

Quality of service in Waltham Forest





We represent the voice of local people in relation to health and social care
This is what local people told us

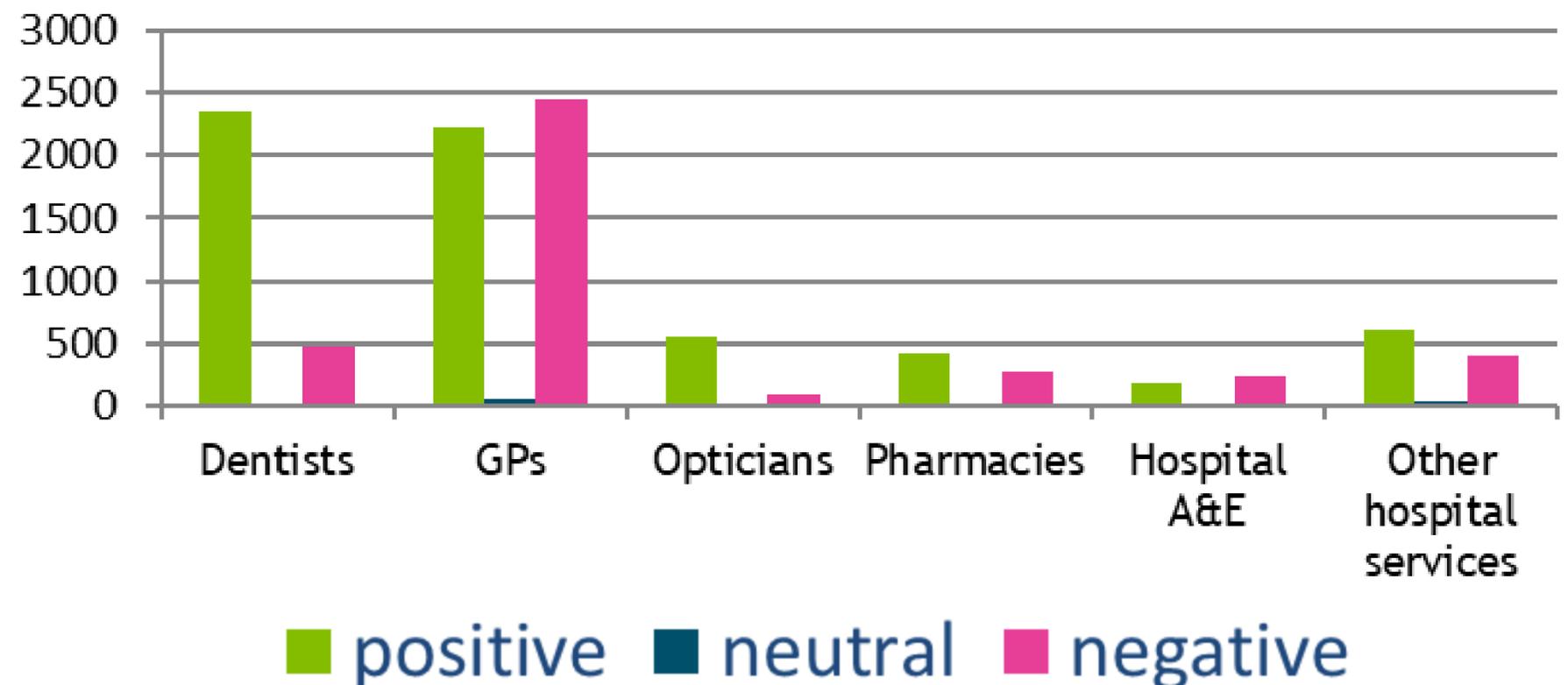
January 2022 to January 2023
we have heard from

2729

local people
identifying 11525 issues.

