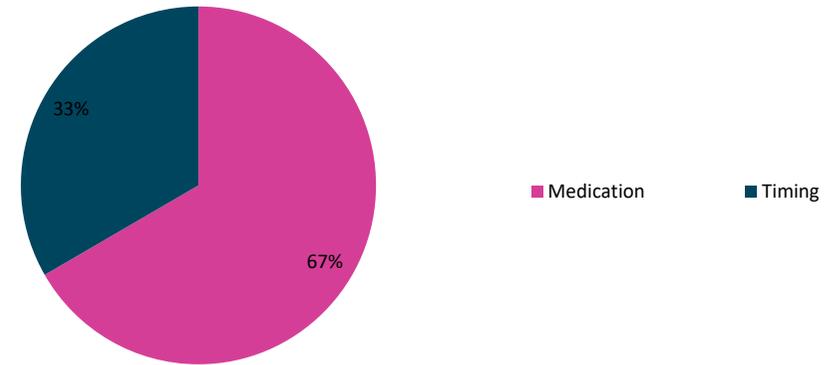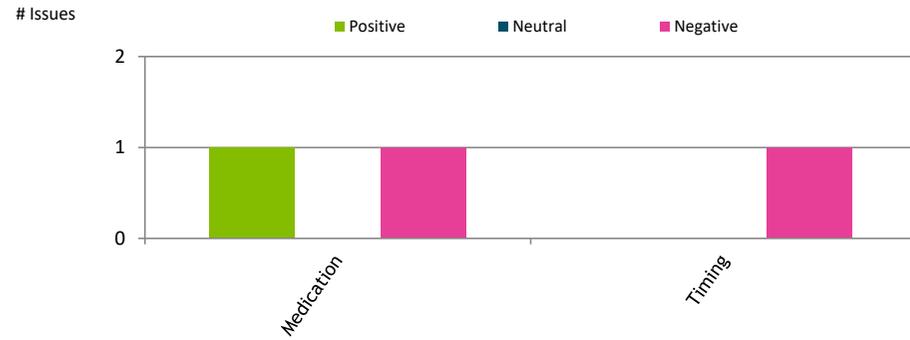### 6.9 Trends, Clinical Nursing (472 issues)

Issues

Legend: Positive ■ Neutral ■ Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Support, Timing, Quality, Staff Attitude, Staff Training, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 8%
- General Comment: 0%
- User Involvement: 16%
- Support: 22%
- Timing: 3%
- Quality: 23%
- Staff Attitude: 26%
- Staff Training: 1%
- Staffing Levels: 1%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive ■ Neutral ■ Negative

Category (x-axis): Sentiment, Nursing Care

Pie chart:
- Positive: 85%
- Neutral: 2%
- Negative: 13%

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6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (3 issues)

Issues

Legend: Positive · Neutral · Negative

Bar chart: Medication (Positive 1, Negative 1), Timing (Negative 1)

Pie chart: Medication 67%, Timing 33%

Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive · Neutral · Negative

Bar chart: Sentiment, Discharge (Positive 1, Negative 2)

