



**PATIENT EXPERIENCE  
REPORT 2020/2021  
QUARTER 4  
JANUARY - MARCH**

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# Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the borough of Waltham Forest. In delivering these duties, Healthwatch Waltham Forest captures patient experience in numerous ways, including running the Patient Participation Group (PPG) Forum, and engaging with residents online, particularly in resident Facebook groups and through our website ([www.healthwatchwalthamforest.co.uk](http://www.healthwatchwalthamforest.co.uk)), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the forms used during our review collections over the phone. Alongside our Patient Experience work reported here, Healthwatch Waltham Forest carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, including Enter & View and research reports please visit our website at <https://www.healthwatchwalthamforest.co.uk/our-work/our-reports-new/>.

On our Feedback Centre, patients are able to relay concerns about their treatment. If they have opted to, we also offer for a member of Healthwatch Waltham Forest staff to call them and discuss the issue in more detail. If they wish to pursue a complaint, we explain the procedure to them and pass them onto our NHS Advocacy Officer.

Due to the COVID-19 pandemic and social distancing measures, nearly all health and social care services restricted their services. This has affected how we collect reviews. We have adapted to new ways of collecting Patient Experience including engaging with health and social care service users through direct contact calling and acquiring reviews left online. The Patient Experience Officer along with a group of Patient Experience Volunteers collected reviews for health and social care services from the following online sources: Google Reviews, NHS Choices, Careopinion, [homecare.co.uk](http://homecare.co.uk), [carehome.co.uk](http://carehome.co.uk), and Yellow Pages. Reviews were also obtained directly from the Healthwatch Waltham Forest website where patients and service users have the ability to share their experience.

During the Quarter 4 (Q4) period between January - March 2021, which this report covers, we collected 839 reviews. Out of our total number of patients' experience feedback received, 611 (73%) were positive with a star rating of 4-5, 49 (6%) were neutral with a star rating of 3 and 179 (21 %) were negative with a star rating of 1-2. These numbers are based on the overall star rating provided by patients, please see page 4 for further details.

The information presented within this report reflects individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Waltham Forest presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

# Our data explained

Healthwatch Waltham Forest use a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5)

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

# Overall Star Ratings

The number of patient reviews received for this quarter was 839. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter as a whole. Please see the appendices for examples of both our physical and online questionnaires.

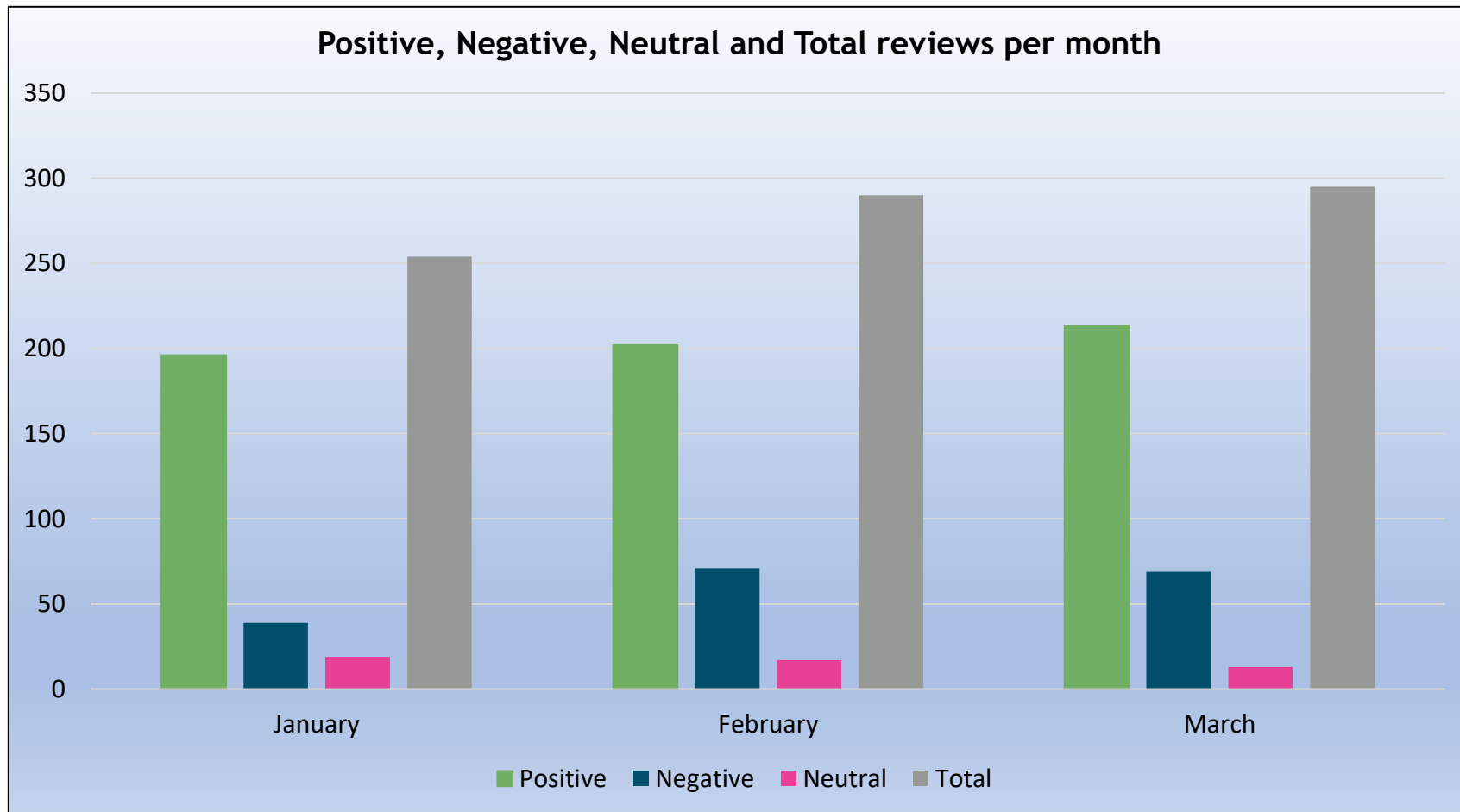
Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
January	39	19	196
February	71	17	202
March	69	13	213
Total	179	49	611



# Overall Star Ratings

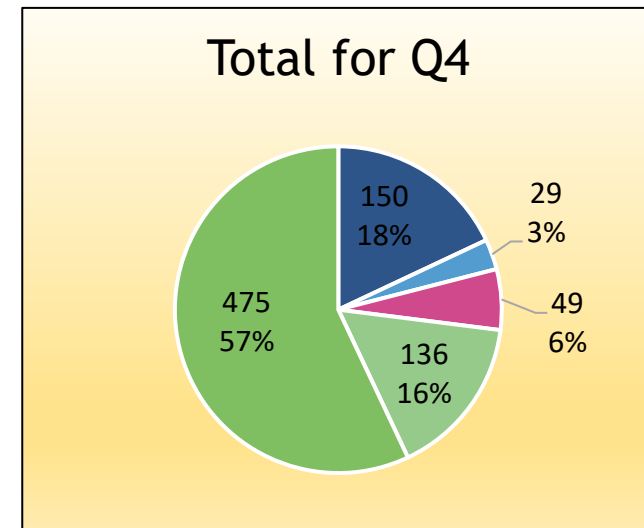
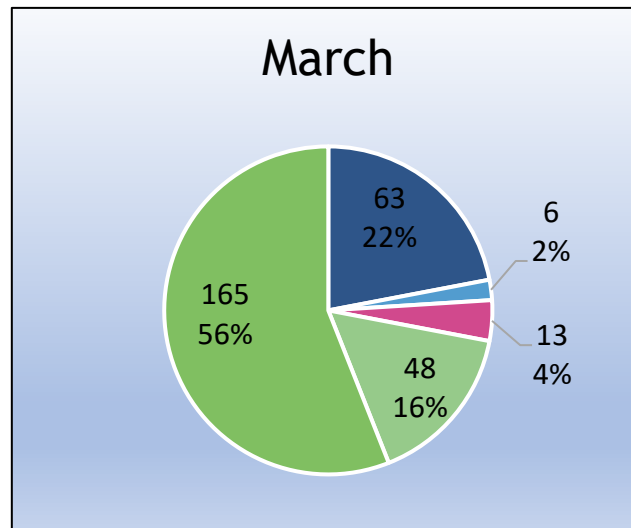
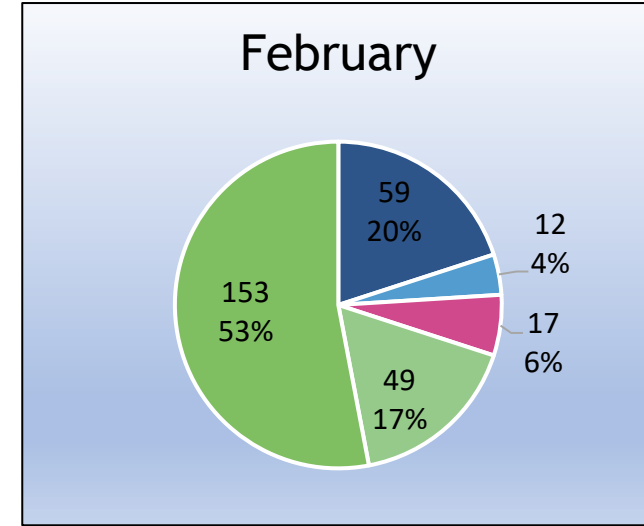
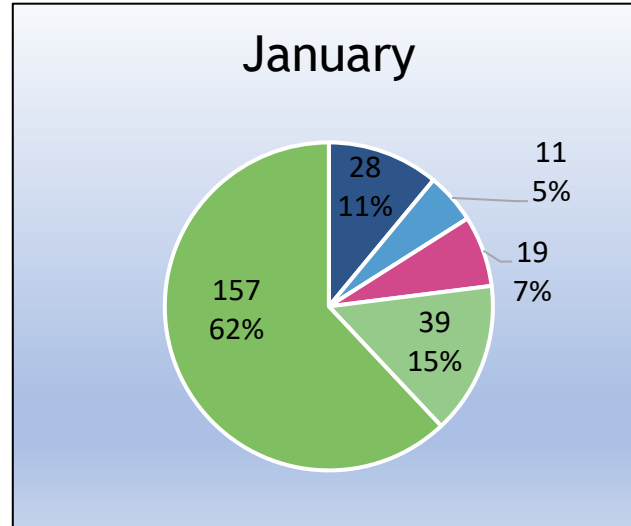
This chart illustrates the number of negative, neutral, and positive reviews based on their overall star rating. The number of reviews, according to their star rating, is measured both per month and for the whole quarter.



# Overall Star Ratings

These pie charts show the distribution of star ratings per month and for the whole quarter (January - March).

In each month the 5 star rating received the highest proportion of reviews.



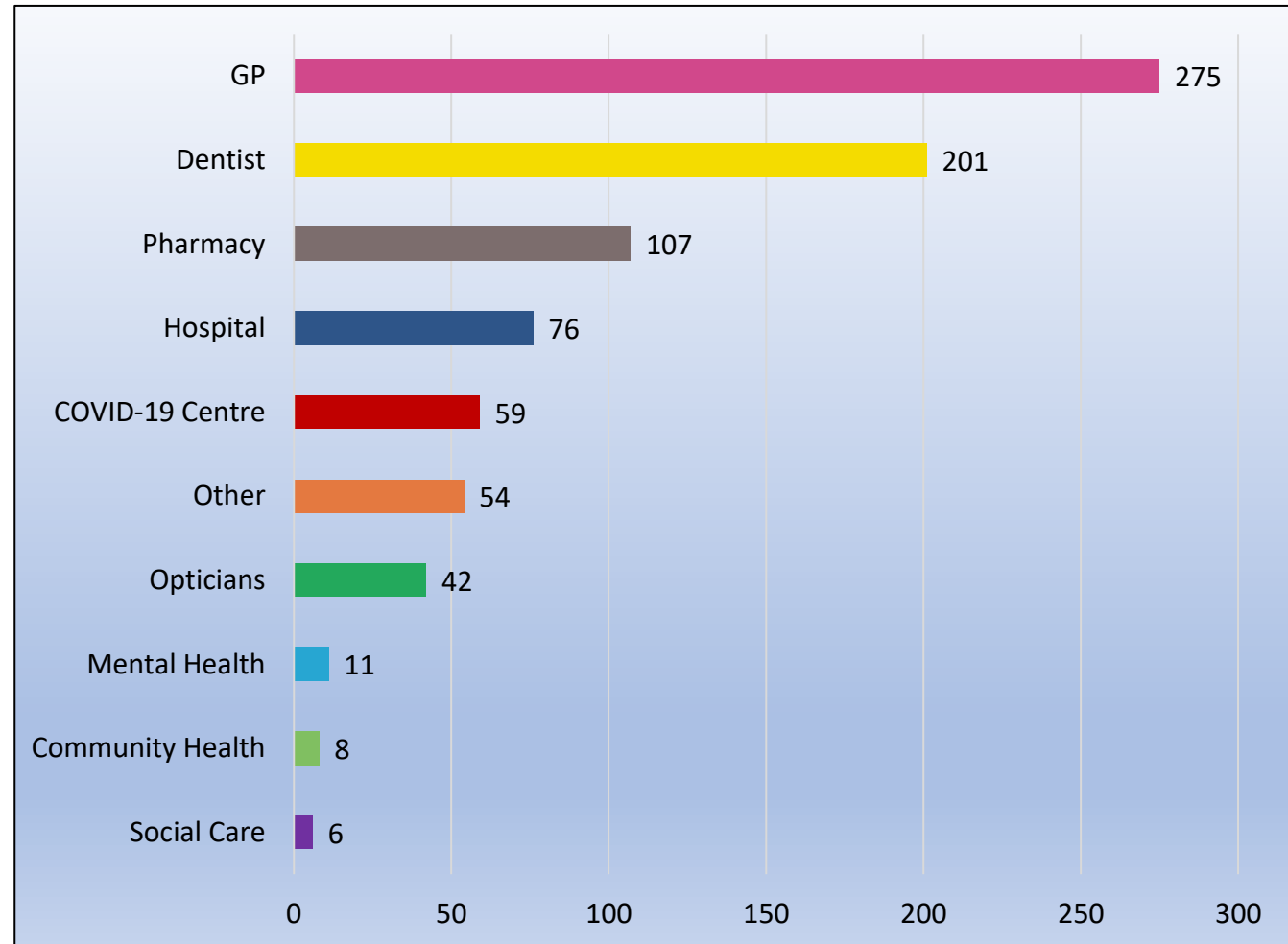
# Total Reviews per Service Category

This chart depicts the number of reviews recorded per service. For this quarter, 839 patient reviews were acquired for ten different service-types.

