

**PATIENT EXPERIENCE  
REPORT 2020/2021  
QUARTER 2  
July - September**

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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 2 (Q2) period between July - September 2020, which this report covers, we collected 575 reviews. Out of our total number of patients' experience feedback received, 387 (67%) were positive with a star rating of 4-5, 39 (7%) were neutral with a star rating of 3 and 149 (26%) 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.

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

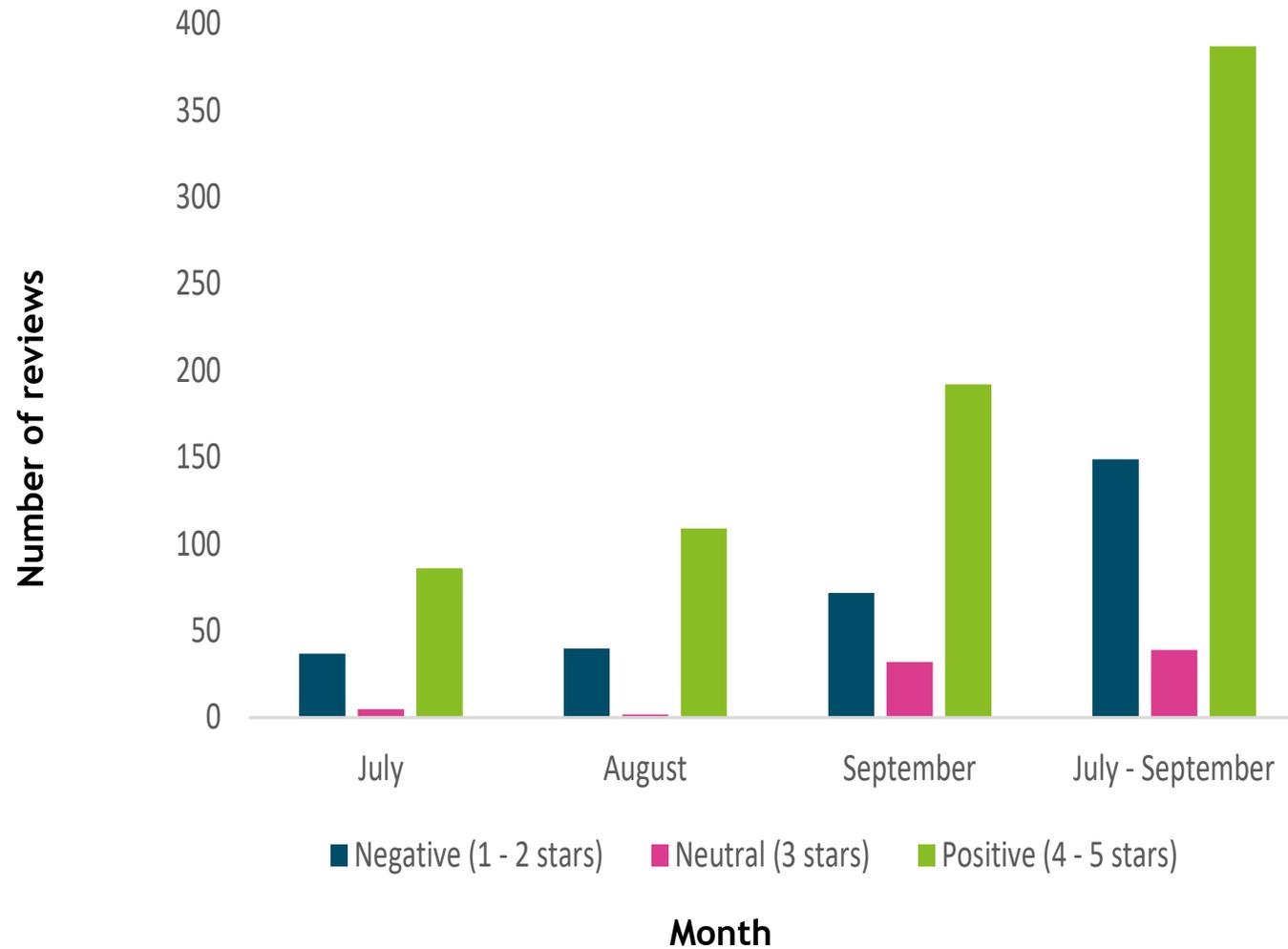
The number of patient reviews received for this quarter was 575. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter as a whole. Please see the appendices for examples of both our physical and online questionnaires.

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

Month	Negative (1 -2 Star Reviews) ★ ★ ☆ ☆ ☆	Neutral (3 Star Reviews) ★ ★ ★ ☆ ☆	Positive (4 - 5 Star Reviews) ★ ★ ★ ★ ★
July	37	5	86
August	40	2	109
September	72	32	192
Total	149	39	387

# Overall Star Ratings

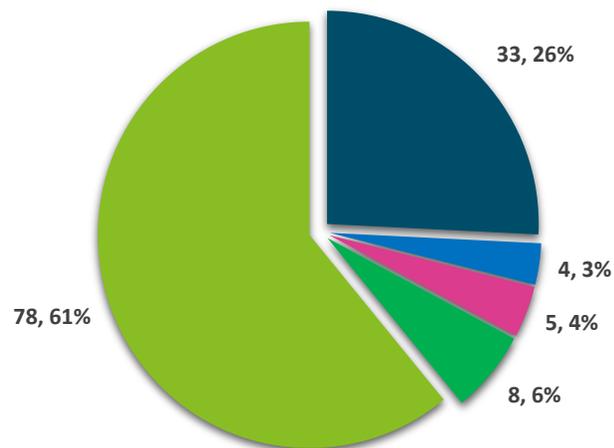
This chart illustrates the number of negative, neutral, and positive reviews based on their overall star rating. The number of reviews, according to their star rating, is measured both per month and for the whole quarter.



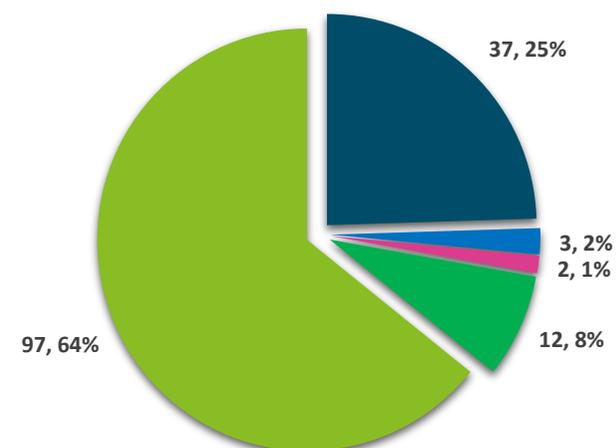
# Overall Star Ratings

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

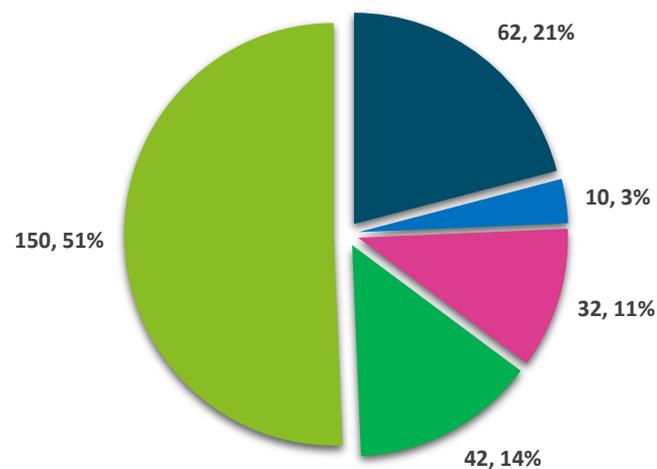
In each month the 5 star rating received the highest proportion of reviews, followed by the 1 star rating.