Pie chart: Positive 33%, Neutral 0%, Negative 67%
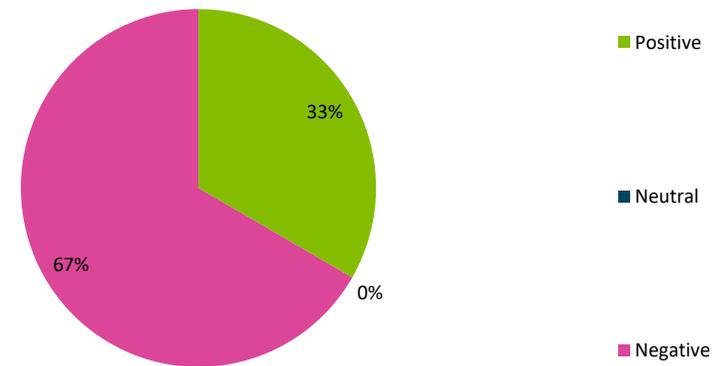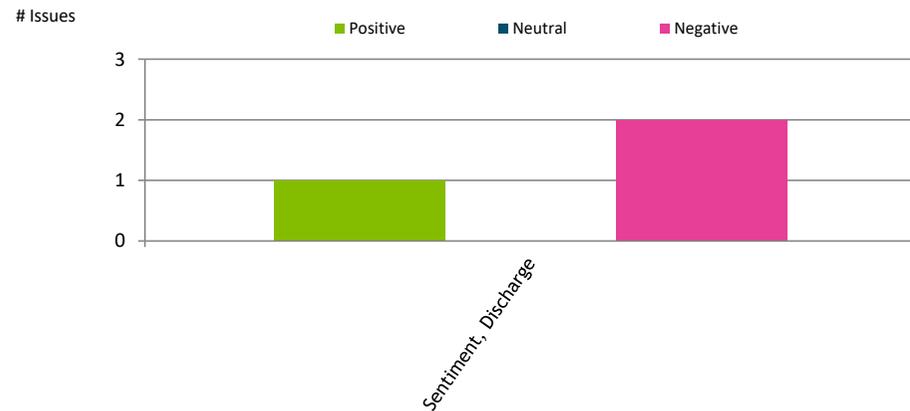
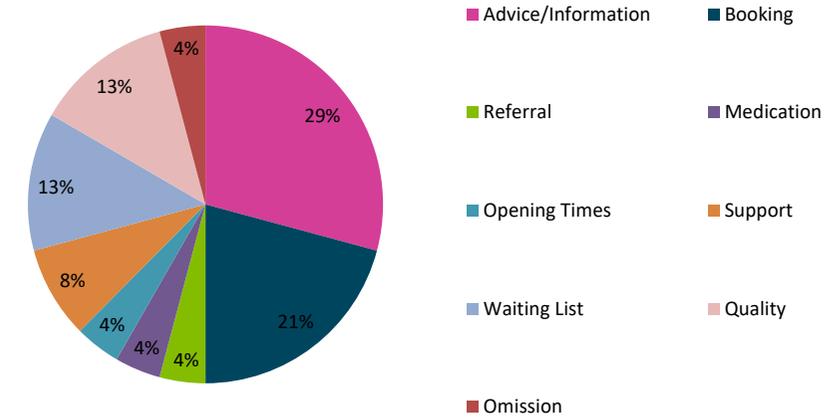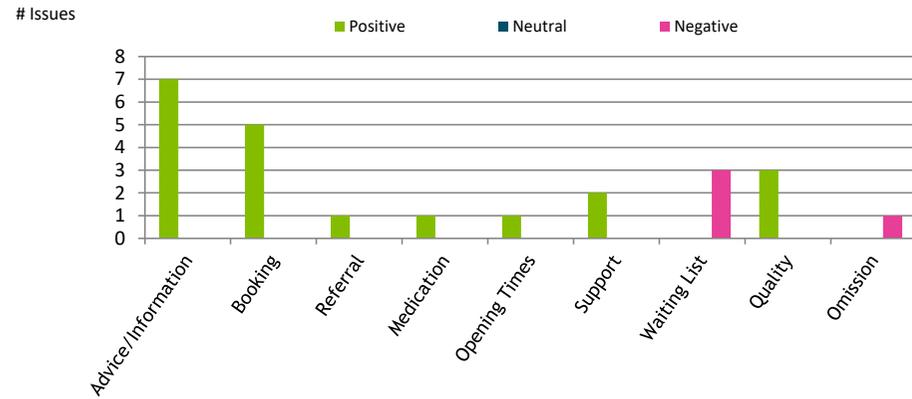## 6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (24 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart showing:
- Advice/Information: 7 (Positive)
- Booking: 5 (Positive)
- Referral: 1 (Positive)
- Medication: 1 (Positive)
- Opening Times: 1 (Positive)
- Support: 2 (Positive)
- Waiting List: 3 (Negative)
- Quality: 3 (Positive)
- Omission: 1 (Negative)

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 29%
- Booking: 21%
- Referral: 4%
- Medication: 4%
- Opening Times: 4%
- Support: 8%
- Waiting List: 13%
- Quality: 13%
- Omission: 4%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart showing:
- Positive: 20
- Negative: 4