The service-type with the highest number of reviews recorded is GP services (275). This is followed by Dental services (201), Pharmacy (107), Hospital (76), and Covid-19 Centre (59).

The service-types with the lowest numbers of reviews recorded is Social Care (6). This is followed by Mental Health (11), Community Health (8), Optician (42) and Other (54).

Type of service

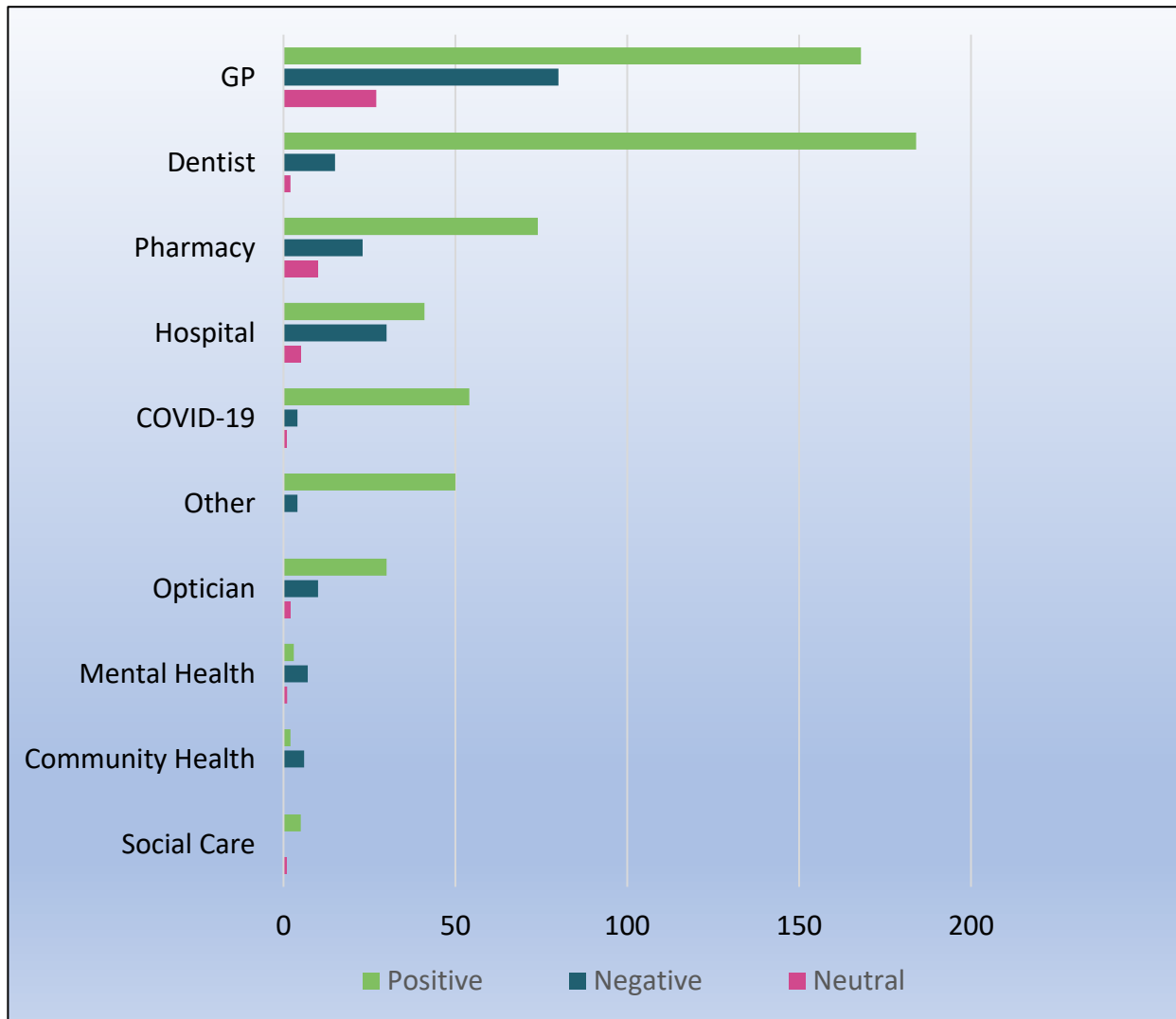


Number of reviews



# Distribution of Positive, Neutral & Negative per service category

Type of services



Number of reviews

This chart illustrates the proportion of negative, neutral, and positive reviews within each of the ten service-type categories previously discussed. Reviews are categorised according to their star ratings.

GP services received the most reviews this quarter (275). Of these 29% (80) were negative, 10% (27) were neutral, and 61% (168) were positive.

Dental services received the second highest number of reviews this quarter (201). Of these 7% (15) were negative, 1% (2) were neutral, and 92% (184) was positive.

Pharmacy services received the third highest number of reviews this quarter (107). Of these 21% (23) were negative, 10% (10) were neutral, and 69% (74) were positive.

Hospital services received the fourth highest number of reviews this quarter (76). Of these 39% (30) were negative, 7% (5) were neutral, and 54% (41) were positive.

COVID-19 Centres received the fifth highest number of reviews this quarter (59). Of these 7% (4) were negative, 1% (1) were neutral, and 92% (54) were positive.

Other received 54 reviews, Optician received 42 reviews, Mental Health and Social Care received a total of 17 reviews, and Community Health received 8 reviews, Other received 93% positive and 7% negative. Optician received 71% positive and 24% negative. Mental Health & Social Care received 47% positive and 41% negative. Community Health received 25% positive and 75% negative.

# Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a large number of reviews. In Q4 these areas are GP, Dentist, Pharmacy, Whipps Cross Hospital, and COVID - 19 Centre. After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" (see the appendices for examples of our physical and online questionnaires).

Each review is uploaded to our Online Feedback Centre where up to five themes and subthemes are applied (see Appendix I pages 39-40 for a full list).

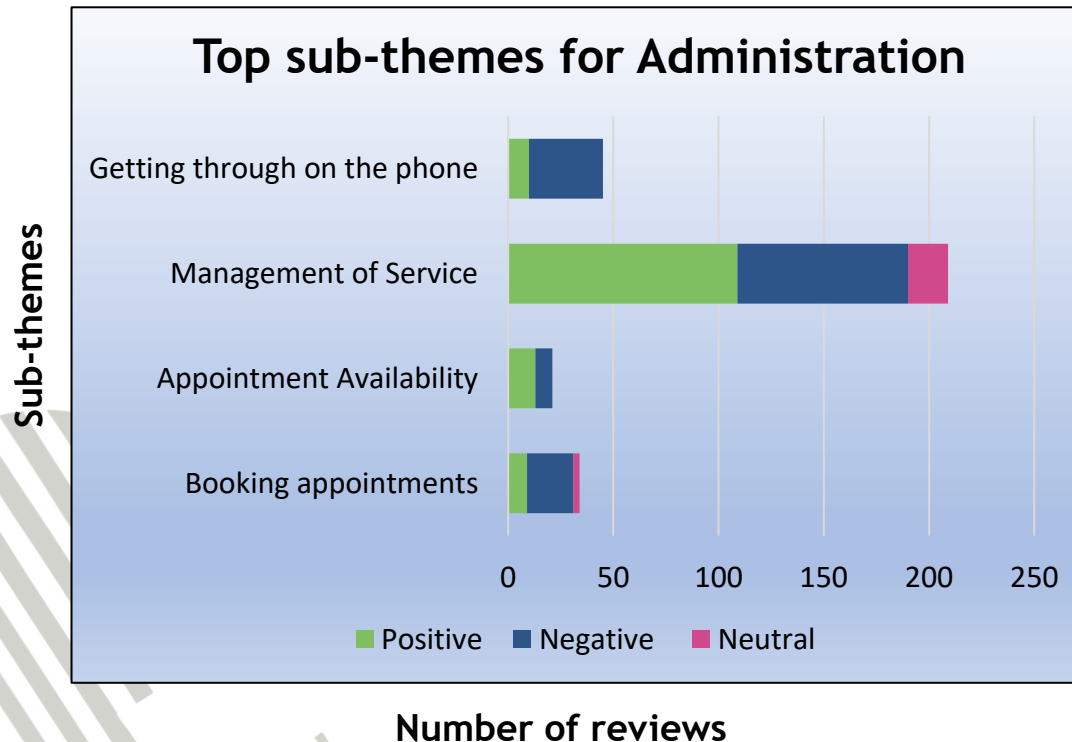
For this reason, the total numbers of theme-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs to the star rating patients provide.

# GP Themes and Sub-Themes

The top theme for Waltham Forest GPs this quarter was Administration. This theme was applied a total of 310 times to the patient reviews, of which 142 (46%) were positive, 22 (7%) were neutral, and 146 (47%) were negative.

As shown in the figure below, the Administration theme is further divided into five sub-themes; Management of Service, Booking Appointments, Getting Through On The Phone, Appointment Availability and General.

Of these sub-themes, Management of Service was applied 209 times with 109 (53%) being positive, 81 (39%) being negative, and 19 (8%) being neutral. Getting Through on the Phone was applied 45 times with 10 (22%) being positive, and 35 (78%) being negative. Booking Appointments was applied 34 times with 9 (26%) being positive, 22 (65%) being negative, and 3 (9%) being neutral. Appointment Availability was applied 21 times, with 13 (62%) being positive, 8 (38%) being negative. Lastly, General was applied 1 time, with 100% positive.



## Positive reviews

“All of the support staff have been empathetic and quick to solve your issues.” *GP surgery*

“More than anything though it was the sympathetic ear and warm professional support. Immediately put me at my ease!” *GP surgery*

## Negative reviews

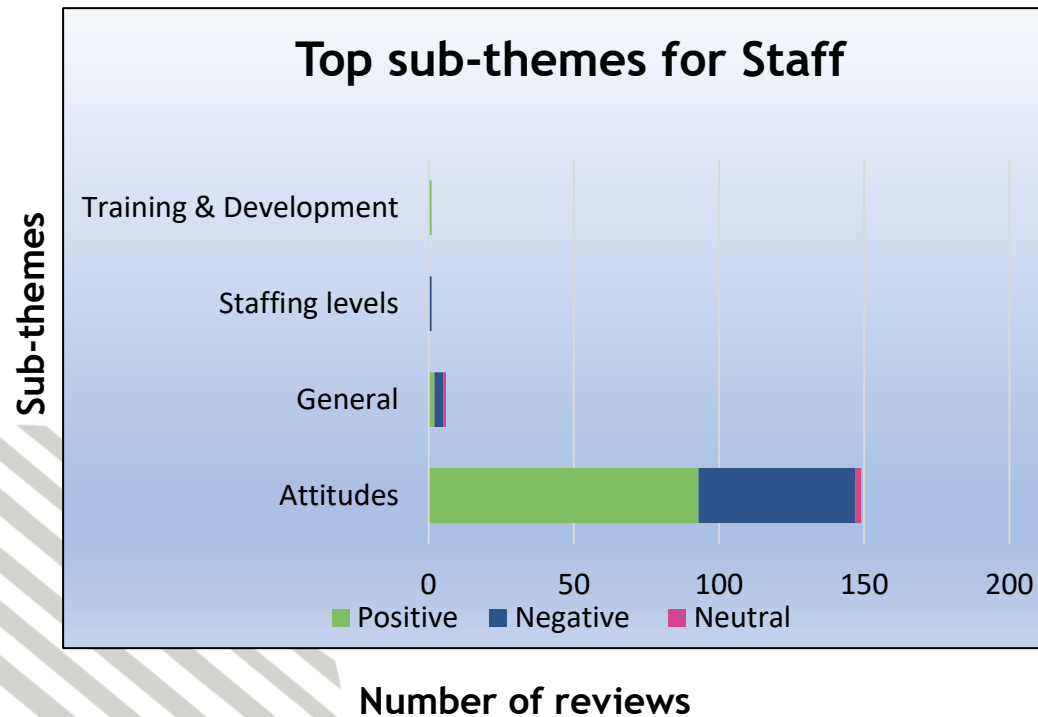
“The receptionist was very unprofessional and rude. There was no kindness at all.” *GP surgery*

“It is really hard to get an appointment at the moment.” *GP surgery*

# GP Themes and Sub-Themes

The second most applied theme for Waltham Forest GPs this quarter, is Staff. This theme was applied a total of 157 times to the patient reviews, of which 97 (62%) were positive, 3 (3%) were neutral, and 57 (36%) were negative. This shows that the majority of patients were satisfied with the treatment they received from the receptionists and doctors at their GPs.

As shown in the figure below, the Staff theme is further divided into four sub-themes; Attitudes, General, Staffing Levels and Training and Development. Of these sub-themes, Attitudes was applied 149 times with 93 (62%) being positive, 2 (2%) being neutral, and 54 (36%) being negative. General was applied 6 times with 2 (33%) being positive, 1 (17%) being neutral, and 3 (50%) being negative. Staffing levels was applied 1 time with 100% being negative. Training and Development was applied 1 time with 100% being positive.



## Positive reviews

"I am delighted with the attention afforded my health, and efficiency the surgery has shown in dealing with it."