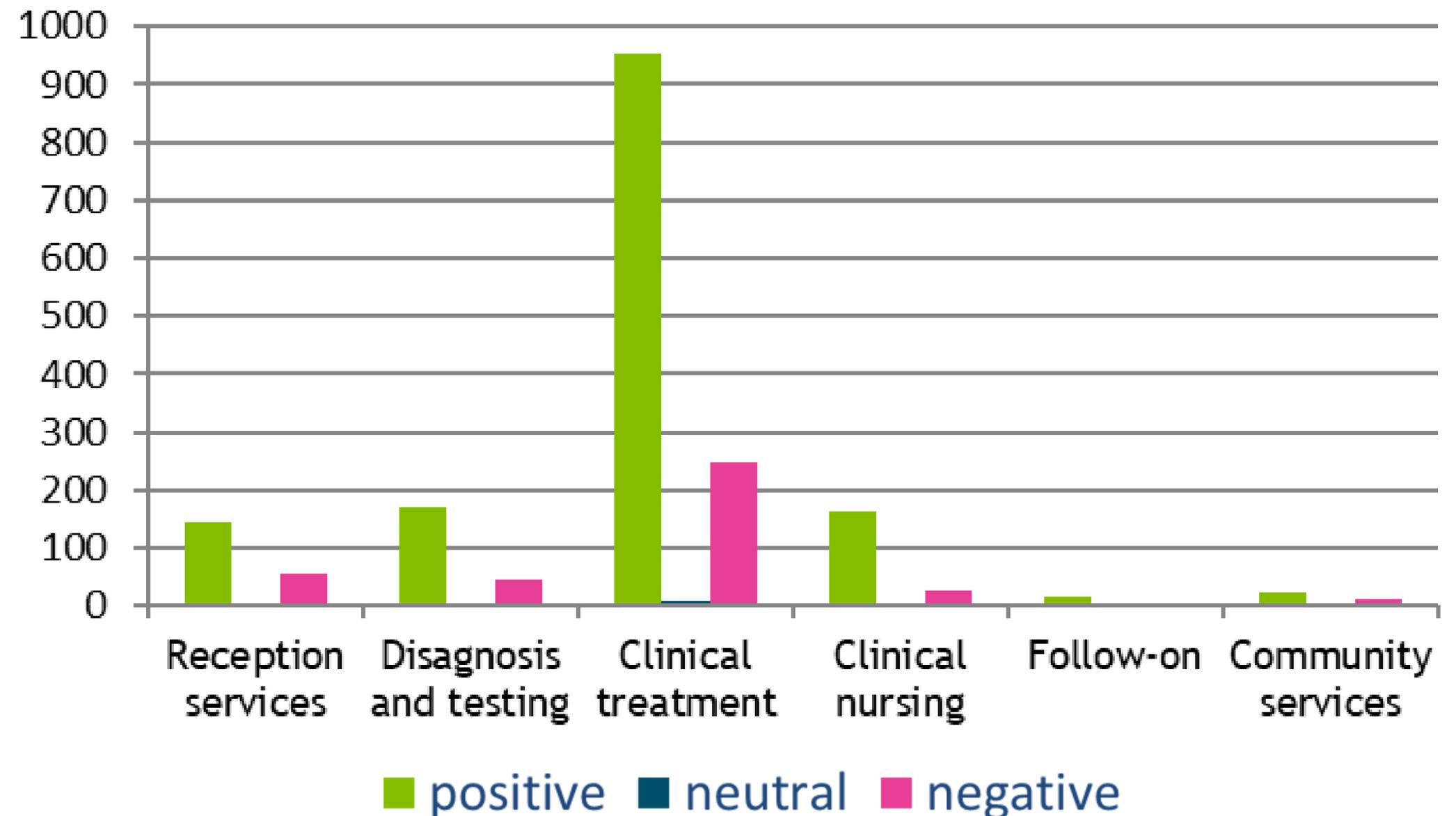
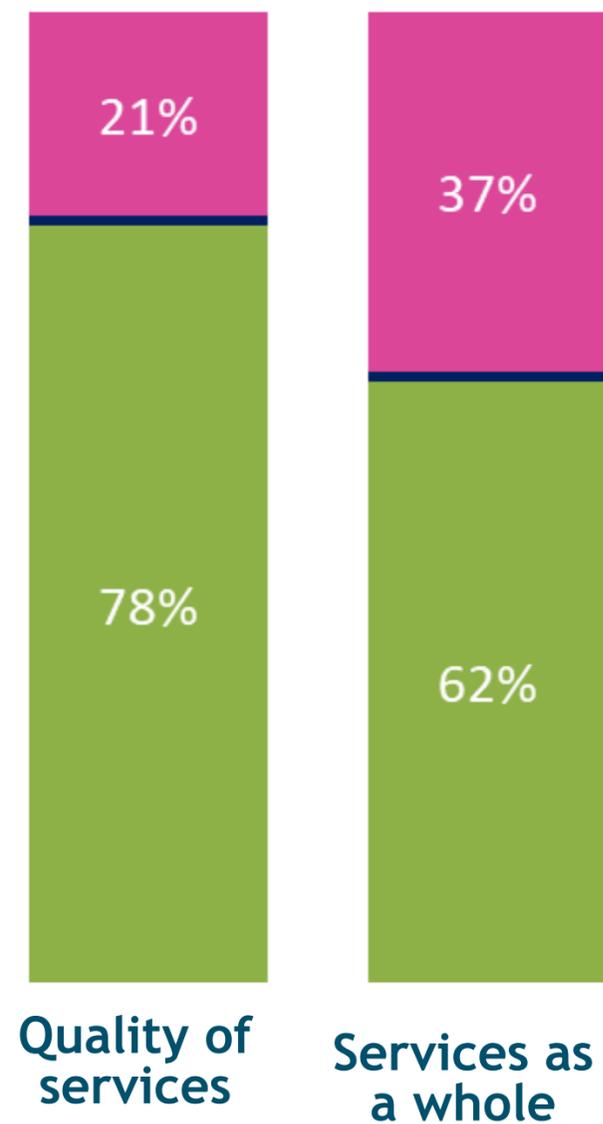