Pie chart:
- Positive: 83%
- Neutral: 0%
- Negative: 17%
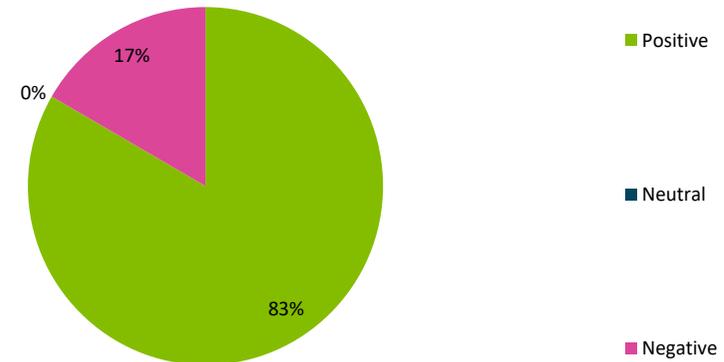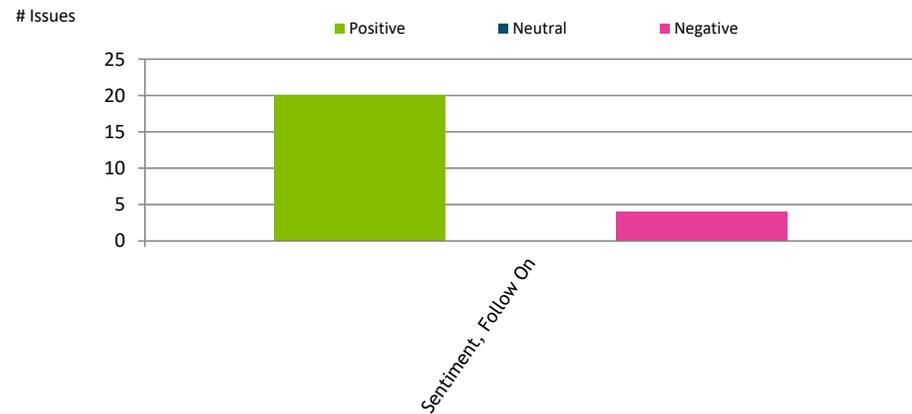
6.15 Trends, Community (276 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Support, Nutrition, Quality, Stimulation, Environment/Layout, Equipment, Hygiene, Staff Attitude

Issues receiving the most comments overall

Pie chart (percentages):
- Advice/Information — 8%
- Carer Involvement — 10%
- User Involvement — 12%
- Support — 20%
- Nutrition — 1%
- Quality — 20%
- Stimulation — 4%
- Environment/Layout — 2%
- Equipment — 1%
- Hygiene — 2%
- Staff Attitude — 20%

6.16 Sentiment, Community

Issues

Legend: Positive | Neutral | Negative

Sentiment, Community

Pie chart (percentages):
- Positive — 91%
- Neutral — 1%
- Negative — 8%

19

7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	265	0	75	340
	Carer Involvement	*Involvement or influence of carers and family members.*	49	0	5	54
	Peer Involvement	*Involvement or Influence of friends.*	2	0	0	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	154	2	17	173
	User Involvement	*Involvement or influence of the service user.*	456	0	68	524
Systems	Administration	*Administrative processes and delivery.*	16	0	45	61
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	4	4
	Booking	*Ability to book, reschedule or cancel appointments.*	116	3	96	215
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	12	12
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	15	0	4	19
	Medical Records	*Management of medical records.*	1	0	2	3
	Medication	*Prescription and management of medicines.*	20	0	30	50
	Opening Times	*Opening times of a service.*	6	0	5	11
	Planning	*Leadership and general organisation.*	19	0	12	31
	Registration	*Ability to register for a service.*	8	0	7	15
	Support	*Levels of support provided.*	841	6	144	991
	Telephone	*Ability to contact a service by telephone.*	7	0	42	49
	Timing	*Physical timing (ie; length of wait at appointments).*	91	1	61	153
	Waiting List	*Length of wait while on a list.*	110	1	101	212
Values	Choice	*General choice.*	27	0	18	45
	Cost	*General cost.*	33	0	12	45
	Language	*Language, including terminology.*	6	0	4	10
	Nutrition	*Provision of sustainance.*	5	0	0	5
	Privacy	*Privacy, personal space and property.*	2	0	3	5
	Quality	*General quality of a service, or staff.*	906	6	110	1022
	Sensory	*Deaf/blind or other sensory issues.*	2	0	1	3
	Stimulation	*General stimulation, including access to activities.*	13	0	0	13

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	8	0	1	9
	Environment/Layout	*Physical environment of a service.*	34	0	16	50
	Equipment	*General equipment issues.*	13	0	3	16
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	3	4
	Hygiene	*Levels of hygiene and general cleanliness.*	24	0	7	31
	Mobility	*Physical mobility to, from and within services.*	0	0	3	3
	Travel/Parking	*Ability to travel or park.*	0	0	1	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	17	17
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	4	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1168	6	158	1332
	Complaints	*Ability to log and resolve a complaint.*	2	0	6	8
	Staff Training	*Training of staff.*	2	2	11	15
	Staffing Levels	*General availability of staff.*	1	0	8	9
	Total:		**4424**	**27**	**1117**	**5568**