*GP Surgery*

"Each consultation was carried out without feeling rushed and very professionally. Very happy with the whole process from start to finish." *GP Surgery*

## Negative reviews

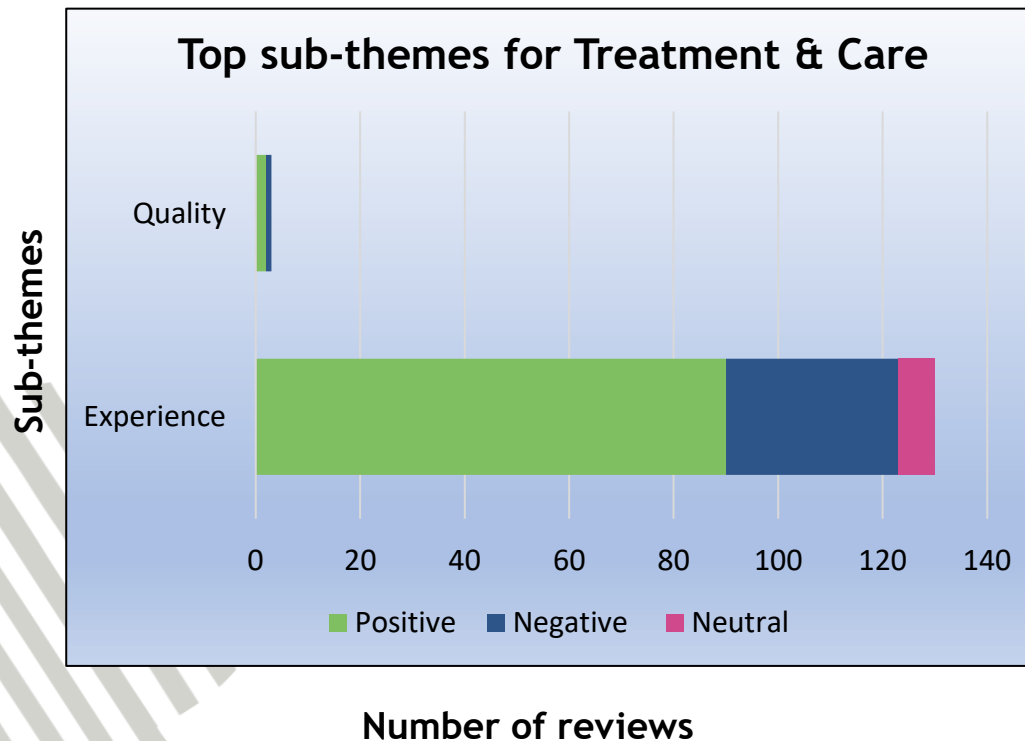
"I got a call from the doctor, who was rude and condescending." *GP surgery*

"The receptionist was very unprofessional and rude." *GP surgery*

# GP Themes and Sub-Themes

The third most applied theme for Waltham Forest GPs this quarter is Treatment & Care. This theme was applied a total of 134 times to the patient reviews, of which 92 (69%) were positive, 8 (6%) were neutral, and 34 (25%) were negative. This shows that the majority of patients were satisfied with the service provided by staff at their GPs.

As shown in the figure below, the Treatment & Care theme is further divided into two sub-themes; Experience and Quality. Of these sub-themes, Experience was applied 130 times with 90 (69%) being positive, 7 (6%) being neutral, and 33 (25%) being negative. Quality was applied 3 times with 2 (67%) being positive and 1 (33%) being negative.



## Positive reviews

“She listened to me and was really helpful and positive “prescribing” things to do in the community to help me de-stress. *GP surgery*”

“Very happy with each doctor I have spoken to and the practice nurse.” *GP surgery*”

## Negative reviews

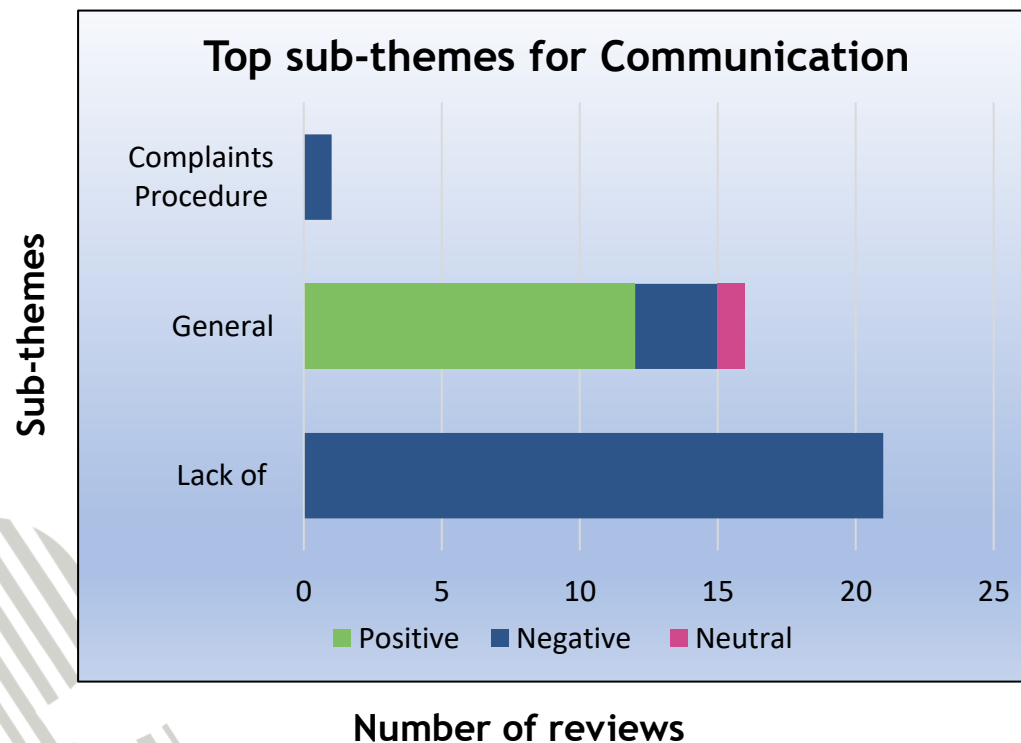
“There was no kindness at all. I asked her few things and she answered me very rudely.” *GP surgery*”

“One Doctor neglected to send me for X-Rays and held that up by 6 months.” *GP surgery*”

# GP Themes and Sub-Themes

The fourth most applied theme for Waltham Forest GPs this quarter is Communication. This theme was applied a total of 38 times to the patient reviews, of which 12 (32%) were positive, 1 (3%) was neutral, and 25 (66%) were negative. This shows that the majority of patients found the communication with their GPs was at a poor standard.

As shown in the figure below, the Communication theme is further divided into three sub-themes; General, Lack Of and Complaints procedure. Of these sub-themes, General was applied 16 times with 12 (75%) being positive, 1 (6%) being neutral, and 3 (19%) being negative. Lack Of was applied 21 times with (100%) being negative. Complaints Procedure was applied 1 time with 100% being negative.



## Positive reviews

“Absolutely excellent service. The staff are very polite and helpful.” *GP surgery*

“The service is better than it was and has become more responsive.” *GP surgery*

## Negative reviews

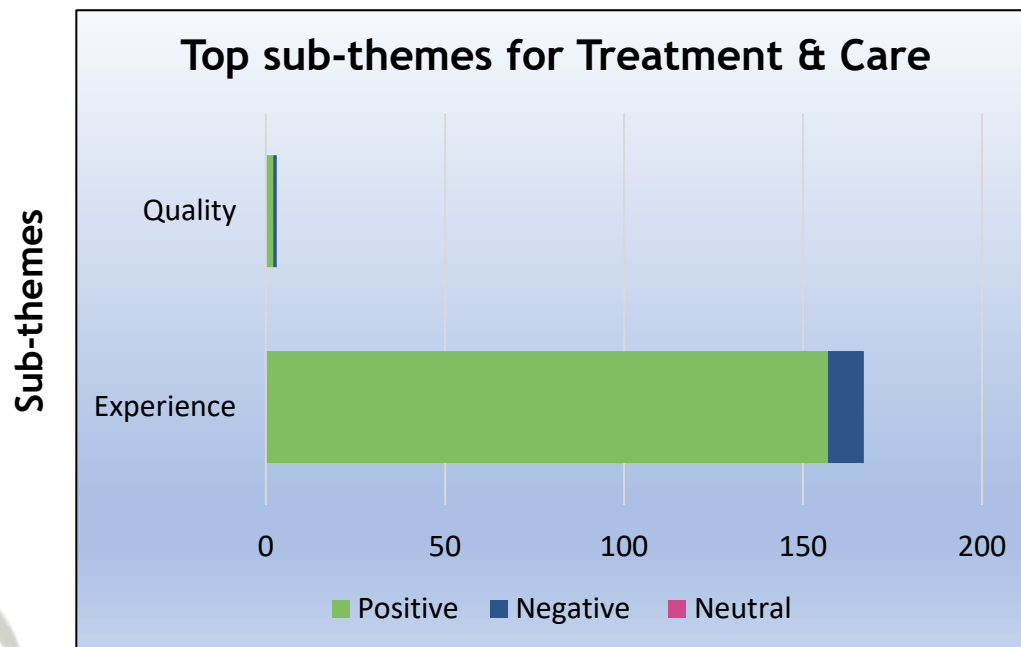
“The service is spasmodic. You do have to persevere to get an answer on occasion.” *GP surgery*

“The service is quite chaotic at the moment. It is very hard to get through on the telephone.” *GP surgery*

# Dentist Themes and Sub-Themes

The top theme for Waltham Forest Dentists this quarter is Treatment & Care. This theme was applied a total of 171 times to the patient reviews, of which 161 (94%) were positive, and 10 (6%) were negative. The majority of reviews received this quarter, relating to Treatment & Care, are positive.

As shown in the figure below, the Treatment & Care theme is further divided into three sub-themes; Experience, Effectiveness and Quality. Of these sub-themes, Experience was applied 167 times with 157 (94%) being positive, and 10 (6%) being negative. Quality was applied 3 times with 2 (67%) being positive and 1 (33%) being negative.



## Positive reviews

" They always make me feel so welcome and comfortable and I enjoy seeing them!*Dentist*

"I required much needed emergency work on my teeth, received great advice and comfort from the Dentist/Dentist assistant before, during and after treatment." *Dentist*

## Negative reviews

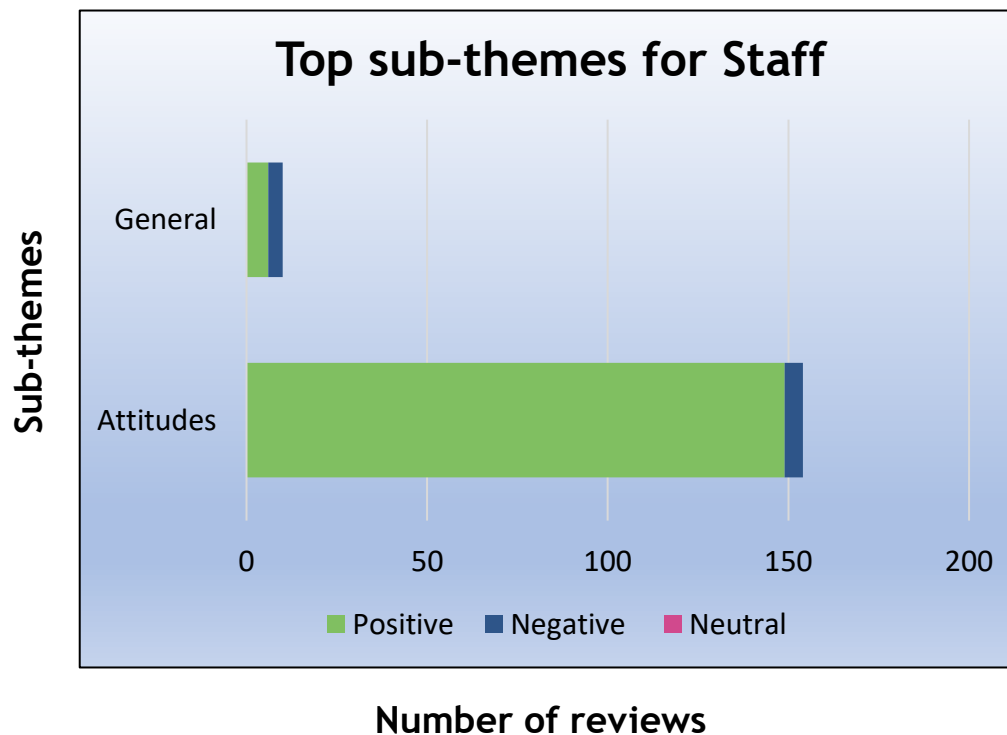
"Very bad service. Fillings were no good and my tooth broke." *Dentist*

Number of reviews

# Dentist Themes and Sub-Themes

The second most applied theme for Waltham Forest Dentists this quarter is Staff. This theme was applied a total of 164 times to the patient reviews, of which 156 (95%) were positive, and 8 (5%) were negative. This shows that the majority of patients were satisfied with the treatment they received from their dental practice.

As shown in the figure below, the Staff theme is further divided into two sub-themes; Attitudes and General. Of these sub-themes, Attitudes was applied 154 times with 149 (97%) being positive, and 5 (3%) being negative. General was applied 10 times with 6 (60%) being positive, and 4 (40%) being negative.



## Positive reviews

"I would say that the doctor and his assistant have been the most sophisticated and skilled people I ever met." *Dentist*

"My Dentist was very welcoming, warm and friendly." *Dentist*

## Negative reviews

"He pulled a tooth out of me without antibiotic treatment first. Not even after pulling it out." *Dentist*



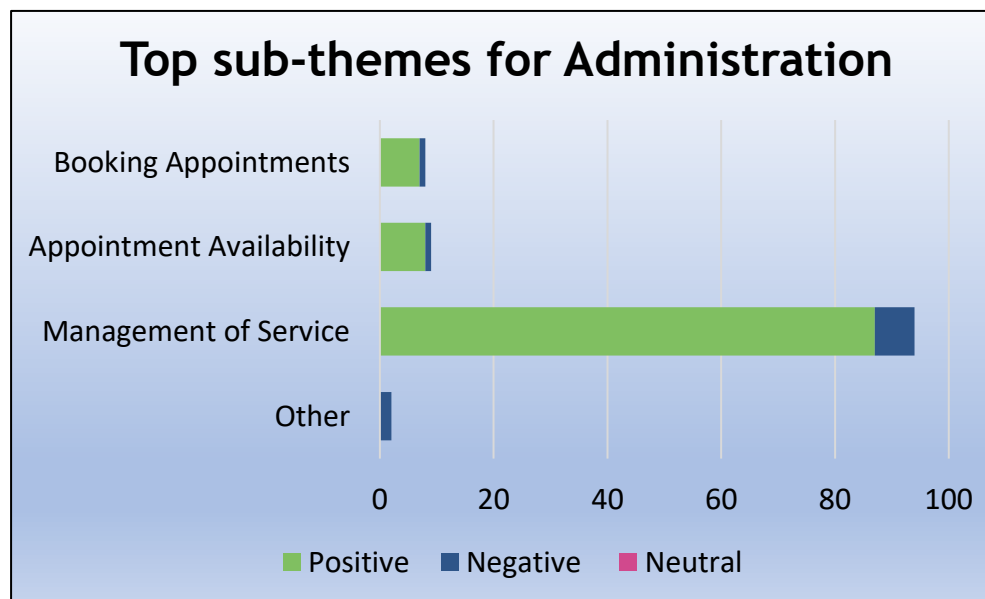
# Dentist Themes and Sub-Themes

The third most applied theme for Waltham Forest Dentists this quarter is Administration. This theme was applied a total of 113 times to the patient reviews, of which 102 (90%) were positive, and 11 (10%) were negative. As you can see from the chart below, the majority of reviews were positive for Management of Service this quarter.