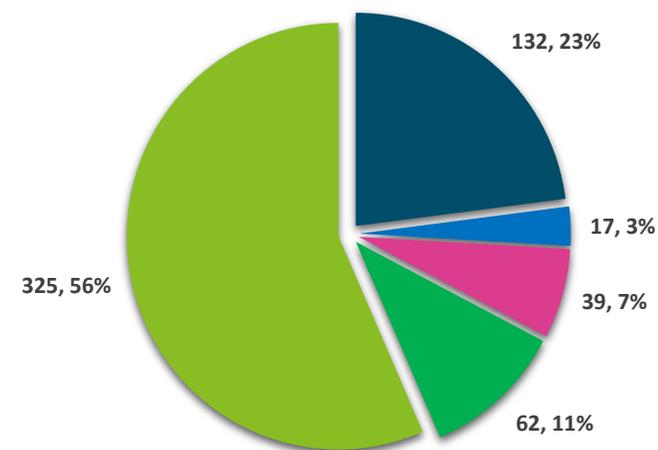
July



August



September



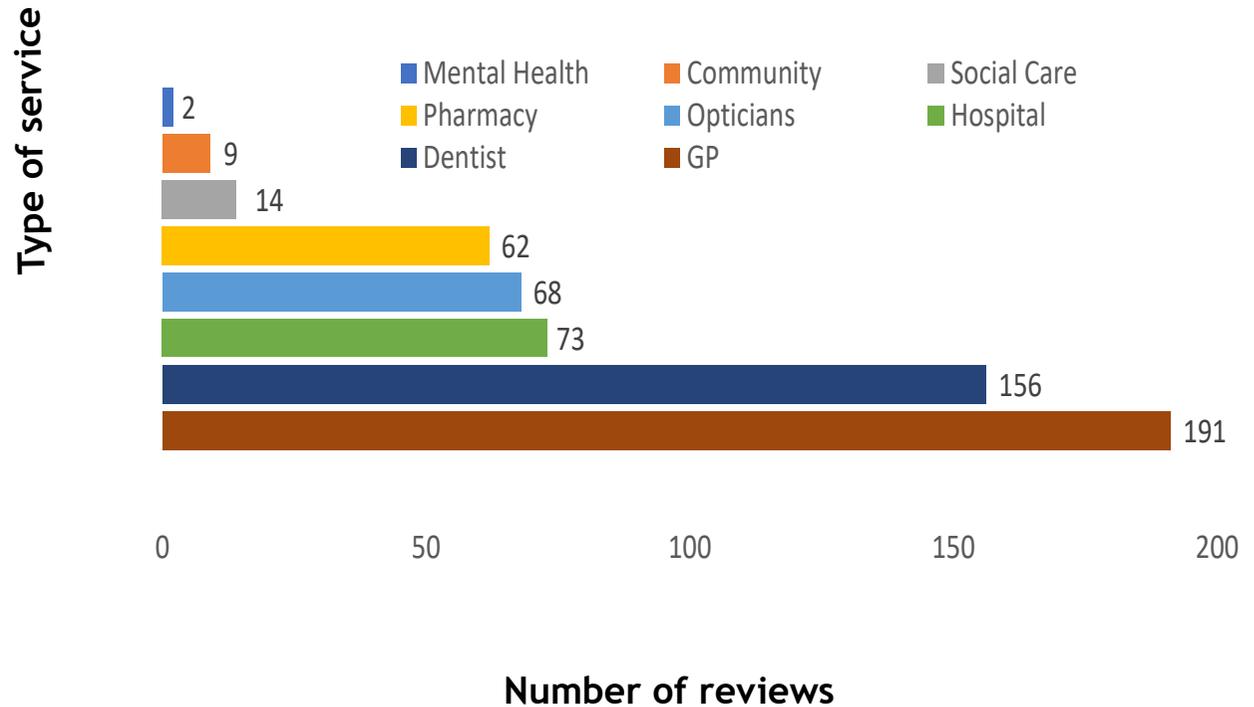
July - September

# Total Reviews per Service Category

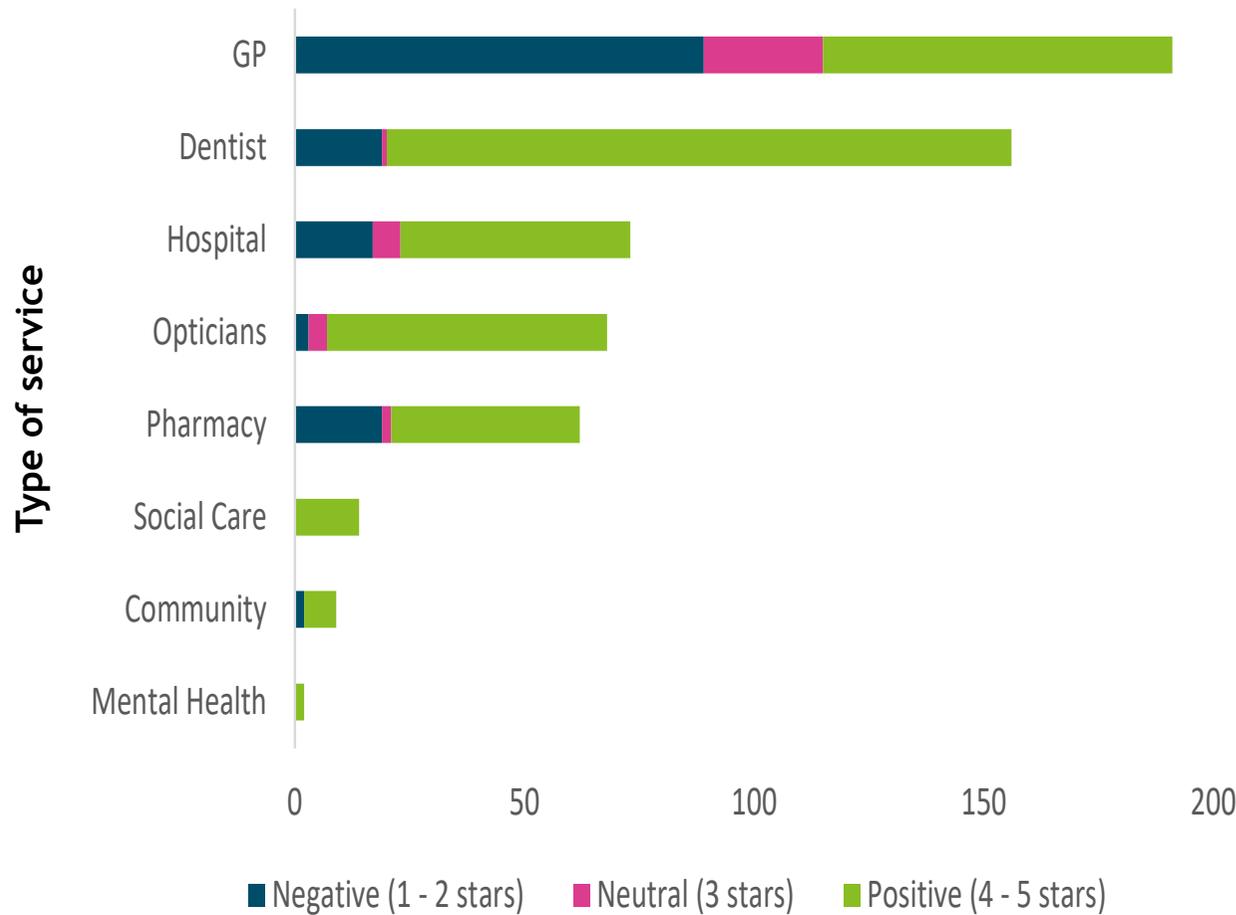
This chart depicts the number of reviews recorded per service. For this quarter, 575 patient reviews were acquired for eight different service-types.

The service-type with the highest number of reviews recorded is GP services (191). This is followed by Dental services (156), Hospital (73), Opticians (69), and Pharmacies (62).

The service-types with the lowest numbers of reviews recorded is Mental Health services (2). This is followed by Community services (9), and Social Care services (14).



# Distribution of Positive, Neutral & Negative per service category



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

GP services received the most reviews this quarter (1911). Of these 46% (89) were negative, 14% (26) were neutral, and 40% (76) were positive.

Dental services received the second highest number of reviews this quarter (156). Of these 12% (19) were negative, 1% (1) was neutral, and 87% (136) was positive.

Hospitals received the third highest number of reviews this quarter (73). Of these 23% (17) were negative, 8% (6) were neutral, and 68% (50) were positive.

Opticians received the fourth highest number of reviews this quarter (68). Of these 4% (3) were negative, 6% (4) were neutral, and 90% (61) were positive.

Pharmacies received the fifth highest number of reviews this quarter (62). Of these 31% (19) were negative, 3% (2) were neutral, and 66% (41) were positive.

Social Care, Community, and Mental Health received reviews of all the service with 14, 9, and 2 reviews, respectively. All of the reviews for both Social Care and Mental Health were 100% (16) positive. Community had a proportion of 22% (2) negative and 78% (7) positive reviews.

# 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 Q2 these areas are: GPs, Dentists, Hospital (Whipps Cross), Opticians, and Pharmacies. 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 35 - 36 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.

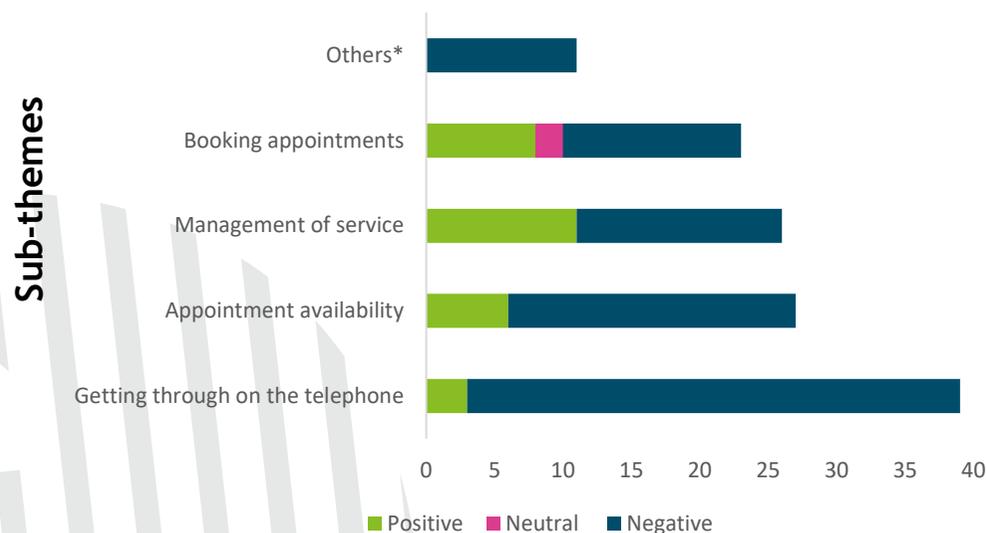
# GP Themes and Sub-Themes

The top theme for Waltham Forest GPs this quarter was *Administration*. This theme was applied a total of 126 times to the patient reviews, of which 28 (22%) were positive, 2 (2%) were neutral, and 96 (76%) were negative.