Most discussed services



Perception of quality is leaning positive consistently across the care pathway

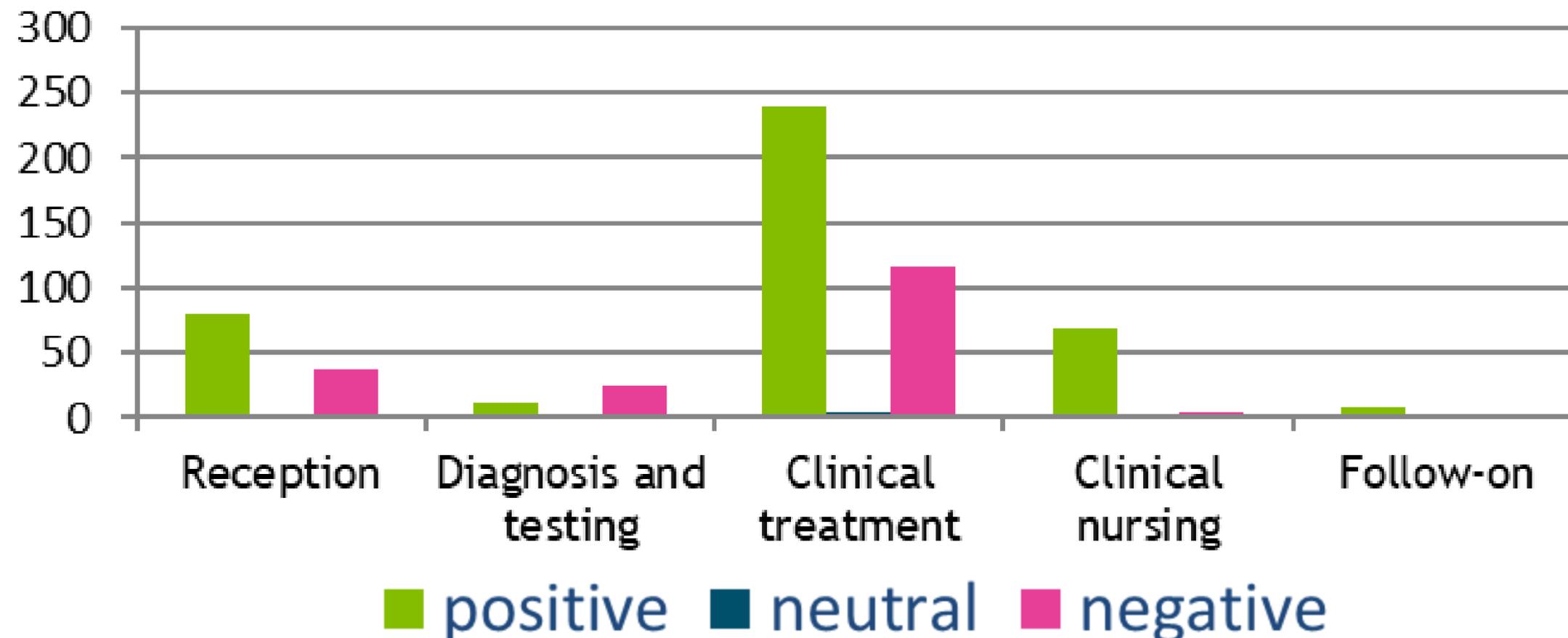
Quality of services through the care pathway