As shown in the figure below, the Administration theme is further divided into four sub-themes; Management of Service, Appointment Availability, Booking Appointments and Other. Other combines the following sub-themes, which each had a count of 2 or less: General and Getting Through On The Telephone.

Of these sub-themes, Management Of Service was applied 94 times with 87 (93%) being positive and 7 (7%) being negative. Appointment Availability was applied 9 times with 8 (89%) being positive, and 1 (11%) being negative. Booking Appointments was applied 8 times with 7 (88%) being positive, and 1 (12%) being negative. Other was applied 2 times with 2 (100%) being negative.

Sub-themes



Number of reviews

## Positive reviews

“He was professional and friendly. I got my teeth cleaned and polished. They look amazing.” *Dentist*

“They don't try to make money from you - just give honest opinions.” *Dentist*

## Negative reviews

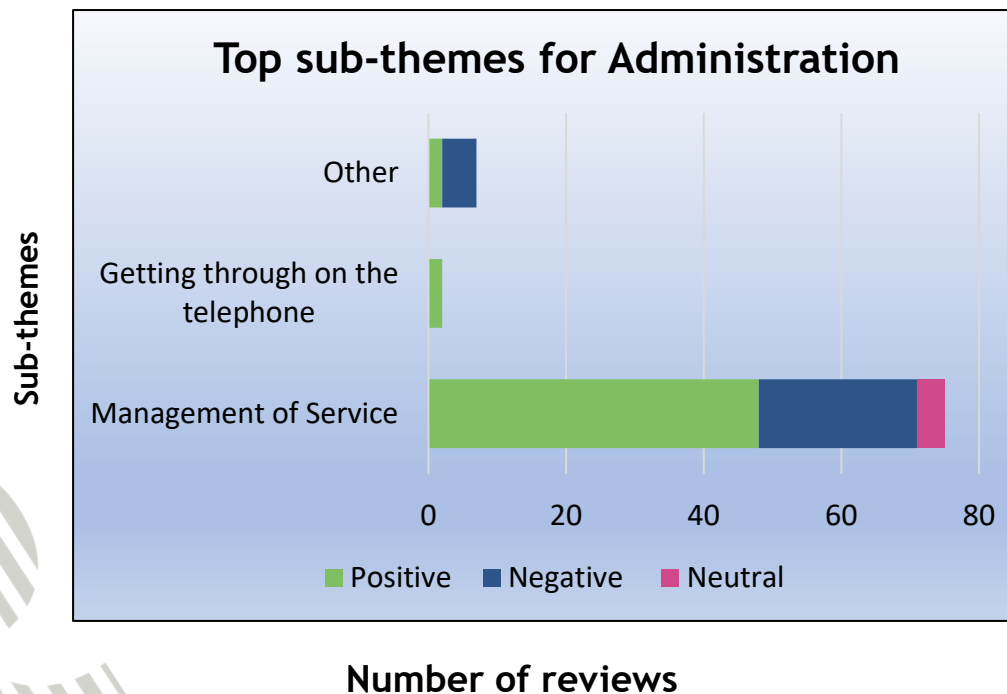
“3 times I filled them in but could not submit them. My husband who is on the high risk register had great difficulty with these forms at the surgery.” *Dentist*

# Pharmacy Themes and Sub-Themes

The top theme for Waltham Forest Pharmacies this quarter is Administration. This theme was applied a total of 84 times to the patient reviews, of which 52 (62%) were positive, 4 (5%) were neutral, and 28 (33%) were negative. This shows that the majority of patients were satisfied with the administration provided by their pharmacy.

As shown in the chart below, the Administration theme is further divided into two sub-themes; Management of Service, Getting through on the telephone, and Other. Other combines the following sub-themes, which each had a count of four or less: Admission Procedure, Appointment Availability, Booking Appointments, and General.

Of these sub-themes, Management of Service was applied 75 times with 48 (67%) being positive, 4 (5%) being neutral, and 23 (28%) being negative. Getting through on the telephone was applied 2 times with 100% being positive. Other was applied 6 times with 2 (25%) being positive and 5 (75%) being negative.



## Positive reviews

“They have good social distancing measures in place and I feel safe when I am in there.” *Pharmacy*

“Brilliant. Very well managed.” *Pharmacy*

## Negative reviews

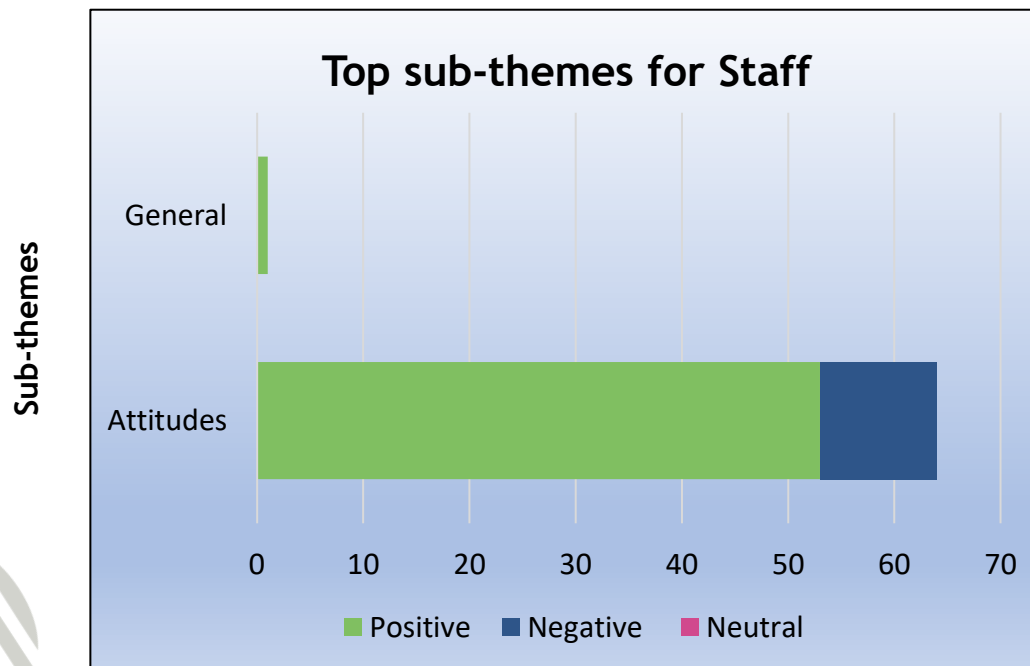
“My prescription is never ready on time” *Pharmacy*

“They deliver regularly, but the delivery is often short of a few items and I have to chase them every time.” *Pharmacy*

# Pharmacy Themes and Sub-Themes

The second most applied theme for Waltham Forest Pharmacies this quarter is Staff. This theme was applied a total of 65 times to the patient reviews, of which 53 (82%) were positive, and 12 (18%) were negative. This shows that the majority of patients were satisfied with the customer service provided by staff at their pharmacy.

As shown in the chart below, the Staff theme is further divided into two sub-themes; Attitudes and General. Of these sub-themes, Attitudes was applied 64 times with 53 (83%) being positive, and 11 (17%) being negative. General was applied 1 time with 100% being negative.



## Positive reviews

"The service is very efficient and the staff are always willing to help." *Pharmacy*

"The staff at this pharmacy are very friendly and helpful." *Pharmacy*

## Negative reviews

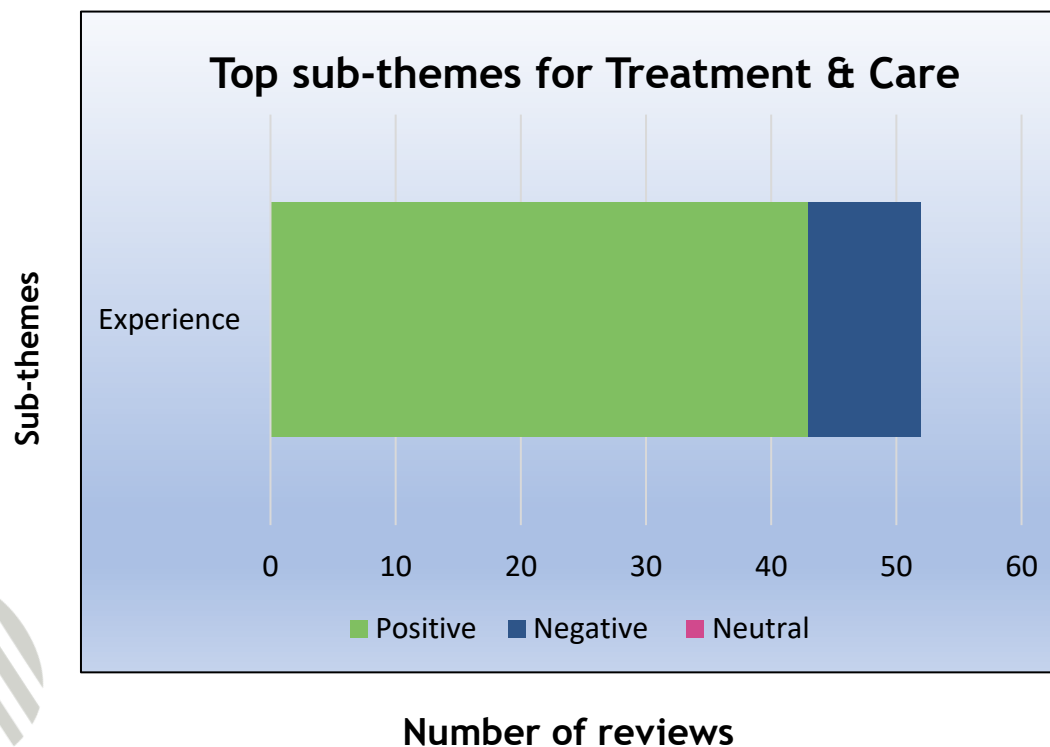
"Staff attitude isn't as good as it used to be." *Pharmacy*

"The service is adequate." *Pharmacy*

# Pharmacy Themes and Sub-Themes

The third most applied theme for Waltham Forest Pharmacies this quarter is Treatment & Care. This theme was applied a total of 43 times to the patient reviews, of which 34 (80%) were positive, and 9 (20%) were negative. This shows that the majority of patients were satisfied with the treatment and care received at their pharmacy.

As shown in the chart below, the theme had one sub-theme; Experience. Experience was applied 43 times with 34 (80%) being positive, and 9 (20%) were negative.



## Positive reviews

"Really good. The staff are helpful and efficient." *Pharmacy*

"They provide a good service, under the circumstances." *Pharmacy*

## Negative reviews

"I regularly have to chase my medication and get conflicting information about whether or not it is available." *Pharmacy*

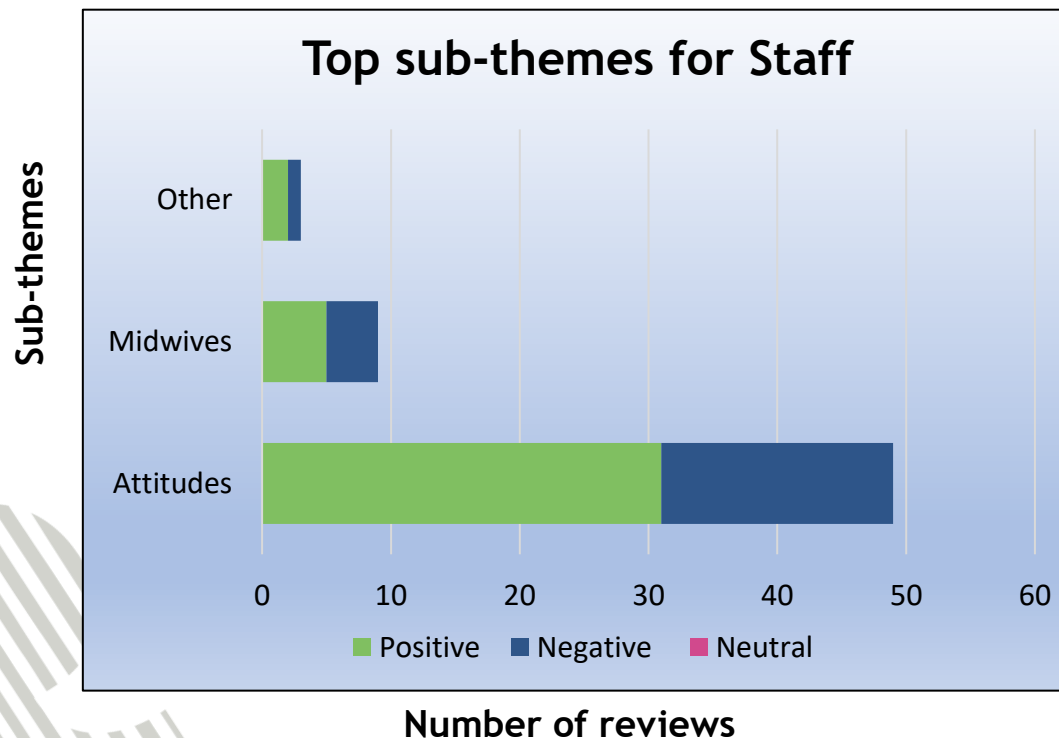
"The service isn't always good and staff can be rude and unhelpful at times." *Pharmacy*

# Whipps Cross Hospital Themes and Sub-Themes

The top theme for Whipps Cross Hospital this quarter is Staff. This theme was applied a total of 61 times to the patient reviews, of which 38 (62%) were positive, and 23 (38%) were negative. This shows that the majority of patients were satisfied with the treatment and care they received at Whipps Cross Hospital this quarter.

As shown in the figure below, the Staff theme is further divided into four sub-themes; Attitudes, Midwives and Other. Other combines the following sub-themes, which each had a count of two or less: Ambulance Staff/Paramedics and General.

Of these sub-themes, Attitudes was applied 49 times with 31 (63%) being positive, and 18 (37%) being negative. Midwives was applied 9 times with 5 (56%) being positive, and 4 (44%) being negative. Other was applied 3 times with 2 (67%) being positive, and 1 (33%) being negative.