As shown in the figure below, the *Administration* theme is further divided into five sub-themes; *Others*, *Booking Appointments*, *Management of Service*, *Appointment Availability*, and *Getting through on the telephone*. *Others* combines the following sub-themes, which each had a count of four or less; *General*, *Admission Procedure*, *Medical records*, and *Commissioning and Provision*.

Of these sub-themes, *Getting through on the telephone* was applied 39 times with 3 (8%) being positive, and 36 (92%) being negative. *Appointment Availability* was applied 27 times with 6 (22%) being positive, and 21 (78%) being negative. *Management of Service* was applied 26 times with 11 (42%) being positive, and 15 (58%) being negative. *Booking Appointments* was applied 23 times, with 8 (35%) being positive, 2 (9%) being neutral, and 13 (56%) being negative. Lastly, *Others* was applied 11 times, with 11 (100%) being negative.

## Top sub-themes for Administration



Number of reviews

### Positive reviews

“Excellent GP service, very easy to get an appointment and all the staff are very nice.”

GP Surgery

“Overall good service, appointments procedure has improved compared to previously.”

GP Surgery

### Negative reviews

“It is extremely hard to get an appointment here - been a long standing issue - it's very disappointing.”

GP surgery

“Very poorly run. I tried to register with them 3 times and kept having issues [...] I've given up trying and have not been back.”

GP surgery

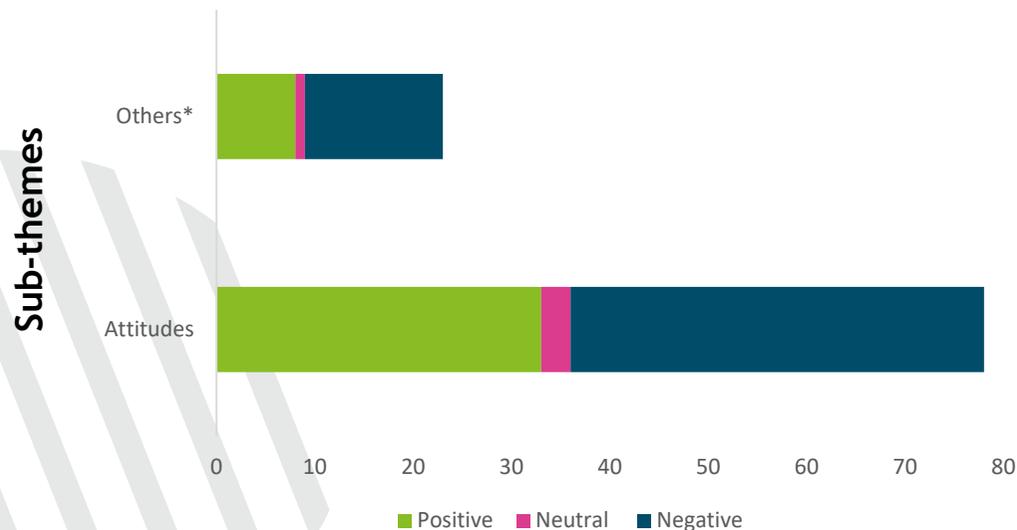
# GP Themes and Sub-Themes

The second most applied theme for Waltham Forest GPs this quarter, is *Staff*. This theme was applied a total of 101 times to the patient reviews, of which 41 (40%) were positive, 4 (4%) were neutral, and 56 (55%) were negative.

As shown in the figure below, the *Staff* theme is further divided into two sub-themes; *Others* and *Attitudes*. *Others* combines the following sub-themes, which each had a count of nine or less: *General*, *Training and Development*, *Capacity* and *Suitability*.

Of these sub-themes, *Attitudes* was applied 78 times with 33 (42%) being positive, 3 (4%) being neutral, and 42 (54%) being negative. *Others* was applied 23 times with 8 (35%) being positive, 1 (4%) being neutral, and 14 (61%) being negative.

Top sub-themes for Staff



Number of reviews

## Positive reviews

“[...] staff are very kind and professional.”

GP surgery

“The staff and doctors are fantastic.”

GP surgery

## Negative reviews

“The attitude of the reception staff is rude, lacking in professionalism, and dismissive.”

GP surgery

“I find the reception staff very unhelpful in these uncertain [COVID-19]times.”

GP surgery

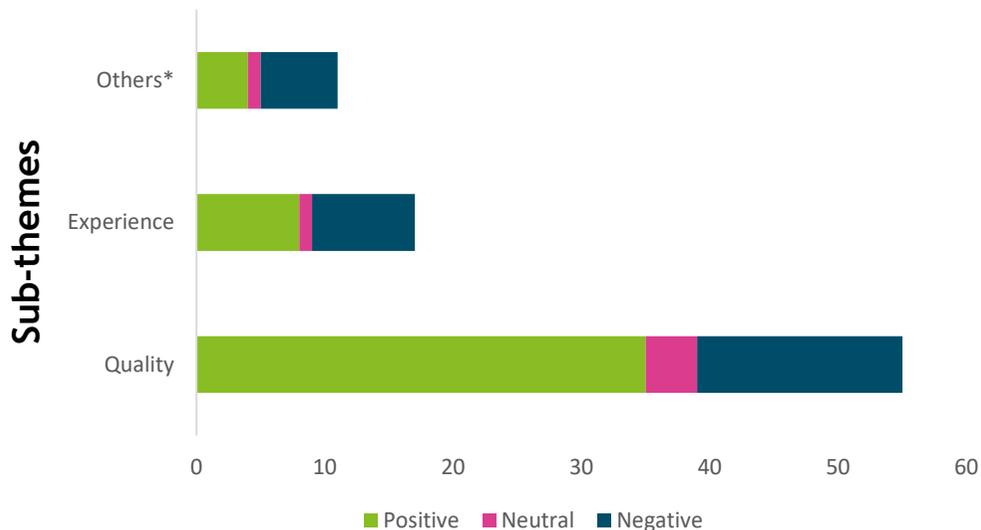
# GP Themes and Sub-Themes

The third most applied theme for Waltham Forest GPs this quarter is *Treatment and Care*. This theme was applied a total of 83 times to the patient reviews, of which 47 (57%) were positive, 6 (7%) were neutral, and 30 (36%) were negative.

As shown in the figure below, the *Treatment and Care* theme is further divided into three sub-themes; *Others*, *Experience* and *Quality*. *Others* combines the following sub-themes, which each had a count of four or less: *Effectiveness*, *Safety of Care/Treatment* and *Treatment explanation*.

Of these sub-themes, *Quality* was applied 55 times with 35 (64%) being positive, 4 (7%) being neutral, and 16 (29%) being negative. *Experience* was applied 17 times with 8 (47%) being positive, 1 (6%) being neutral, and 8 (47%) being negative. *Others* was applied 11 times with 4 (36%) being positive, 1 (9%) being neutral, and 6 (55%) being negative.

Top sub-themes for Treatment and Care



Number of reviews

## Positive reviews

“Fantastic surgery. The doctors have supported my mum and dad for years. Very responsive, very caring.”  
GP surgery

“[...] I've been refreshingly surprised how helpful, flexible, and caring they have been at a time when they must be under great pressure [...]”  
GP surgery

## Negative reviews

“GP dismissive of [my] issues [...] he kept rushing and interrupting me to get to the end of the call as fast as possible.”  
GP surgery

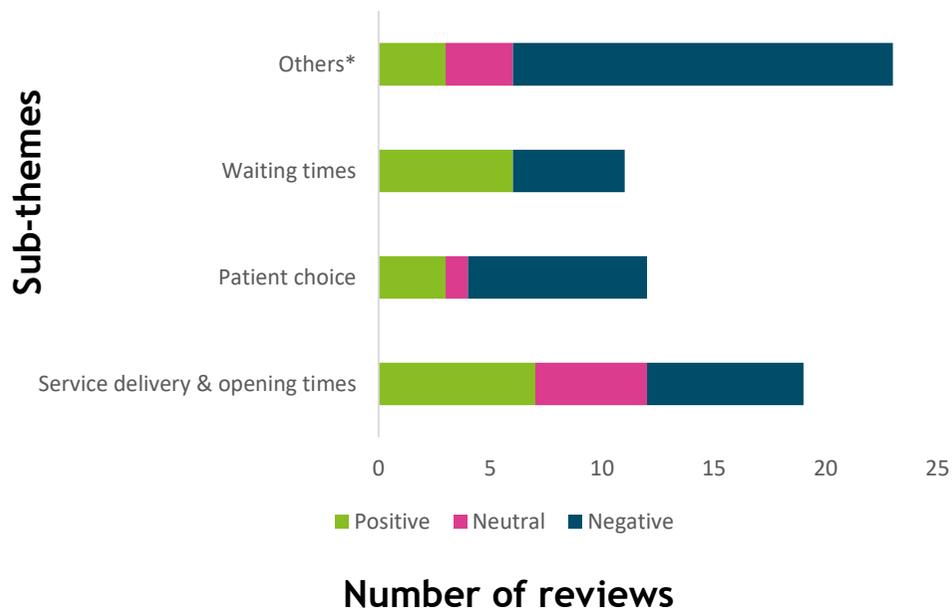
# GP Themes and Sub-Themes

The fourth most applied theme for Waltham Forest GPs this quarter is *Access to Services*. This theme was applied a total of 65 times to the patient reviews, of which 19 (29%) were positive, 9 (14%) were neutral, and 37 (57%) were negative.

As shown in the figure below, the *Access to Services* theme is further divided into four sub-themes; *Others*, *Waiting times*, *Patient choice*, and *Service Delivery and Opening Times*. *Others* combines the following sub-themes, which each had a count of nine or less: *General*, *Lack of, Inequality, Convenience/Distance to Travel and Information and Advice*.

Of these sub-themes, *Others* was applied 23 times with 3 (13%) being positive, 3 (13%) being neutral, and 17 (74%) being negative. *Service Delivery and Opening Times* was applied 19 times with 7 (37%) being positive, 5 (26%) being neutral, and 7 (37%) being negative. *Patient Choice* was applied 12 times with 3 (36%) being positive, 1 (9%) being neutral, and 8 (55%) being negative. Lastly, *Waiting Times* was applied 11 times with 6 (55%) being positive, and 5 (45%) being negative.

## Top sub-themes for Access to Services



### Positive reviews

“I spoke with the doctor within a few hours of emailing and got everything I needed on the same day by phone. Really helpful and efficient.”  
GP surgery

### Negative reviews

“I can't even be seen by a doctor anymore. You have to do an online questionnaire unfortunately.”  
GP surgery

“At the moment due to COVID we have to phone them for a phone consultation [...] I prefer to have face-to-face consultations because it's easier to understand the treatments and I can ask more questions [...] I don't really like to have phone consultations because it's just harder to understand everything they are telling you.”  
GP surgery

The top theme for Waltham Forest Dentists this quarter is *Treatment and Care*. This theme was applied a total of 205 times to the patient reviews, of which 189 (92%) were positive, and 16 (8%) were negative.

As shown in the figure below, the *Treatment and Care* theme is further divided into five sub-themes; *Safety of Care/Treatment*, *Treatment Explanation*, *Effectiveness*, *Experience* and *Quality*.

Of these sub-themes, *Quality* was applied 99 times with 90 (91%) being positive, and 9 (9%) being negative. *Experience* was applied 52 times with 48 (92%) being positive, and 4 (8%) being negative. *Effectiveness* was applied 22 times with 21 (95%) being positive, and 1 (5%) being negative. *Treatment Explanation* was applied 18 times with 18 (100%) being positive. Lastly, *Safety of Care/Treatment* was applied 14 times with 11 (79%) being positive, and 3 (21%) being negative.

## Top sub-themes for Treatment and Care



### Positive reviews

“A thoroughly efficient and pain free event. [...] Had a molar removed, probably the best experience I've ever had at a dentist.”  
*Dentist*

“Extremely amazing help for my poor mum today. Over and above expectations in this current COVID climate [...]”  
*Dentist*

### Negative reviews

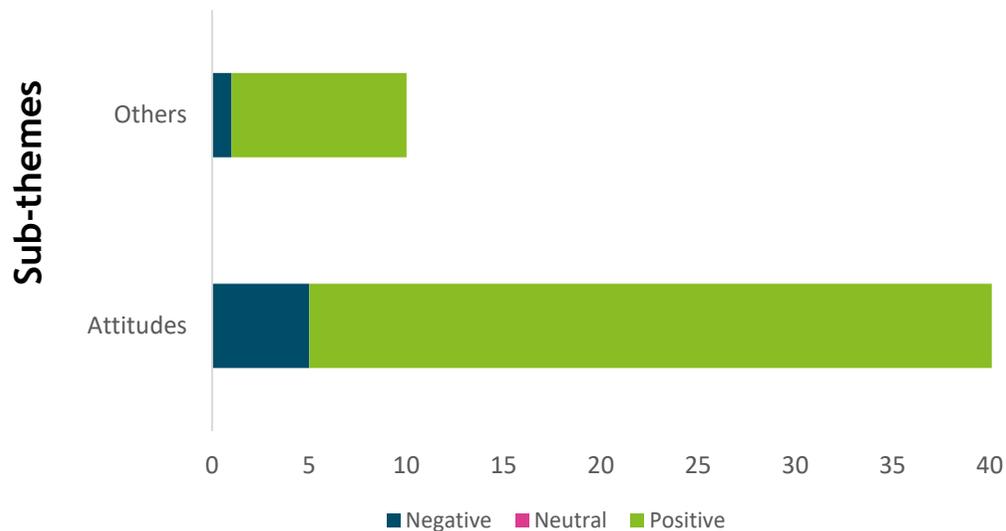
“[went there] a couple of months ago to do a filling. While cleaning inside [the dentist] broke a side wall leaving only one side of the tooth and filled the rest up. [the dentist] pretended like nothing happened.”

The second most applied theme for Waltham Forest Dentists this quarter is *Staff*. This theme was applied a total of 105 times to the patient reviews, of which 95 (90%) were positive, and 10 (10%) were negative.

As shown in the figure below, the Staff theme is further divided into two sub-themes; *Others and Attitudes*. Others combines the following sub-themes, which each had a count of six or less: *Capacity, Training and Development, General and Suitability*.

Of these sub-themes, *Attitudes* was applied 86 times with 79 (92%) being positive, and 7 (8%) being negative. *Others* was applied 19 times with 16 (84%) being positive, and 3 (16%) being negative.

Top sub-themes for Staff



Number of reviews

## Positive reviews

“Staff are very friendly and efficient.”  
*Dentist*

“Really great experience especially in this COVID period.  
Professional staff and really friendly.”  
*Dentist*

## Negative reviews

“The [service] manager was very rude [...] I do not want my son  
to be spoken to like that.”  
*Dentist*

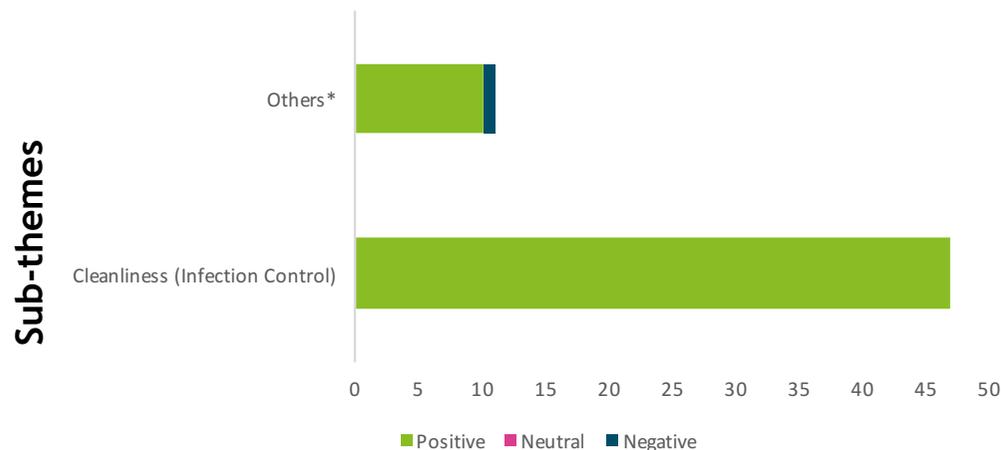
“Not friendly. It seems that there is one rule for some and  
another rule for others.”  
*Dentist*

The third most applied theme for Waltham Forest Dentists this quarter is *Facilities and Surroundings*. This theme was applied a total of 58 times to the patient reviews, of which 57 (98%) were positive, and 1 (2%) were negative.

As shown in the figure below, the *Facilities and Surroundings* theme is further divided into two sub-themes; *Others*, and *Cleanliness (Infection control)*. *Others* combines the following sub-themes, which each had a count of six or less: *Cleanliness (Environment)*, *Cleanliness (Staff)*, *Disability Access* and *General*.

Of these sub-themes, *Cleanliness (Infection Control)* was applied 47 times with 47 (100%) being positive. *Others* was applied 11 times with 10 (91%) being positive, and 1 (9%) being negative.

## Top sub-themes for Facilities and Surroundings



## Number of reviews

### Positive reviews

“Excellent safety measures in place during this pandemic [...]”  
*Dentist*

“Very COVID aware [...] been there 4 times recently and every time they are very tight with their procedures.”  
*Dentist*

“In terms of their COVID compliant procedures [...] they were second to none [...] brilliant job.”  
*Dentist*

“COVID preparation excellent”  
*Dentist*

### Negative reviews

“Don’t think this whole thing has been thought through thoroughly [...] not being able to spit after treatment or use the WC facilities to spit leaves patients with a dilemma [...]”  
*Dentist*

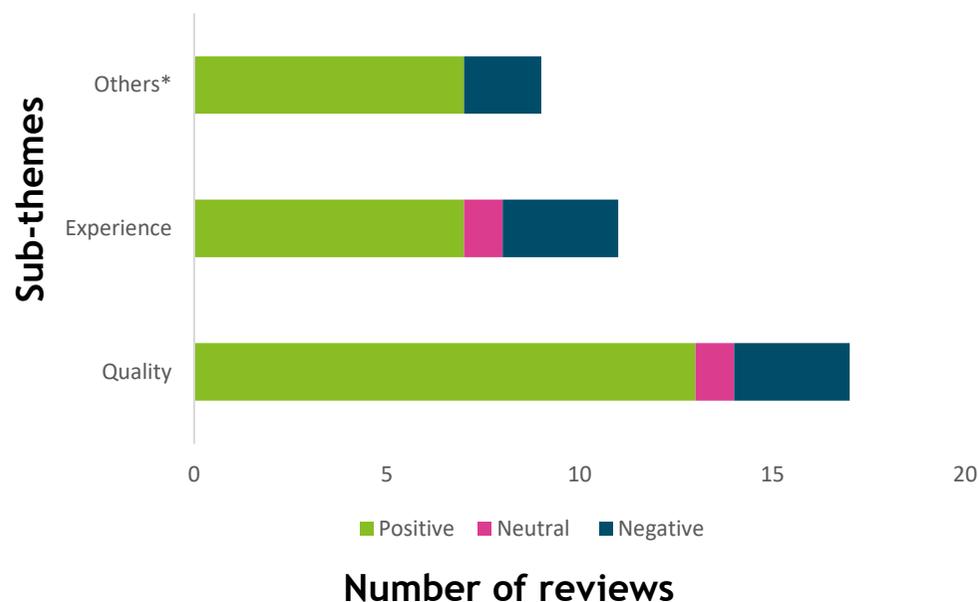
# Whipps Cross Hospital Themes and Sub-Themes

The top theme for Whipps Cross Hospital this quarter is *Treatment and Care*. This theme was applied a total of 37 times to the patient reviews, of which 27 (73%) were positive, 2 (5%) were neutral, and 8 (22%) were negative.