## Positive reviews

“The staff at A&E were very kind to me when I had to go in for emergency treatment “ *Whipps Cross*

“The most amazing care and treatment from the doctors and the staff on the ward.” *Whipps Cross*

## Negative reviews

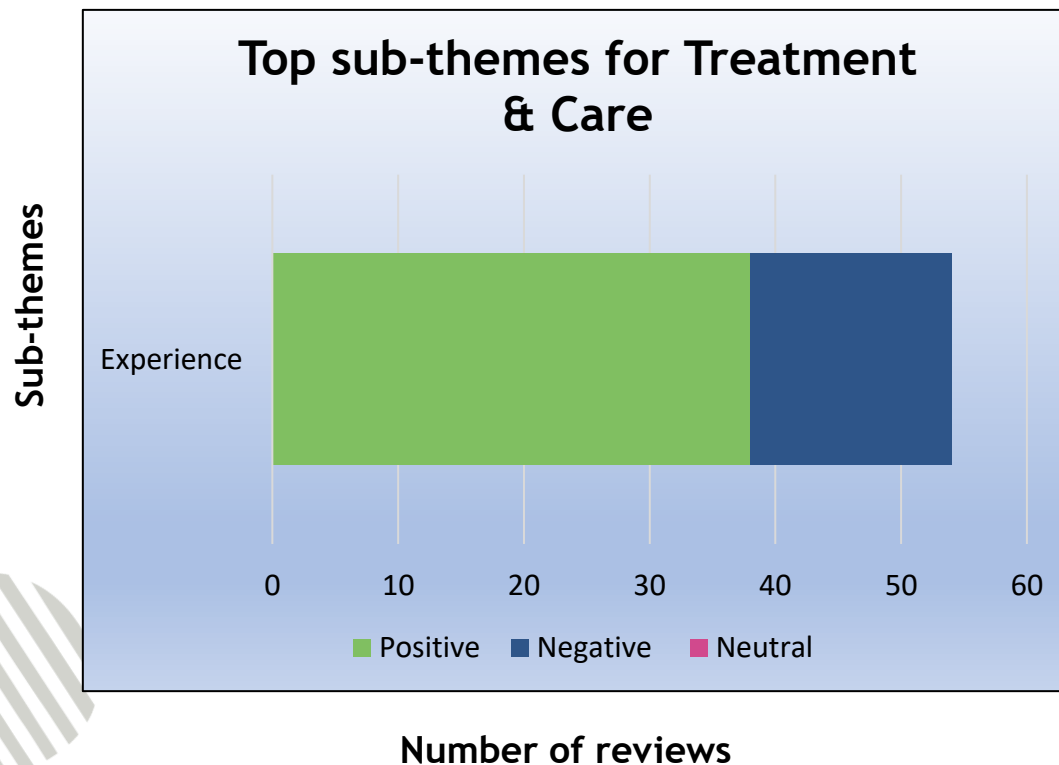
“The staff were quite rude, abrupt and unsympathetic.” *Whipps Cross*

“I’d had a few off-putting appointments regarding disorganised and impersonal/slightly rude staff, trouble getting through on phone lines.” *Whipps Cross*

# Whipps Cross Hospital Themes and Sub-Themes

The second most applied theme for Whipps Cross Hospital this quarter is Treatment & Care. This theme was applied a total of 54 times to the patient reviews, of which 38 (70%) were positive, and 16 (30%) were negative. This shows that the majority of patients were satisfied with the treatment and care they received at Whipps Cross Hospital this quarter.

As shown in the figure below, the Treatment & Care theme is further divided into one sub-theme; Experience. Of this sub-theme, Experience was applied 54 times with 38 (70%) were positive, and 16 (30%) were negative.



## Positive reviews

“Forever grateful for the outstanding compassion and personal care“ *Whipps Cross*

“I really couldn’t fault the staff and the maternity department.” *Whipps Cross*

## Negative reviews

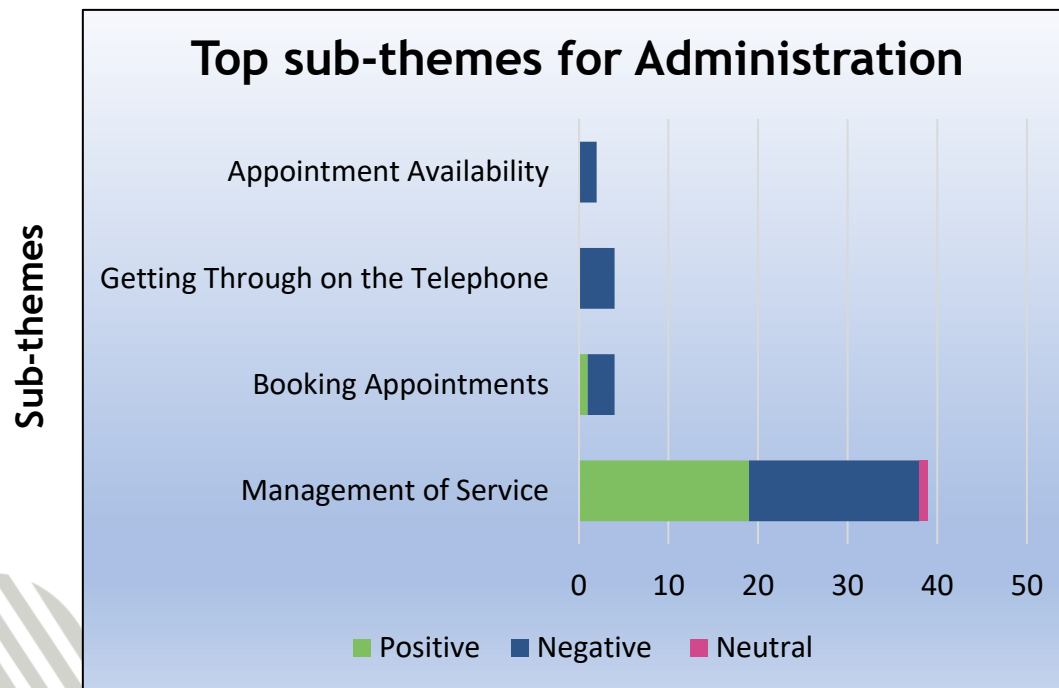
“The mid wives and the nurses have zero empathy.”  
*Whipps Cross*

“Horrible rude receptionist at the maternity department.”  
*Whipps Cross*

# Whipps Cross Hospital Themes and Sub-Themes

The third most applied theme for Whipps Cross Hospital this quarter is Administration. This theme was applied a total of 49 times to the patient reviews, of which 20 (41%) were positive, 28 (57%) were negative, and 1 (2%) was neutral. This shows that the majority of patients weren't satisfied with the Administration services at Whipps Cross Hospital this quarter.

As shown in the figure below, the Administration theme is further divided into four sub-themes; Management of Service, Booking Appointments, Getting Through on the Telephone, and Appointment Availability. Of these sub-themes, Management of Service was applied 39 times with 19 (49%) being positive, 19 (49%) being negative, and 1 (2%) being neutral. Getting Through on the Telephone was applied 4 times with 4 (100%) being negative. Booking Appointments was applied 4 times with 1 (25%) being positive, and 3 (75%) being negative. Appointment Availability was applied 2 times, with 2 (100%) being negative.



## Positive reviews

“Absolutely excellent service from the specialists at the Gastro department.” *Whipps Cross*

“Excellent service” *Whipps Cross*

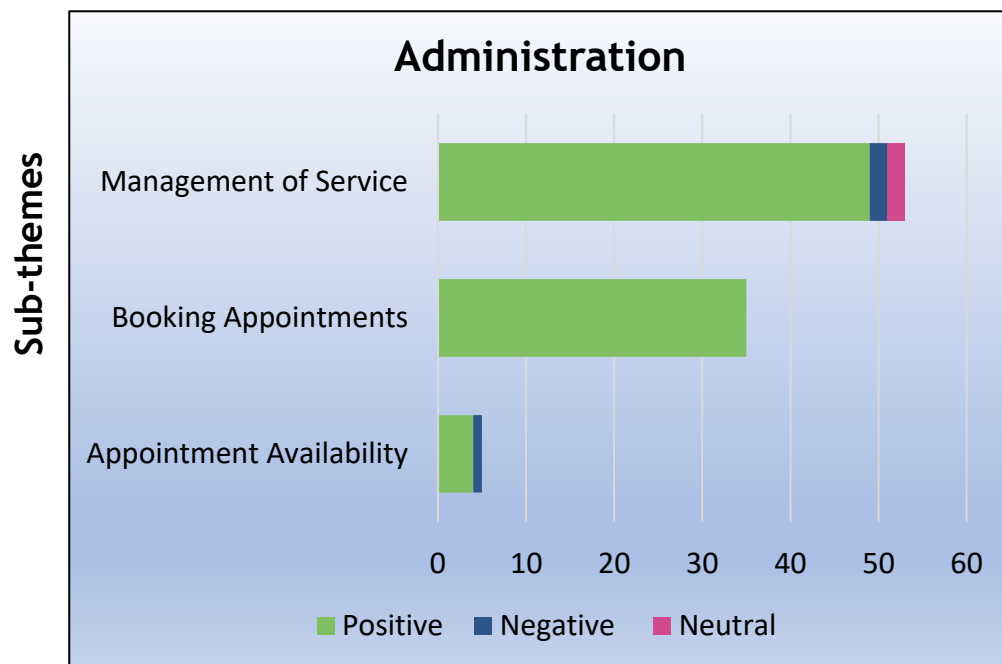
## Negative reviews

“There was a long waiting time, even though there were only a few other people in the unit and we weren't given any updates.” *Whipps Cross*

“My operations have been cancelled twice by admin and the surgeon had no idea.” *Whipps Cross*

The top theme for COVID - 19 Centres this quarter was Administration with 93 reviews; (95%) being positive, (3%) being neutral, and being (2%) negative. These reviews have been largely positive, with patients expressing their satisfaction regarding the treatment they received when getting their vaccine in Waltham Forest.

As shown in the figure below, the Administration theme is further divided into four sub-themes; Appointment Availability, Booking Appointments, and Management of Service. Of these sub-themes, Management of Service was applied 53 times with 49 (92%) being positive, 2 (4%) being negative, and 2 (4%) being neutral. Booking Appointments was applied 35 times with 35 (100%) being positive. Appointment Availability was applied 5 times with 4 (80%) being positive and 1 (20%) being negative.



Number of reviews

## Positive reviews

“There were plenty of volunteers on hand to make sure that things ran smoothly.” *COVID-19 Centre*

“Brilliant. Very well managed. I was in and out in 15 minutes.” *COVID-19 Centre*

“The organisation was excellent. Very friendly and only a small queue. I felt very comfortable and safe.” *COVID-19 Centre*

## Negative reviews

“Frankly, it was chaotic. It wasn't the right building. You had to get the lift up to the second floor to register, and then go back downstairs to get the jab.” *COVID-19 Centre*

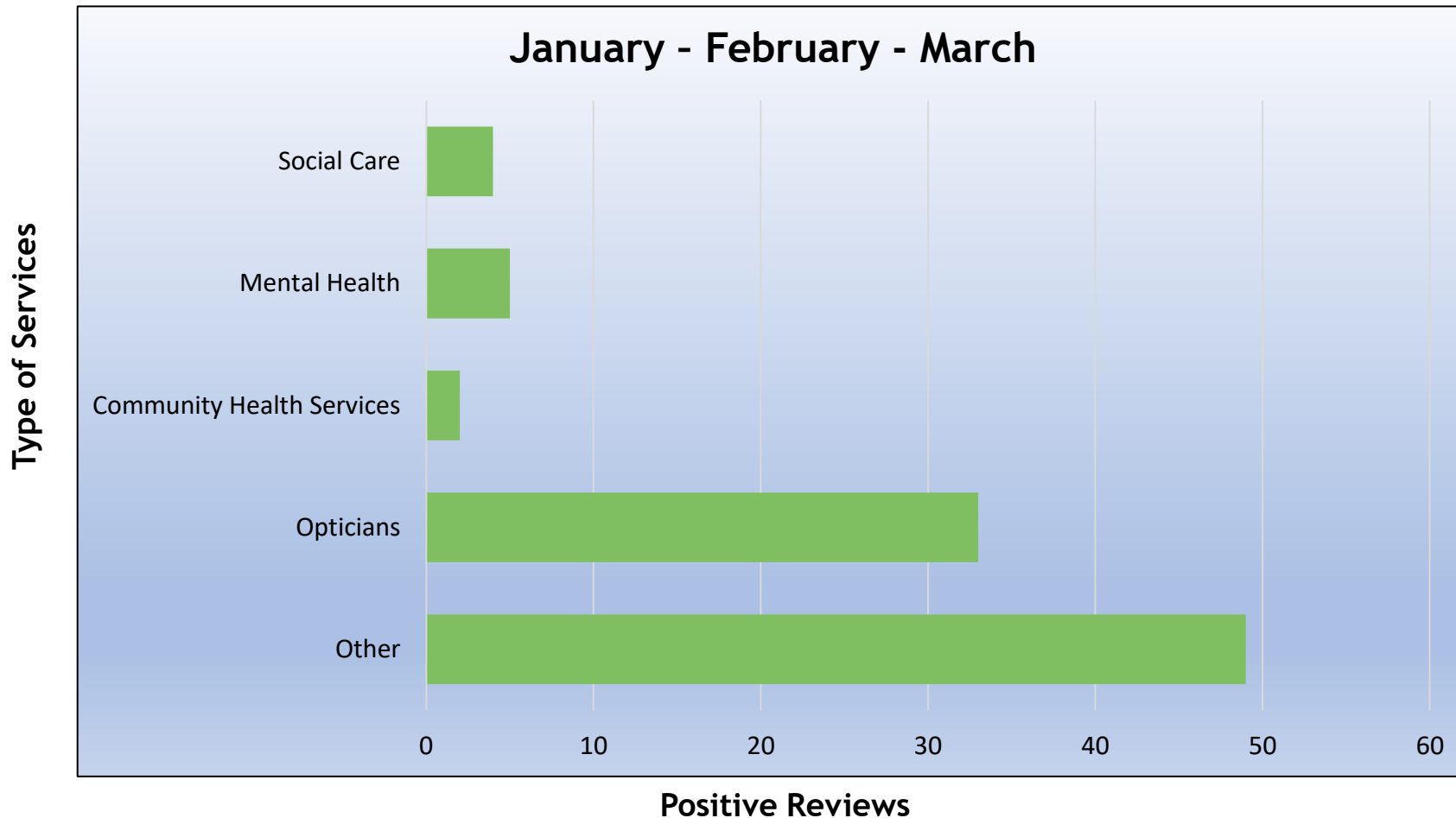
“A nightmare. It was very chaotic and unreasonable to expect elderly people to climb two flights of stairs” *COVID-19 Centre*





# Other Positive Reviews

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comment received.





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### Optician

“They are so friendly and extremely helpful. I’m Absolutely pleased to bits that they are my opticians!”

*Optician*

“Very courteous staff and outstanding professional service”

*Optician*

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### Social Care

“I have been there several times for respite and look forward to my next visit.”

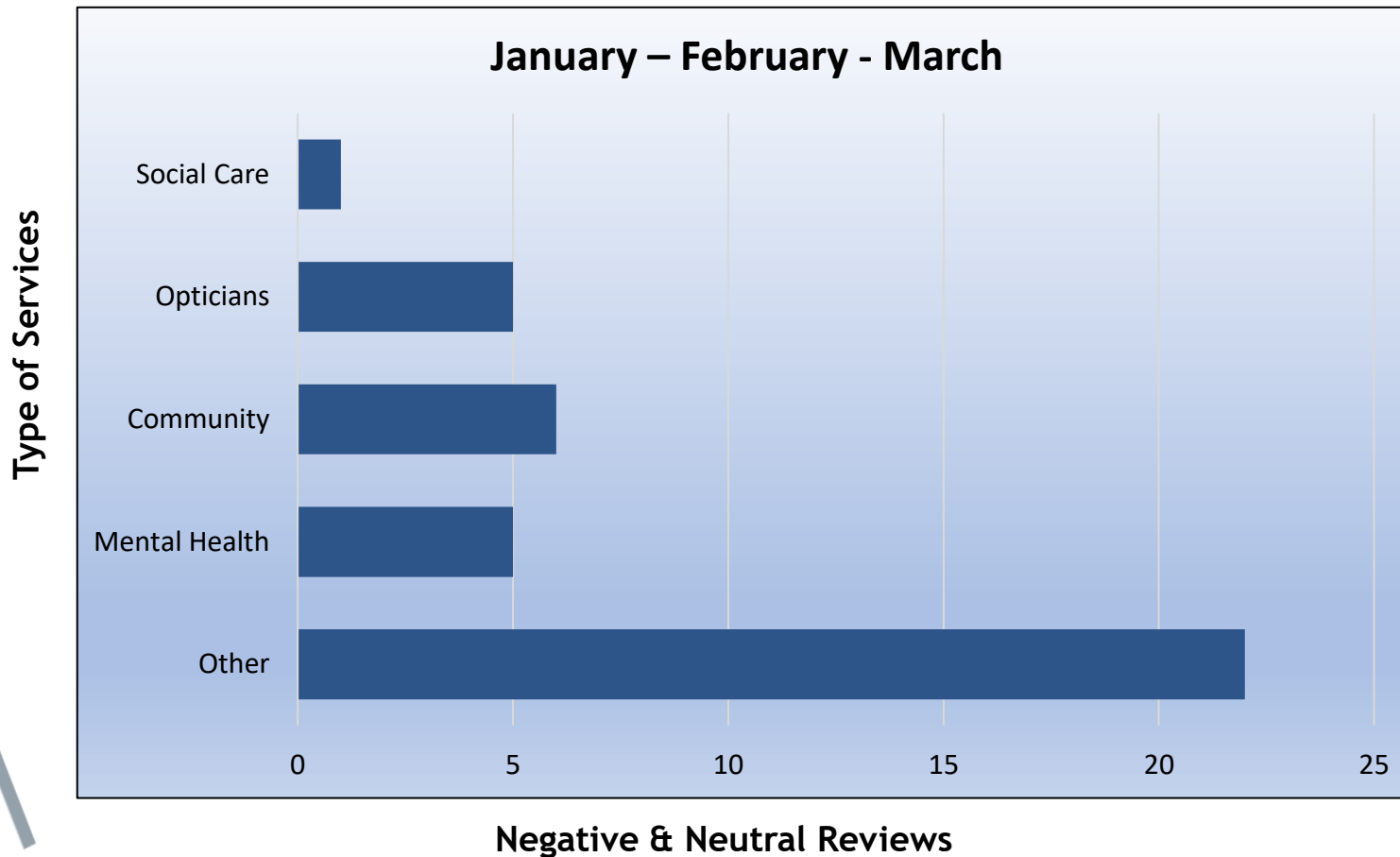
*Social Care*

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# Other Negative Reviews

By looking at the negative and neutral reviews received from local residents of Waltham Forest, we can better understand where a service needs to improve in order to provide a better experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received. We include reviews where we have classified the comment as being of "neutral" sentiment. These experiences generally highlight where improvement can be made.





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## Community Health

“Large practice, long queues.”

*Community Health*

“Not happy with this and I paid a lot of money for it. Wish I didn’t.”

*Community Health*

“No social distancing staff not wearing masks people put in a narrow corridor to queue.”

*Community Health*

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## Mental Health

“I have had to go back to my GP to get hospital referrals for my child. They are quite limited in what they can do.”

*Mental Health*

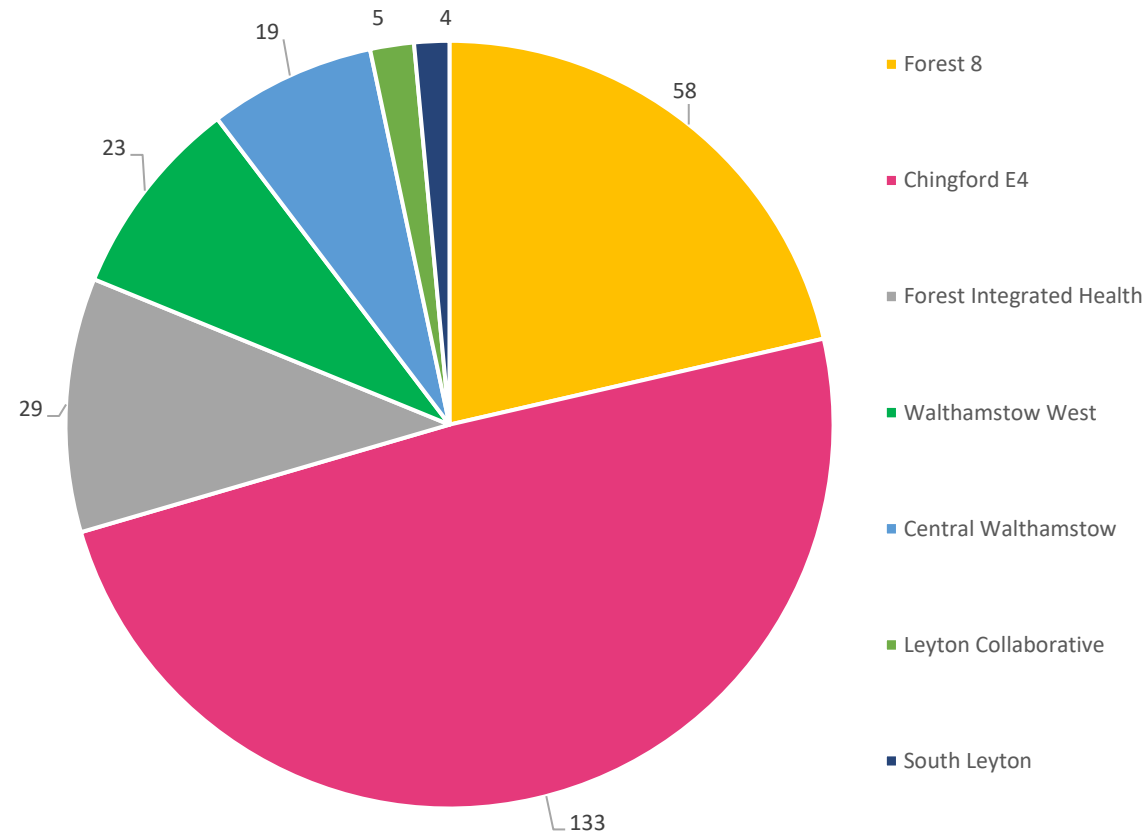
“Called 6 to 8 times today to get no answer then eventually when a lady answered she put the phone down.”

*Mental Health*

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# Primary Care Network Area Reviews

This pie chart demonstrates the total number of reviews received by each of the seven Primary Care Networks (PCNs) in Waltham Forest. Of the seven PCNs, Chingford received the highest total number of reviews with 133 (49%); followed by Forest 8 with 58 (21%) and Forest Integrated Health with 29 (11%).

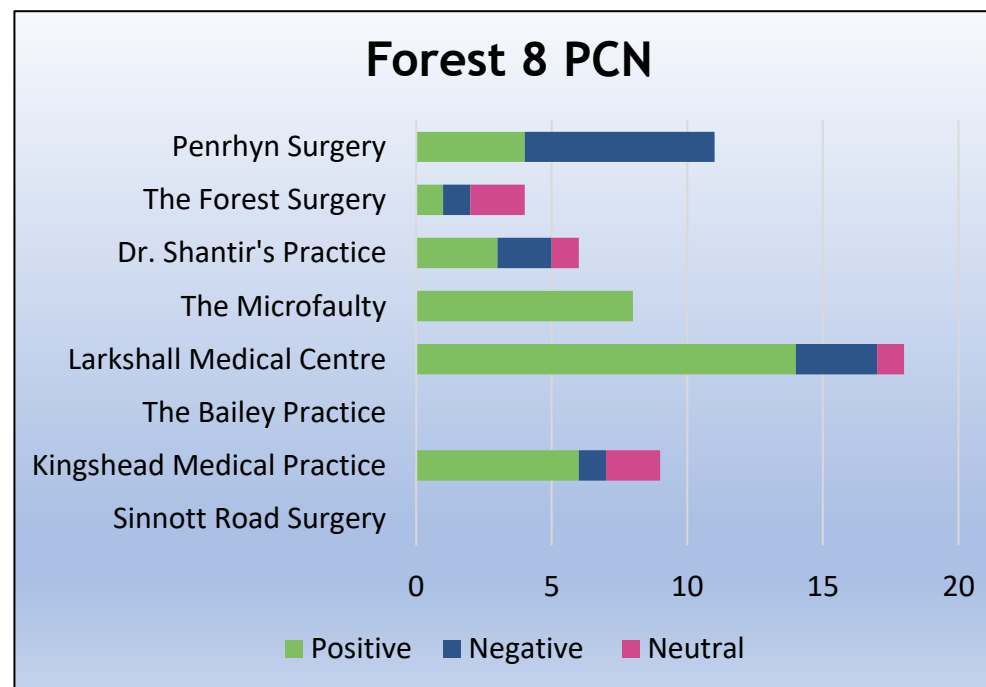


Number of reviews per PCN

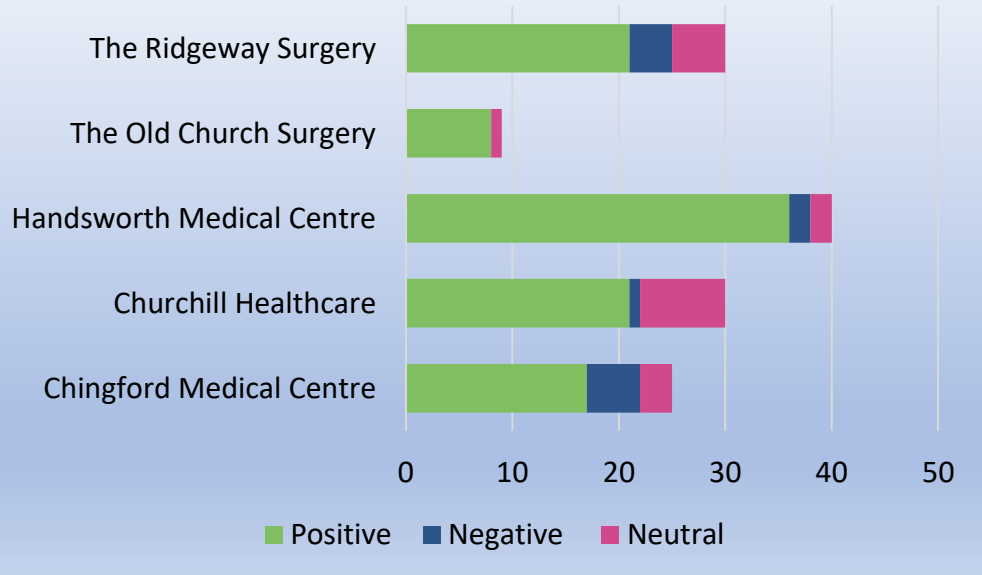
The following seven bar charts (pages 30 - 33) illustrate the distribution of star ratings for each GP surgery within its given PCN.

There are seven PCNs in Waltham Forest; Forest 8, Chingford E4, Forest Integrated Health, Walthamstow West, Central Walthamstow, Leyton Collaborative and South Leytonstone.

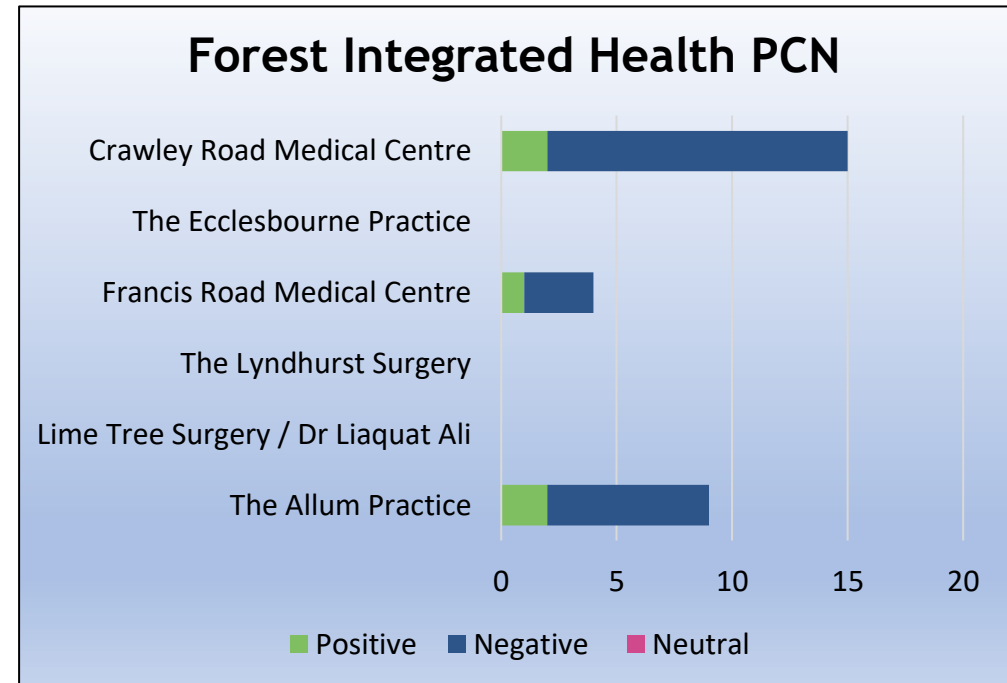
Star ratings are categorised as follows: Positive (4-5 stars), Negative (102 start) and Neutral (3 starts).