As shown in the figure below, the *Treatment and Care* theme is further divided into three sub-themes; *Others*, *Experience* and *Quality*. *Others* combines the following sub-themes, which each had a count of four or less: *Effectiveness*, *Treatment Explanation* and *Safety of Care/Treatment*.

Of these sub-themes, *Quality* was applied 17 times with 13 (76%) being positive, 1 (6%) being neutral, and 3 (18%) being negative. *Experience* was applied 11 times with 7 (64%) being positive, 1 (9%) being neutral, and 3 (27%) being negative. *Others* was applied 9 times with 7 (78%) being positive, and 2 (22%) being negative.

## Top sub-themes for Treatment and Care



## Positive reviews

“Explained treatment required in plain English. Staff helpful, knowledgeable, friendly and courteous.”  
*Hospital Department*

“The care I received from the Urology team was great. They showed a lot of care and kept in touch [...] I was grateful to them for showing care in looking after me.”  
*Urology Department*

## Negative reviews

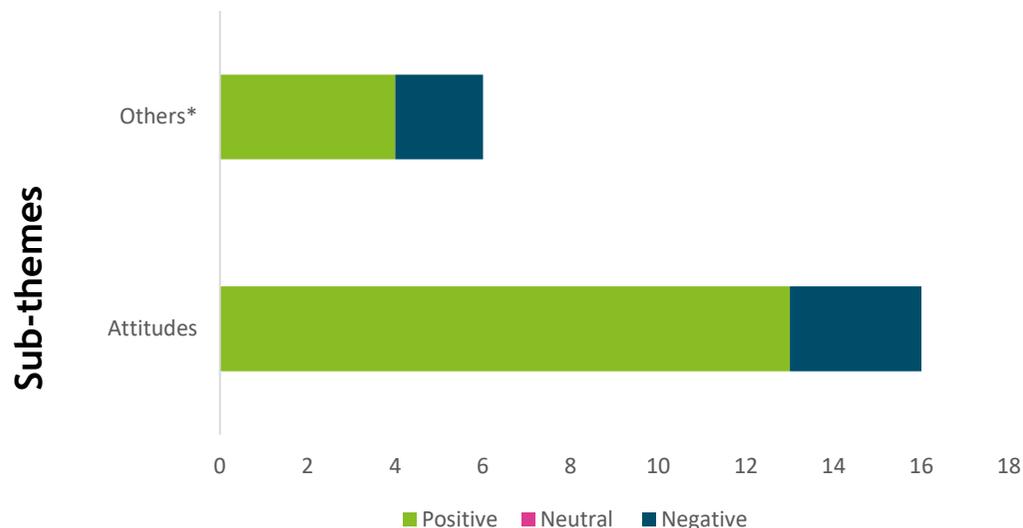
“My mother was admitted today and had to have blood tests [...] they lost her samples [...] she waited for hours for repeat test and results [...] it's shameful how patients are treated.”  
*Hospital Department*

The second most applied theme for Whipps Cross Hospital this quarter is *Staff*. This theme was applied a total of 22 times to the patient reviews, of which 17 (77%) were positive, and 5 (23%) were negative.

As shown in the figure below, the *Staff* theme is further divided into two sub-themes; *Others* and *Attitudes*. *Others* combines the following sub-themes, which each had a count of three or less: *General*, *Capacity*, *Staffing Levels* and *Midwives*.

Of these sub-themes, *Attitudes* was applied 16 times with 13 (81%) being positive, and 3 (19%) being negative. *Others* was applied 6 times with 4 (67%) being positive, and 2 (33%) being negative.

### Top sub-themes for Staff



Number of reviews

#### Postive reviews

“[...] I just want to thank all of the staff we saw for such a positive experience. Everyone was professional and extremely kind, right from initial triage in reception.”  
*Hospital Department*

#### Negative reviews

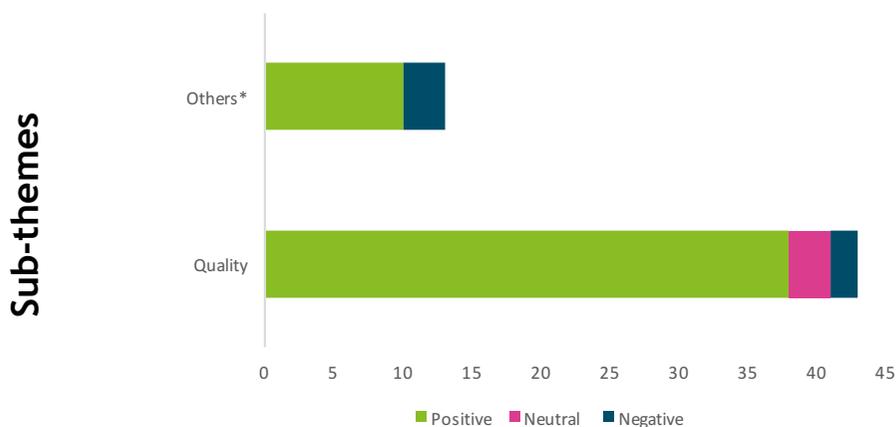
“[...] there was one of the most arrogant and rude midwives [...] said I was not supposed to come here as there was nothing wrong with me [...]”  
*Hospital Department*

The top theme for Waltham Forest Opticians this quarter is *Treatment and Care*. This theme was applied a total of 56 times to the patient reviews, of which 48 (86%) were positive, 3 (5%) were neutral, and 5 (9%) were negative.

As shown in the figure below, the *Treatment and Care* theme is further divided into two sub-themes; *Others* and *Quality*. *Others* combines the following sub-themes, which each had a count of eight or less: *Experience*, *Effectiveness*, *Safety of Care/Treatment*, and *Treatment Explanation*.

Of these sub-themes, *Quality* was applied 43 times with 38 (88%) being positive, 3 (7%) being neutral, and 2 (5%) being negative. *Others* was applied 13 times with 10 (77%) being positive, and 3 (23%) being negative.

Top sub-themes for Treatment and Care



Positive reviews

“The optician was excellent and thorough with my eye examination.”  
*Optician*

“Quality eye care and quality glasses very professional and friendly.”  
*Optician*

Negative reviews

“The appointment is done quicker then it would have been with [the previous owner] who was very thorough”  
*Optician*

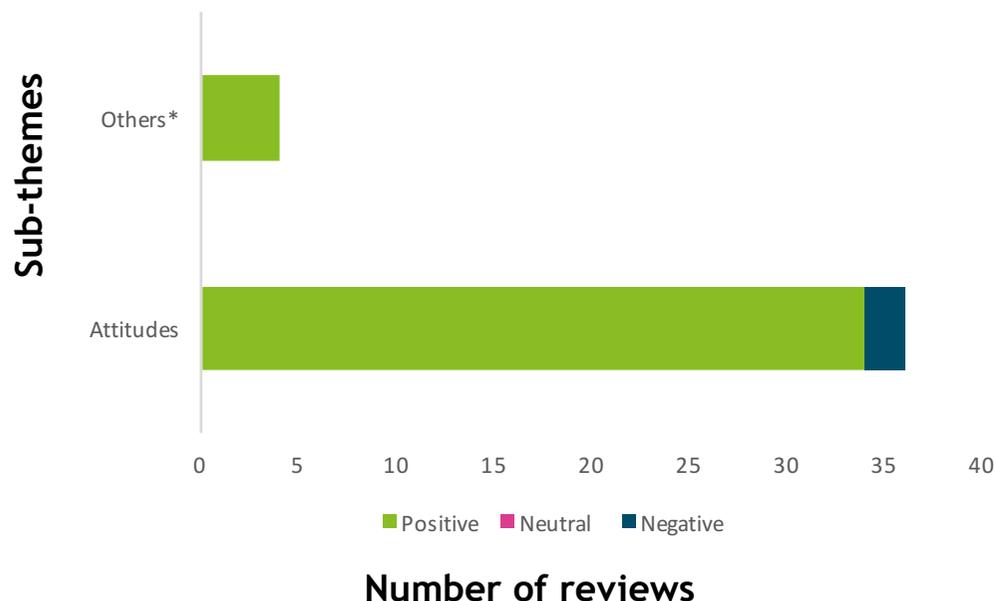
Number of reviews

The second most applied theme for Waltham Forest Opticians this quarter is *Staff*. This theme was applied a total of 40 times to the patient reviews, of which 38 (95%) were positive, and 2 (5%) were negative.

As shown in the figure below, the *Staff* theme is further divided into two sub-themes; *Others* and *Attitudes*. *Others* combines the following sub-themes, which each had a count of three or less: *General and Capacity*.

Of these sub-themes, *Attitudes* was applied 36 times with 34 (94%) being positive, and 2 (6%) being negative. *Others* was applied 4 times with 4 (100%) being positive.