## Chingford E4 PCN

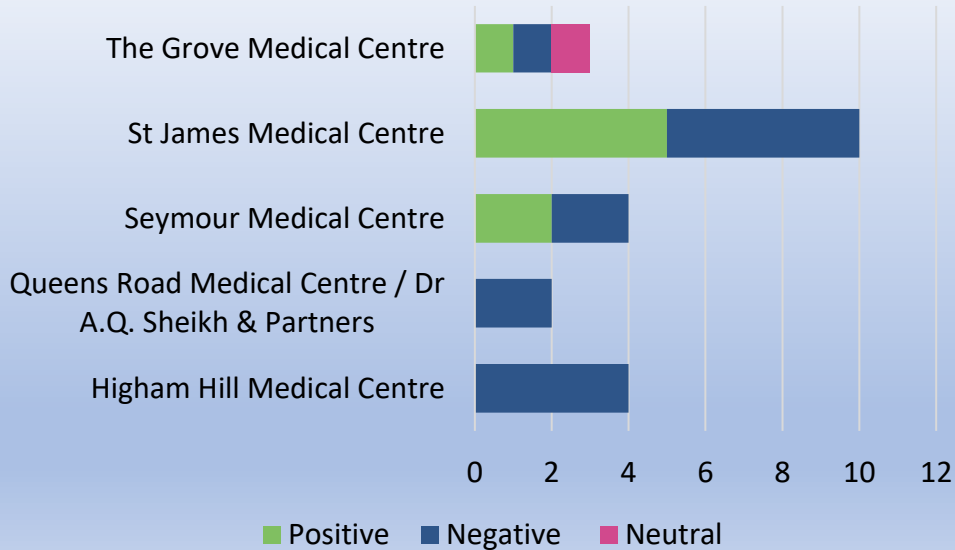


## Forest Integrated Health PCN

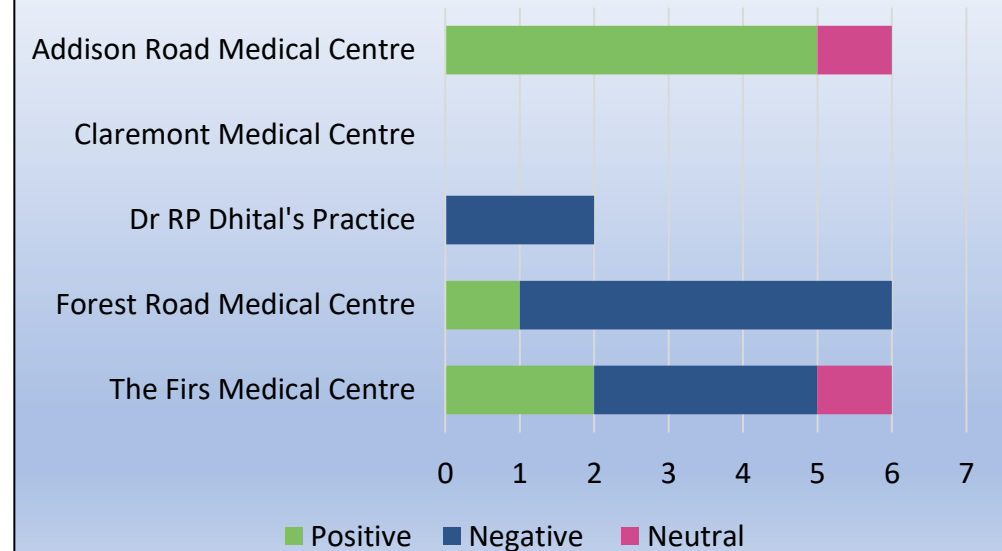


# Primary Care Network Area Reviews

## Walthamstow West PCN

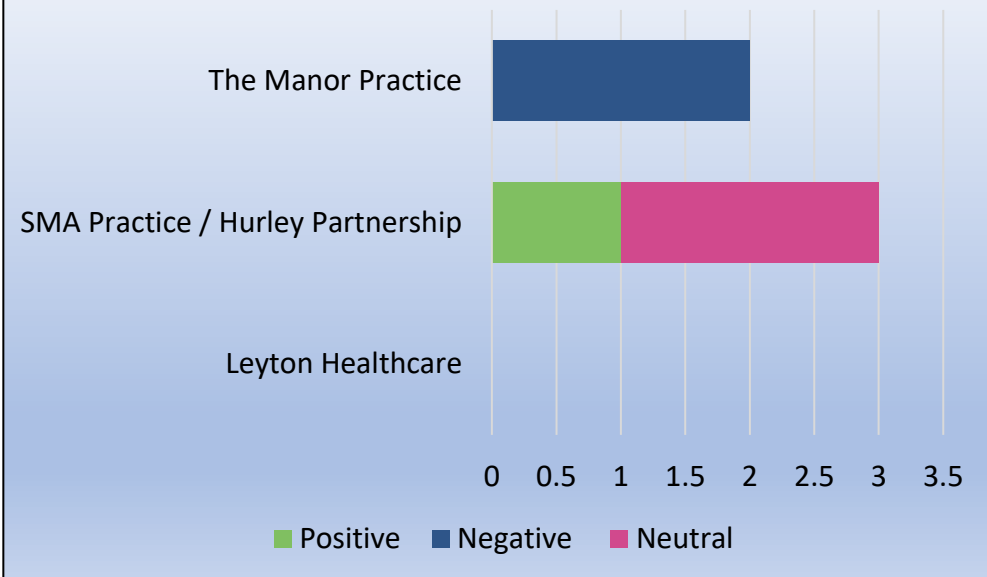


## Central Walthamstow PCN

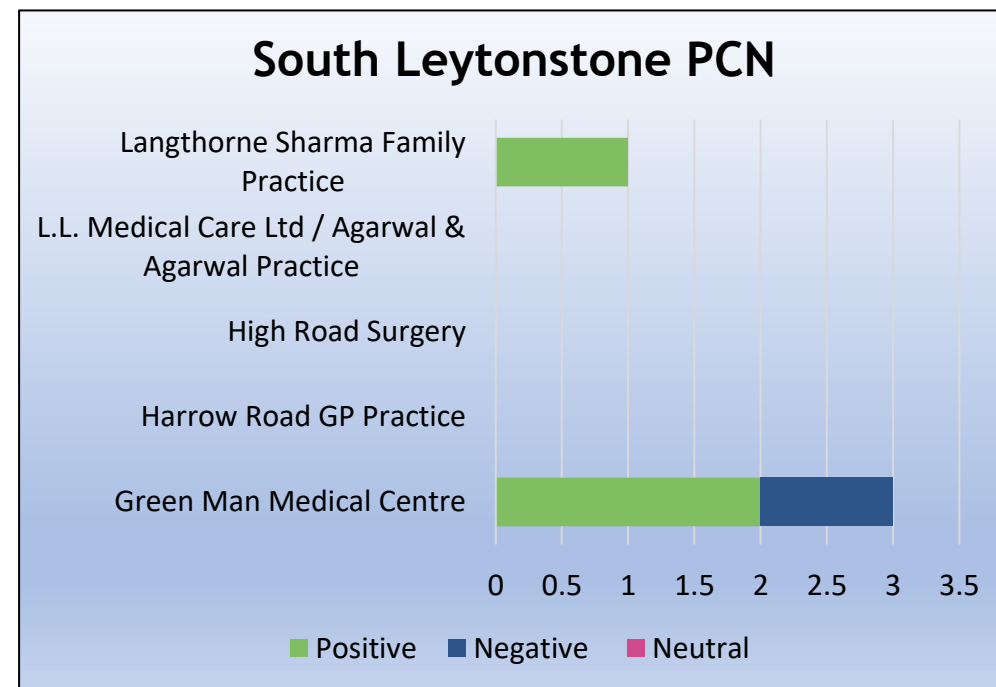




## Leyton Collaborative PCN

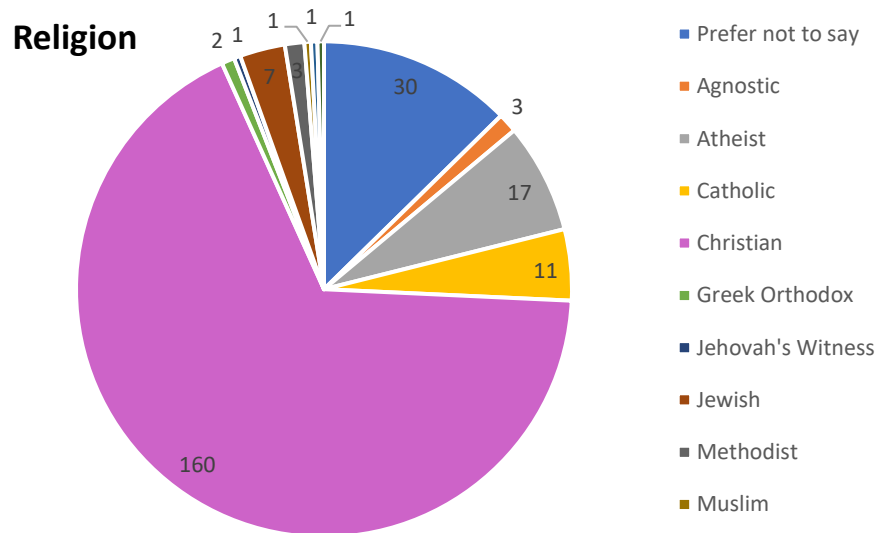


## South Leytonstone PCN

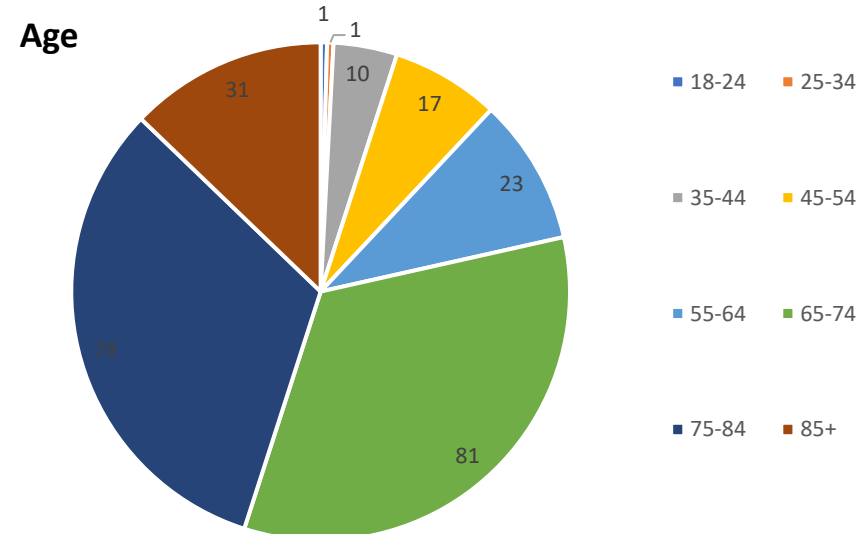


# Demographic Information (January - March)

The pie chart below shows the number of reviews received this quarter from different religious groups. A large percentage of our reviews are collected online, therefore the demographic information is not available and left blank. For the direct engagement reviews, where people were happy to give monitoring information, 160 (19%) identified as being Christian, 17 (2%) as Atheist, 30 (4%) as Prefer Not To Say, 11 (1%) as Catholic, 7 (1%) as Jewish, 3 as Agnostic and Methodist, 2 as Greek Orthodox, and 1 as Jehovah's Witness, Muslim, Quaker and United Reform Church. We will seek to improve the completion of monitoring data going forward through our direct telephone engagement. Further guidance is being provided to volunteers to support this.



The pie chart below shows the number of reviews received this quarter from different age groups. A large percentage of our reviews are collected online, therefore the demographic information is not available and left blank. For those that did provide this information, the majority of feedback received was from 65-74 age group with 81 (10%), followed by 75-84 with 78 (9%). Although there is representation in the lower age groups, given the boroughs profile, further work will be done to increase feedback from these groups in future quarterly reports. We will seek to improve the completion of monitoring data going forward through our direct telephone engagement. Further guidance is being provided to volunteers to support this.

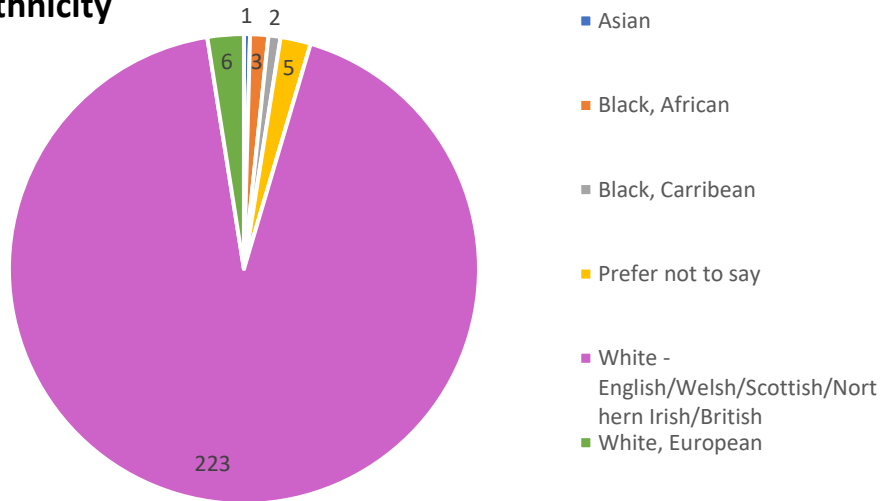


# Demographic Information (January - March)

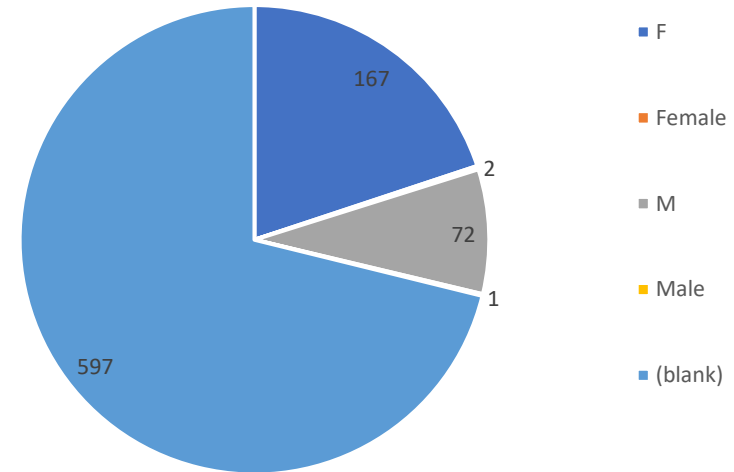
The pie chart below shows the number of reviews received this quarter from different ethnicity groups. A large percentage of our reviews are collected online, therefore the demographic information is not available and left blank. In terms of ethnicity, excluding the 599 who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as ‘White British’ with 223 (27%). Further monitoring of ethnicity data will take place to help direct targeted engagement work in the future. We will seek to improve the completion of monitoring data going forward through our direct telephone engagement. Further guidance is being provided to volunteers to support this.

The pie chart below shows the number of reviews received this quarter from gender groups. A large percentage of our reviews are collected online, therefore the demographic information is not available and left blank. Excluding the 597 that are left blank, the majority of the reviews received this quarter are from females, with 169 (18%), followed by male with 73 (11%). During our Direct Telephone Engagement work we have noticed that women are more willing to share their experiences. Further work will be undertaken to better appeal to men in the future. We will seek to improve the completion of monitoring data going forward through our direct telephone engagement. Further guidance is being provided to volunteers to support this.

**Ethnicity**



**Gender**



For this fourth quarter (January - March 2021), 839 patient experience reviews were collected. Of these, the majority 611 (73%), were positive with a rating of 4 - 5 stars. Neutral (3 stars) and negative (1 - 2 stars) reviews accounted for 49 (6%) and 179 (21%) of the reviews, respectively. This finding suggests that overall, patients and service users were generally positive about their health and social care experience throughout the months of January, February and March 2021.

However, if this is examined more closely, it is clear that GP services, the service-type that received the highest number of total reviews (275), also had the highest proportion of negative reviews, receiving 80 (29%), compared to any other service. Examining the applied sub-themes for the GP services, Management of Service received the highest proportion of positive reviews with 111 (53%). However, negative reviews are largely a result of administrative matters, namely Booking Appointments and Getting Through on The Phone. The Administration theme, under which these two latter sub-themes are categorised under, had an overwhelmingly negative sentiment; Booking Appointments, with 22 (65%), and Getting Through on The Phone, with 35 (78%), receiving the most negative reviews. The fourth most applied theme is Communication, of which 25 (65%) were negative. This shows that a vast majority of patients found the level of Communication poor at their GP service.

Furthermore, GP services also received a considerable amount of positive reviews with 92 (69%) for the applied theme Treatment & Care. Closely examining the sub-themes within Treatment & Care, Experience received the highest positive reviews with 69%. GP services also received a considerable amount of positive reviews with 97 (62%) for the applied theme Staff. Closely examining the sub-themes within Staff, Attitudes received the highest positive reviews with 62%.

The COVID-19 pandemic has had a massive impact on the traditional GP experience, how these services are managed, and how both the provider and patient perceive these changes. Changes such as the reduction in available appointments and the shift to telephone and virtual consultations, which have been necessarily implemented to maximise everyone's safety, have been a polarising issue.

This Quarter, we have also taken a look at Covid-19 Centres and looked at the general experience across the borough. The reviews have been largely positive, with 43 (73%), and 6 (10%) being negative. The majority of patients have expressed their satisfaction regarding the vaccine treatment received in Waltham Forest.

Across the remaining three service-types that received the highest number of reviews (Dentist, Whipps Cross Hospital, and Pharmacy) the top applied themes were Administration, Facilities & Surroundings, Treatment & Care, and Staff, which had positive sentiment. Due to the nature of these providers, the consultation medium has not been as drastically impacted by the Covid-19 pandemic. Where appointments are available and patients and service-users are being physically seen, the perception of Staff Attitudes and Treatment Quality is positive.



# Conclusion

Notably, Treatment & care was the highest applied theme (157) for Dental services, followed closely by Staff (149). It's also excellent to see that Facilities & Surroundings received 100% for Cleanliness (Environment and Infection Control). Due to the pandemic Infection Prevention measure perception has been heightened in the general population. Dental consultations are unique in this pandemic context in that their consultation medium cannot be changed and poses a high potential infection risk due to the dental work that occurs in the oral cavity. From the reviews it is clear that Waltham Forest dentists have prioritised maximising provider and patient safety by implementing high levels of infection prevention measures.

# Actions, impact and next steps

Healthwatch Waltham Forest will share this report with relevant stakeholders, including commissioning, local authority and integrated care boards and committees. In Waltham Forest these include:

- Integrated Care Board
- WEL CCG Governing Body
- WEL CCG Primary Care Committee in Common
- Waltham Forest Health and Wellbeing Board
- Waltham Forest Health Scrutiny Committee
- Waltham Forest Safeguarding Adults (joint) Board
- Waltham Forest Social Care Scrutiny Committee.

In addition to formal board meetings we have regular meetings with officers responsible for service delivery and or patient experience. Therefore, we will share our patient experience reports with patient experience leads, partners and providers working to improve patient and service user experience in the borough.

In Quarter 1 (Q1) , for 2021/2022, we will continue to focus on the services and service areas that we expect to play a critical role in the health and social care response to the Covid 19 pandemic.

The key areas that we will focus on in Quarter 1 (April, May, June) are:

- Information, Guidance and Signposting
- Whipps Cross Hospital
- Mental Health & Social Care
- Covid - 19 Centre

Healthwatch Waltham Forest is part of the North East London STP/CCG that have funded a Community Insight Research project to investigate patient service user experience in more detail. This project will run for 6 months and will produce regional, system and local patient experience reports. This will allow Healthwatch Waltham Forest to investigate key themes in health and social care.

# Appendix 1: Themes & Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Access to services	Convenience/Distance to travel	Communication	General
Access to services	Inequality	Communication	Interpretation Services
Access to services	Information and Advice	Communication	Lack of
Access to services	Lack of	Communication	Community engagement and involvement
Access to services	General		Response times
Access to services	Patient choice	Communication	
Access to services	Service Delivery/Opening Times		
Access to services	Suitability of Provider (Individual or Partner)	Continuity and integration of care	
Access to services	Suitability of Provider (Organisation)	Diagnosis/assessment	General
Access to services	Waiting times	Diagnosis/assessment	Lack of
		Diagnosis/assessment	Late
		Diagnosis/assessment	Mis-diagnosis
		Diagnosis/assessment	Tests/Results
Administration	Admission Procedure	Dignity and Respect	Confidentiality/Privacy
Administration	Appointment availability	Dignity and Respect	Consent
Administration	Booking appointments	Dignity and Respect	Death of a Service User
Administration	Commissioning and provision	Dignity and Respect	Death of a Service User (Mental Health Services)
Administration	General		Equality & Inclusion
Administration	Incident Reporting	Dignity and Respect	Involvement & Engagement
Administration	Management of service		
Administration	Medical records	Dignity and Respect	
Administration	Quality/Risk management	Dignity and Respect	
Care Home Management	Registered Manager - Absence	Discharge	Coordination of services
Care Home Management	Registered Manager - Suitability	Discharge	General
Care Home Management	Registered Manager - Training &	Discharge	Preparation
Development		Discharge	Safety
Care Home Management	Staffing levels	Discharge	Speed
Care Home Management	Suitability of Staff		

# Appendix 1: Themes & Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Facilities and surroundings	Buildings and Infrastructure	Referrals	Waiting times
Facilities and surroundings	Car parking		
Facilities and surroundings	Cleanliness (Environment)	Safety/Safeguarding/Abuse	
Facilities and surroundings	Cleanliness (Staff)		
Facilities and surroundings	Disability Access	Staff	Ambulance Staff/Paramedics
Facilities and surroundings	Equipment	Staff	Attitudes
Facilities and surroundings	Food & Hydration	Staff	Capacity
Facilities and surroundings	General	Staff	District Nurses/Health Visitors
		Staff	General
Finance	Financial Viability	Staff	Midwives
Finance	Transparency of Fees	Staff	Staffing levels/Lack of
Finance	Lack of funding	Staff	Suitability
		Staff	Training and development
Home support	Care		
Home support	Co-ordination of Services	Treatment and care	Effectiveness
Home support	Equipment	Treatment and care	Experience
		Treatment and care	Quality
Making a complaint	Complaints Management	Treatment and care	Safety of Care/Treatment
Making a complaint	General	Treatment and care	Treatment Explanation
Making a complaint	PALS/PACT	Treatment and care	Lack of support
Medication	Pharmacy Repeat Prescriptions		
Medication	Medicines Management		
Transport	Patient Transport Service (non NHS)		
Transport	Ambulance (Emergency)		
Transport	Ambulance (Routine)		
Referrals	General		
Referrals	Timeliness		



# Appendix II: Online Feedback Form

## Online Feedback Form

### Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Action, Ealing, Greenford, Hamwell, ...

### Your ratings (select if applicable)

- Ease of gaining appointment
- Convenience of appointment
- Cleanliness
- Staff Attitude
- Waiting Time
- Treatment explanation
- Quality of care
- Quality of food
- Generally how easy is it to get through to someone on the phone?

In relation to your comments are you a:

Select one

When did this happen

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

- Informally with the Service Provider (those who run the service)
- Formally with the Service Provider (via an official complaint)
- Patient Liason and Advice Service (PALS)
- Ealing Clinical Commissioning Group
- Ealing Council Social Services (including safeguarding)
- Care Quality Commission (CQC)
- Other

If other, please specify

Where did you hear about us?

Select one

Do you want to know more about how to make an official complaint?\*

- No
- Yes

Would you like to speak to Healthwatch directly?\*

- No
- Yes

### About you

Name

Leave feedback anonymously?

**Email\*** (So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk))

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

# Appendix III: Feedback Form

## Physical Feedback Form

### Share Your Experience with Us

Healthwatch Hammersmith and Fulham gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

Name of Service: .....

Month/Year: .....

1. How likely are you to recommend this anyone who needs similar care or treatment?  
5 = Extremely likely    4 = Likely    3 = Neither likely nor unlikely    2 = Unlikely  
1 = Extremely unlikely    ( ) Don't know

2. How do you rate your overall experience?  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

3. Summary of your experience  
.....  
.....

4. Tell us more about your experience  
.....  
.....  
.....  
.....

5. Where do you live? (town/city)  
.....

6. Your ratings (select if applicable)

Ease of gaining appointment	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Convenience of appointment	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Cleanliness	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Staff Attitude	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Waiting Time	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Treatment explanation	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible

In relation to your comments are you a:

- ( ) Patient    ( ) Carer    ( ) Relative    ( ) Carer and Relative  
( ) Service Provider    ( ) Visitor    ( ) Professional

When did this happen  
.....

Do you know the name of the ward / department? (if applicable)  
.....

If applicable, describe your overall experience of making an appointment  
.....

Have you shared your experience with any of the following? (Please tick)

- ( ) Informally with the Service Provider (those who run the service)  
( ) Formally with the Service Provider (via an official complaint)  
( ) Patient Liaison and Advice Service (PALS)  
( ) Ealing Clinical Commissioning Group  
( ) Ealing Council Social Services (including safeguarding)  
( ) Care quality Commission (CQC)  
( ) Other  
If "other", please specify .....

Where did you hear about us? (Select one)

- ( ) Event    ( ) Newspaper / Magazine    ( ) TV  
( ) Radio    ( ) Internet / Website    ( ) Word of mouth  
( ) Healthcare setting    ( ) Other    ( ) Social media (Twitter/Facebook)

Do you want to know more about how to make an official complaint?

- ( ) No    ( ) Yes

Would you like to speak to Healthwatch directly?

- ( ) No    ( ) Yes

### About you

Name.....

Email.....

- ( ) Leave feedback anonymously

### Monitoring Information

What gender do you identify yourself as:

- ( ) Female    ( ) Male    ( ) Other.....  
( ) Prefer not to say

Which age group are you in?

- ( ) Under 18    ( ) 18 to 24    ( ) 25 to 34    ( ) 35 to 44    ( ) 45 to 54    ( ) 55 to 64  
( ) 65 to 74    ( ) 85+    ( ) Prefer not to say

# Appendix III: Feedback Form

## What is your ethnicity?

### White

- English / Welsh / Scottish / Northern Irish / British
- Gypsy or Irish Traveller
- Any other white background.....

- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....

### Other Ethnic Group

- Arab
- Any other ethnic group.....

## Which area of the borough do you live in?

- Hammersmith
- Fulham
- Shepherds Bush                       Other
- White City                                 Out of the Borough
- West Kensington                       Prefer not to say

## Do you consider yourself to be disabled?

- Yes                       No                       Prefer not to say

## Do you consider yourself to have a long-term condition or health and social care need?

- Yes                       No                       Prefer not to say

## Are you a carer?

- Yes                       No                       Prefer not to say

## What is your religion?

- Buddhist                       Christian                       Hindu                       Jewish
- Muslim                       Sikh                       Other religion.....
- Prefer not to say

## What is your sexual orientation?

- Bisexual                       Gay man                       Lesbian                       Straight / Heterosexual
- Prefer not to say

## Which of these categories best describes your employment status?

- In unpaid voluntary work only
- Not in Employment & Unable to Work
- Not in Employment / not actively seeking work ..... retired
- Not in Employment (seeking work)
- Not in Employment (student)
- Paid: 16 or more hours/week
- Paid: Less than 16 hours/week
- Prefer not to say

Thank you for sharing your experience!