Top sub-themes for Staff



### Positive reviews

“The staff at [opticians] are very polite and helpful.”  
*Optician*

“Great service. Very efficient, professional, and friendly.”

### Negative reviews

“[...] customer service has been terrible throughout my time with them.”  
*Optician*

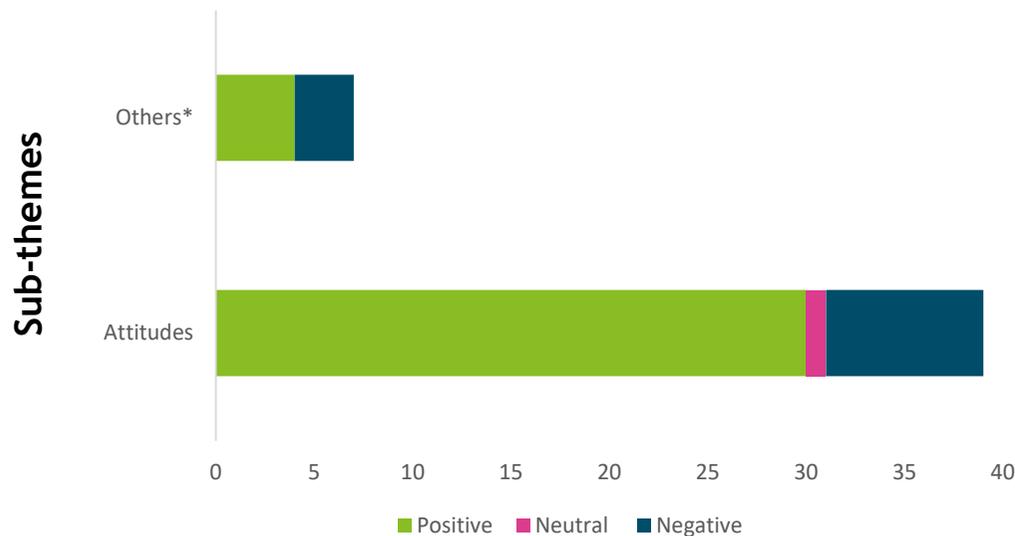
“[...] they are rude and show a lack of dedication.”  
*Optician*

The top theme for Waltham Forest Pharmacies this quarter is *Staff*. This theme was applied a total of 46 times to the patient reviews, of which 34 (74%) were positive, 1 (2%) were neutral, and 11 (24%) were negative.

As shown in the figure below, the *Staff* theme is further divided into two sub-themes; *Others* and *Attitudes*. *Others* combines the following sub-themes, which each had a count of four or less: *General*, *Suitability*, and *Training and Development*.

Of these sub-themes, *Attitudes* was applied 39 times with 30 (77%) being positive, 1 (3%) being neutral, and 8 (20%) being negative. *Others* was applied 7 times, with 4 (57%) being positive, and 3 (43%) being negative.

Top sub-themes for Staff



Positive reviews

“I had a great experience today in the pharmacy. Friendly staff [...]”  
Pharmacy

“Staff have always been polite and professional to me [...]”  
Pharmacy

Negative reviews

“Very rude staff, they don't know how to talk to customers [...]”  
Pharmacy

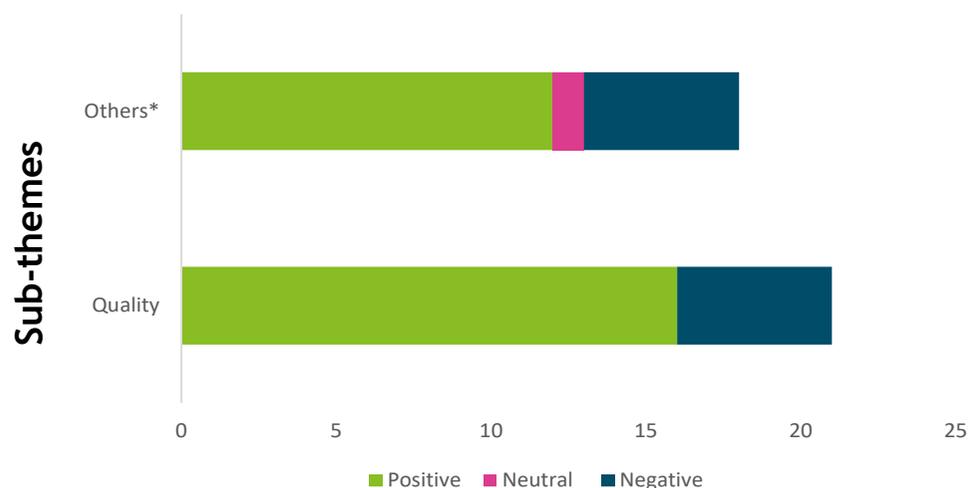
Number of reviews

The second most applied theme for Waltham Forest Pharmacies this quarter is *Treatment and Care*. This theme was applied a total of 39 times to the patient reviews, of which 28 (72%) were positive, 1 (2%) were neutral, and 10 (26%) were negative.

As shown in the figure below, the *Treatment and Care* theme is further divided into two sub-themes; *Others* and *Quality*. *Others* combines the following sub-themes, which each had a count of nine or less: *Experience*, *Effectiveness*, *Treatment explanation*, and *Safety of care/treatment*.

Of these sub-themes, *Quality* was applied 21 times with 16 (76%) being positive, and 5 (24%) being negative. *Others* was applied 18 times with 12 (67%) being positive, 1 (8%) being neutral, and 5 (28%) being negative.

## Top sub-themes for Treatment and Care



Number of reviews

### Positive reviews

“So helpful, efficient, and kind. I find organising my prescriptions difficult and he [the pharmacist] is so supportive in arranging everything.”

Pharmacy

“Have been using this pharmacy for a number of years and all the staff are excellent, very caring and polite.”

Pharmacy

### Negative reviews

“Staff are very abrupt and unwilling to discuss. Repeatedly, I have been unable to collect my prescription.”

Pharmacy

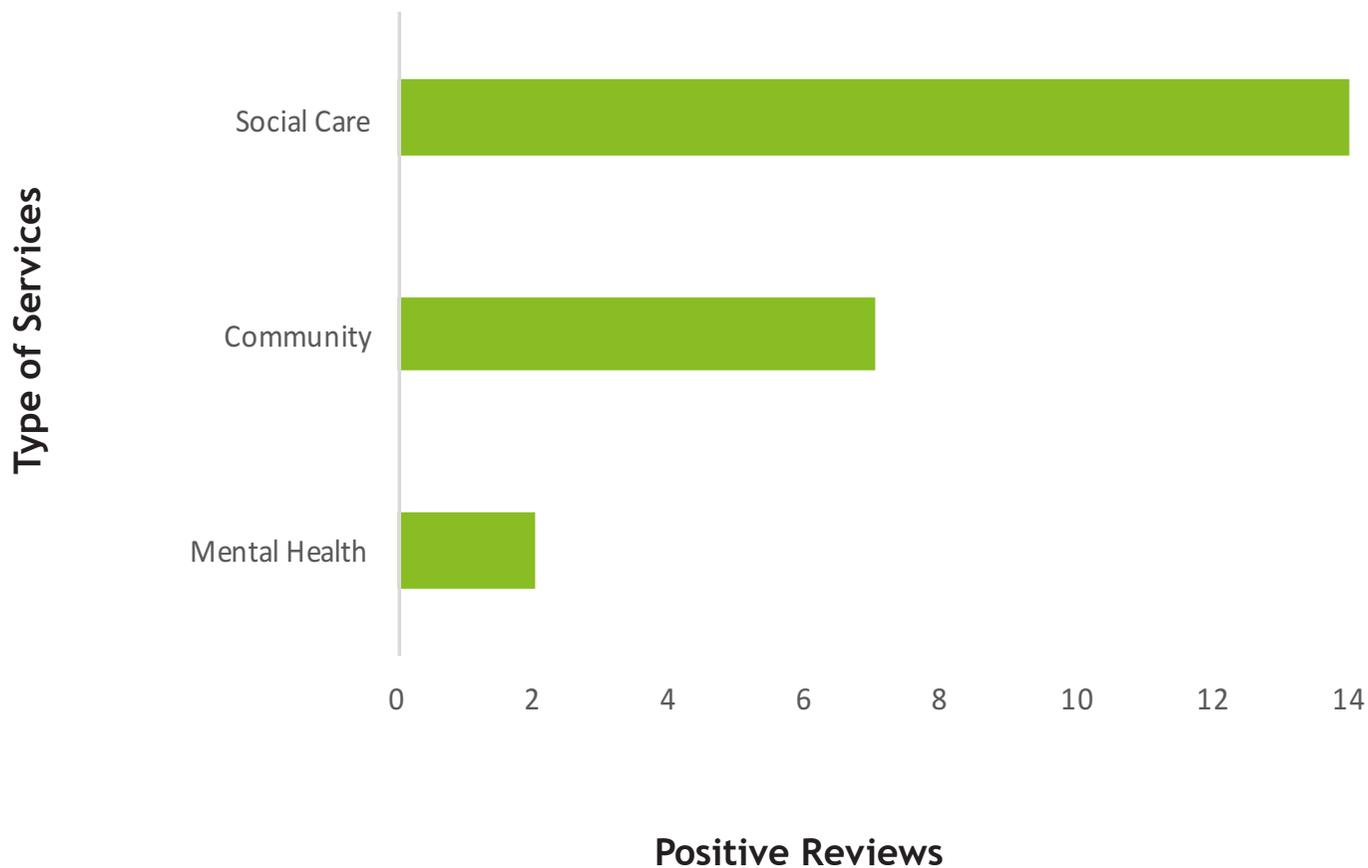
“I was given the wrong eye drops by a young pharmacist [...]”

Pharmacy

# Other Positive Reviews

Looking at the positive reviews received allows us to highlight areas where a service is doing well and deserves 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.

July, August, September





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## Social Care

“Warm and friendly environment where my Mum was very happy. The staff were so attentive and hard working. My Mum loved the good quality food and the many activities she was invited to participate in.”

*Carehome*

“Excellent staff and they have complied to the lockdown rules whilst maintaining friendly atmosphere for the residents and those enquiring after their loved ones.”

*Carehome*

“What a blessing the my Dad has been cared for in this wonderful home. During these unprecedented times [carehome] has kept my Dad strong and well. [...] The carers are warm, kind, and treat each resident as an individual [...].”

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## Community Services

“My relative required the services of the rapid response team, who arrived within minutes to their home with two consultants in attendance. We were impressed by the rapidity and quality of the service.”

*Community Service*

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## Mental Health Services

“I was happy with treatment given to me as it helped me deal with my depression.”

*Mental Health Service*

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# Other Negative & Neutral 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.

July, August, September

Type of Services

Community

0 0.5 1 1.5 2

Negative & Neutral Reviews

26



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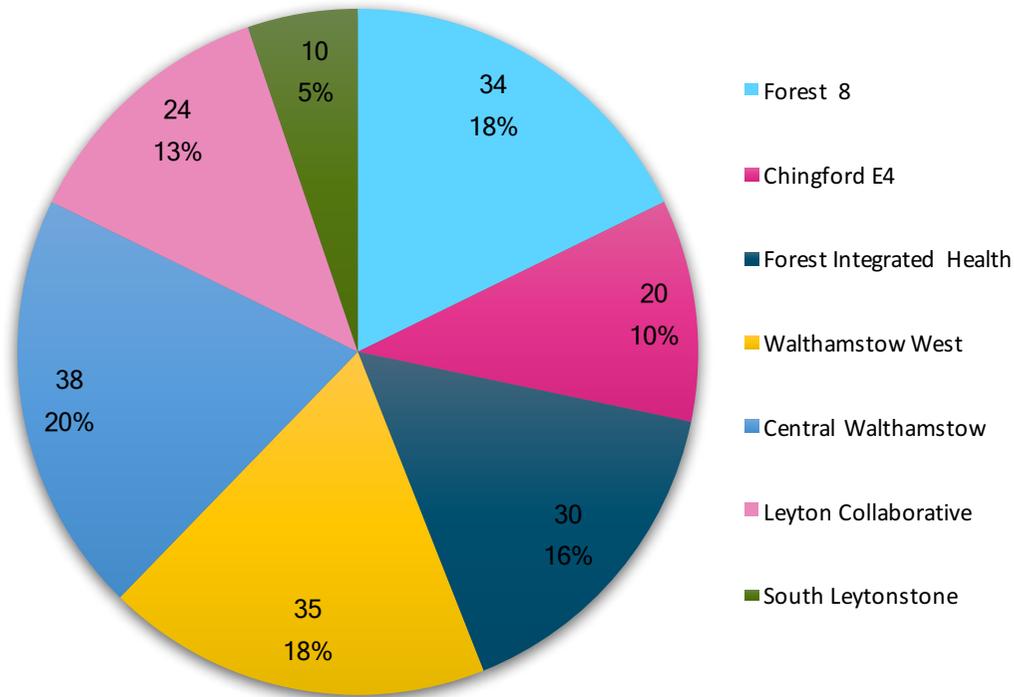
## Community Services

“[I needed to attend this service to have my blood test done], due to COVID I called to double check they were open and was informed that it is a walk-in service. When I arrived I was informed that I did not have an appointment and would not be seen. I was not happy at all. ”

*Community Service*

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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, Central Walthamstow received the highest total number of reviews with 38 (20%); followed by Walthamstow West with 35 (18%) and Forest 8 with 34 (18%).

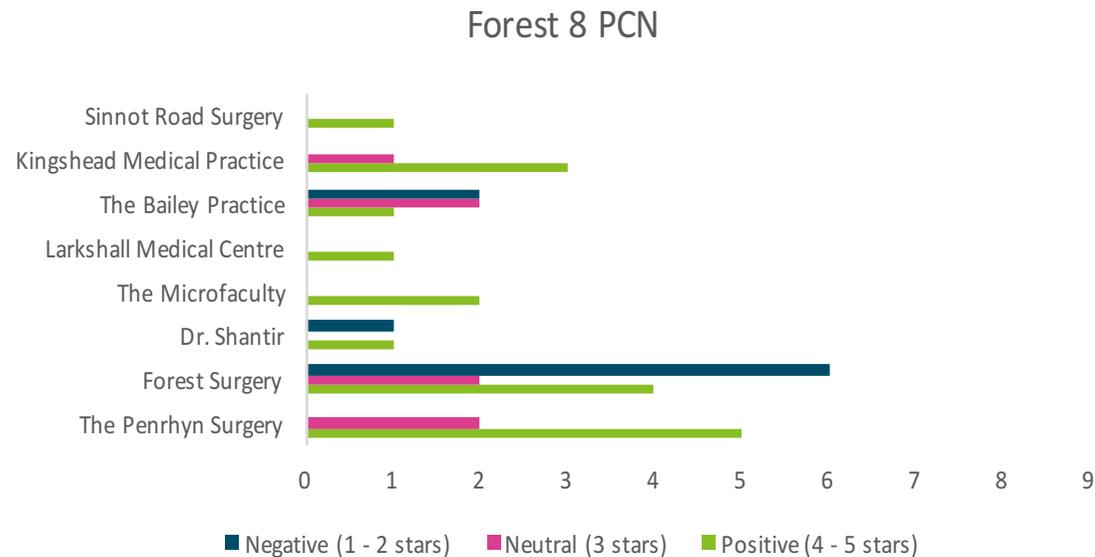


Number of reviews per PCN

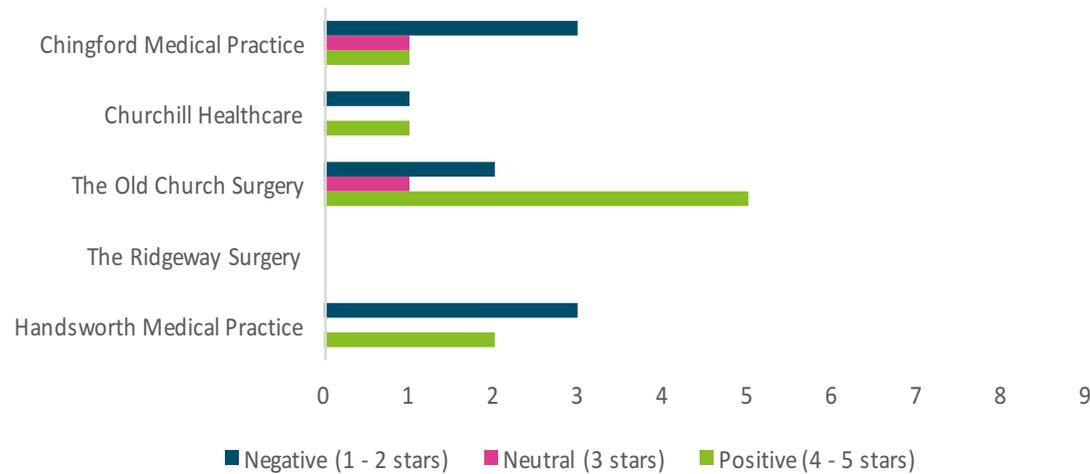
The following seven bar charts (pages 29 - 32) illustrates the distribution of star ratings for each GP surgery within its given PCN.

There are seven PCN in Waltham Forest, they are: Forest 8, Chingford E4, Forest Integrated Health, Walthamstow West, Central Walthamstow, Leyton Collaborative, and lastly South Leytonstone.

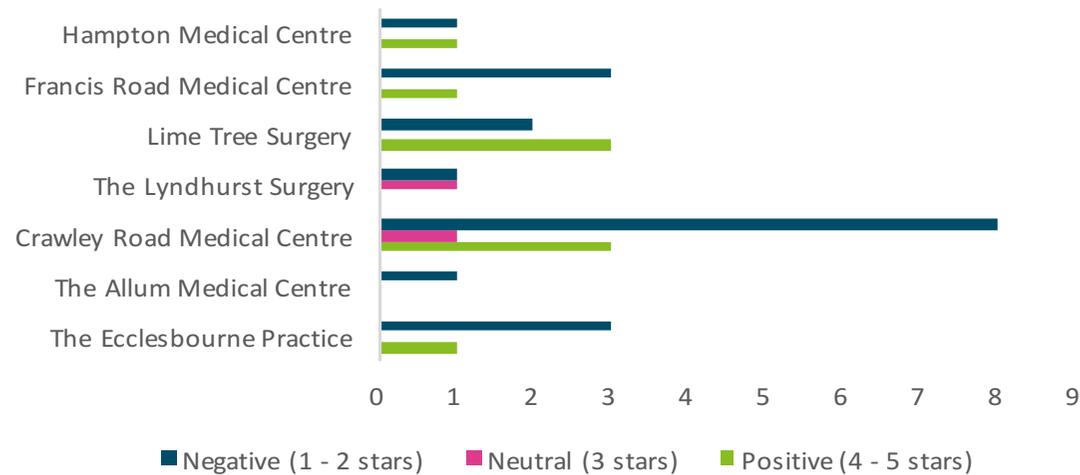
Star ratings are categorised as follows: negative, 1 -2 stars; neutral, 3 stars; and positive, 4 -5 stars.



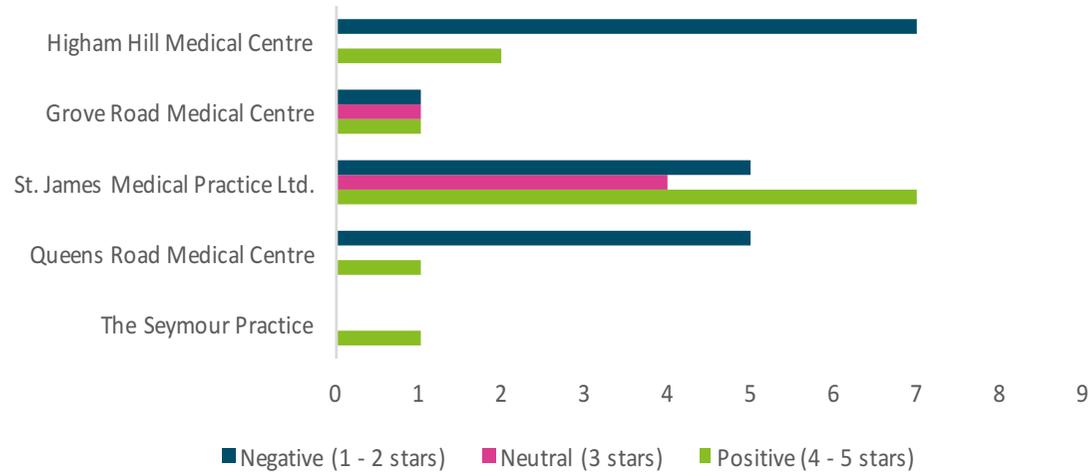
## Chingford E4 PCN



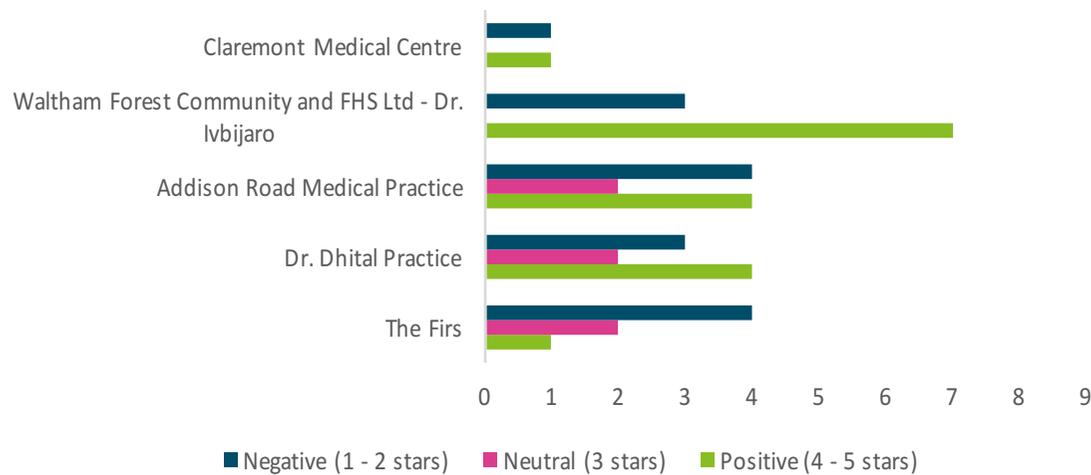
## Forest Integrated Health PCN



## Walthamstow West PCN



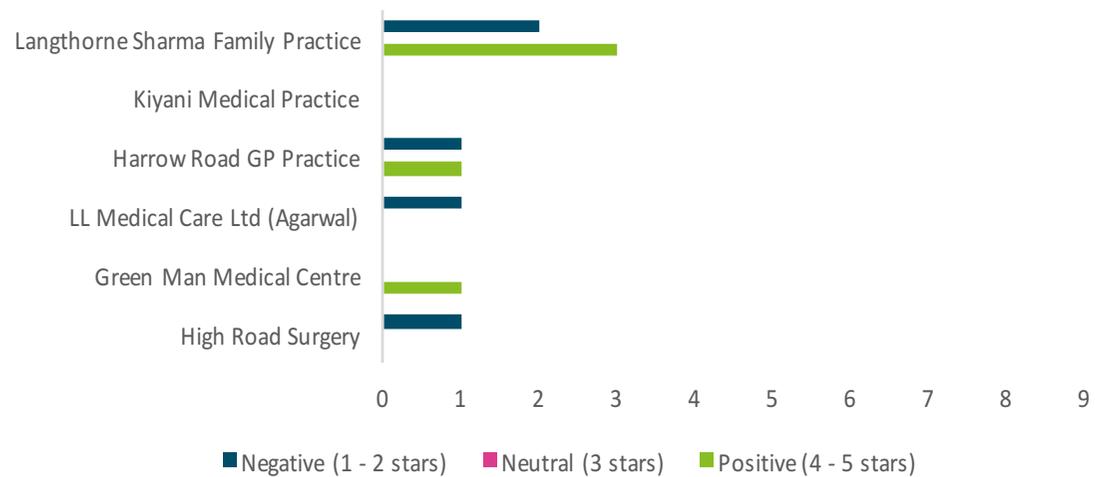
## Central Walthamstow PCN



## Leyton Collaborative PCN



## South Leytonstone PCN



# Conclusion

For this second quarter (July - September 2020), 575 patient experience reviews were collected. Of these, the majority 387 (67%), were positive with a rating of 4 - 5 stars. Neutral (3 stars) and negative (1 - 2 stars) reviews accounted for 39 (7%) and 149 (26%) 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 July, August, and September 2020.

However, if this is examined more closely, it is clear that GP services, the service-type that received the highest number of total reviews (191), also had the highest proportion of negative reviews, 46% (89), compared to any other service. Examining the applied themes for the GP services, it is evident that negative reviews are largely a result of administrative matters, namely being able to get through on the phone and appointment availability. The *Administration* theme, under which these two latter sub-themes are categorised under, had an overwhelmingly negative sentiment, with 76% (96) of the sentiment applied being negative. Furthermore, the applied theme *Staff* also had a majority negative 55% (56) sentiment with the sub-theme *Attitudes* being the most applied sub-theme (78). Understandably, 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.

Across the remaining six service-types that received the highest number of reviews (i.e. Dentist, Hospital [Whipps Cross], Opticians, and Pharmacy) the top applied themes were *Treatment and Care* and *Staff*, which both had overwhelmingly positive sentiment. Due to the nature of these providers, the consultation medium has not been as drastically impacted. Where appointments are available and patients and service-users are being physically seen, the perception of *Staff Attitudes* and *Treatment Quality* are positive.

Notably, *Facilities and Surroundings* was one of the highest applied themes (58) for Dental services, with specific mention to the sub-theme *Cleanliness (Infection Control)*, which received 100% (47) positive sentiment. 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.

We will continue to monitor these themes in the coming quarters to identify any ongoing and emerging trends in patient experience feedback.

# 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 3 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 continue to focus on in Quarter 3 (October, November, and December) are:

- Information, Guidance and Signposting
- Whipps Cross Hospital
- Social Care
- Pharmacies

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 I: Themes and Sub-Themes

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

# Appendix I: Themes and 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
		Treatment and care	
Medication	Pharmacy Repeat Prescriptions		
Medication	Medicines Management		
Transport	Patient Transport Service (non NHS)		
Transport	Ambulance (Emergency)		
Transport	Ambulance (Routine)		
Referrals	General		
Referrals	Timeliness		

## Leave feedback

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

What is your postcode?

### Your ratings (select if applicable)

Ease of gaining an appointment



Convenience of appointment



Cleanliness / Environment



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?



When did this happen?

In relation to your comments are you a:

Select one

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 Liaison and Advice Service (PALS)
- WEL Clinical Commissioning Group
- Social Services
- Care Quality Commission (CQC)
- Other

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

- 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@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk))

- I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch\*

- Yes  No

I confirm I am over the age of 16\*

- Yes  No

- 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



## Share Your Experience with Us

Healthwatch Waltham Forest 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.

Name of Service: .....

### 1. How do you rate your overall experience?

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

### 2. Tell us more about your experience

.....

.....

.....

### 3. Your ratings (select if applicable)

**Ease of getting an 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 of service**  
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

**Quality of care**  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**Quality of food**  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**Generally, how easy is it to get through to someone on the phone?**  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

4. Are you a ( ) Patient ( ) Carer ( ) Relative ( ) Carer and Relative ( ) Service Provider ( ) Visitor ( ) Professional

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

## 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 ( ) 75 to 84 ( ) 85+ ( ) Prefer not to say

What is your ethnicity?

**White**

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

**Asian / Asian British**

( ) Bangladeshi ( ) Chinese ( ) Indian ( ) Pakistani ( ) Any other Asian background

**Black, African, Caribbean, Black British**

( ) African ( ) Caribbean ( ) Any other Black, African, Caribbean background

**Mixed, Multiple**

( ) White and Asian ( ) 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?

( ) Chingford ( ) Leyton ( ) Leytonstone ( ) Walthamstow ( ) Out of borough ( ) Prefer not to say

What is your religion? ( ) Buddhist ( ) Christian ( ) Hindu ( ) Jewish ( ) Muslim ( ) Sikh ( )

Other religion ( ) Prefer not to say

## Thank you for sharing your experience!

☎ 020 3078 9900 ✉ info@healthwatchwalthamforest.co.uk | 🌐 www.healthwatchwalthamforest.co.uk

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