GP surgeries



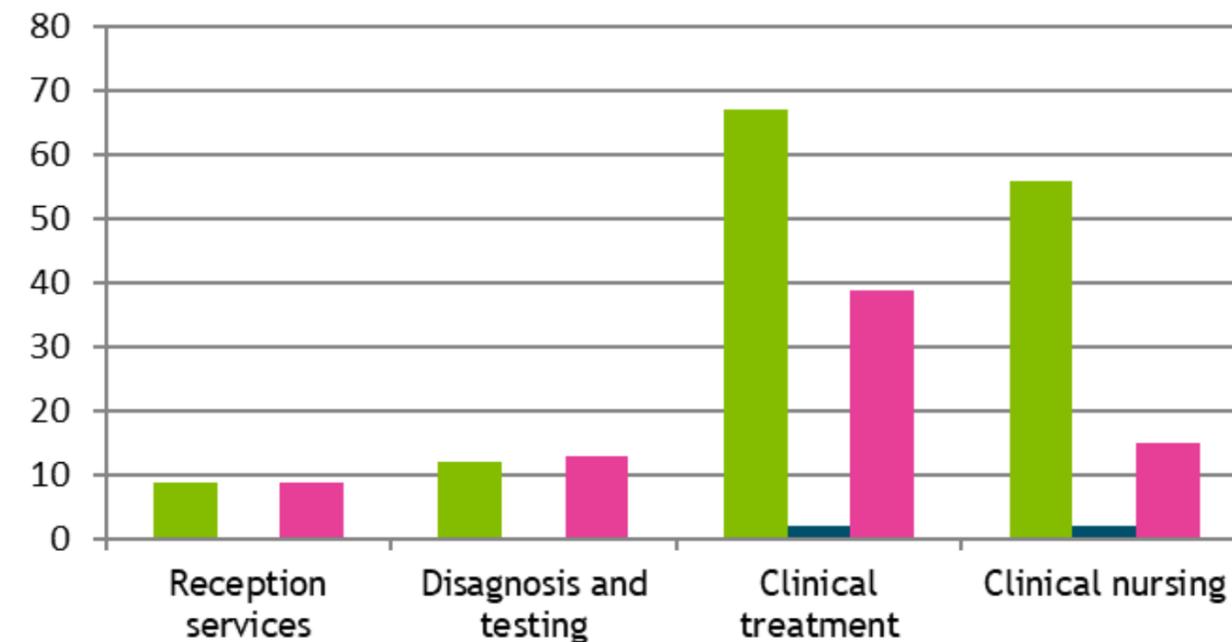
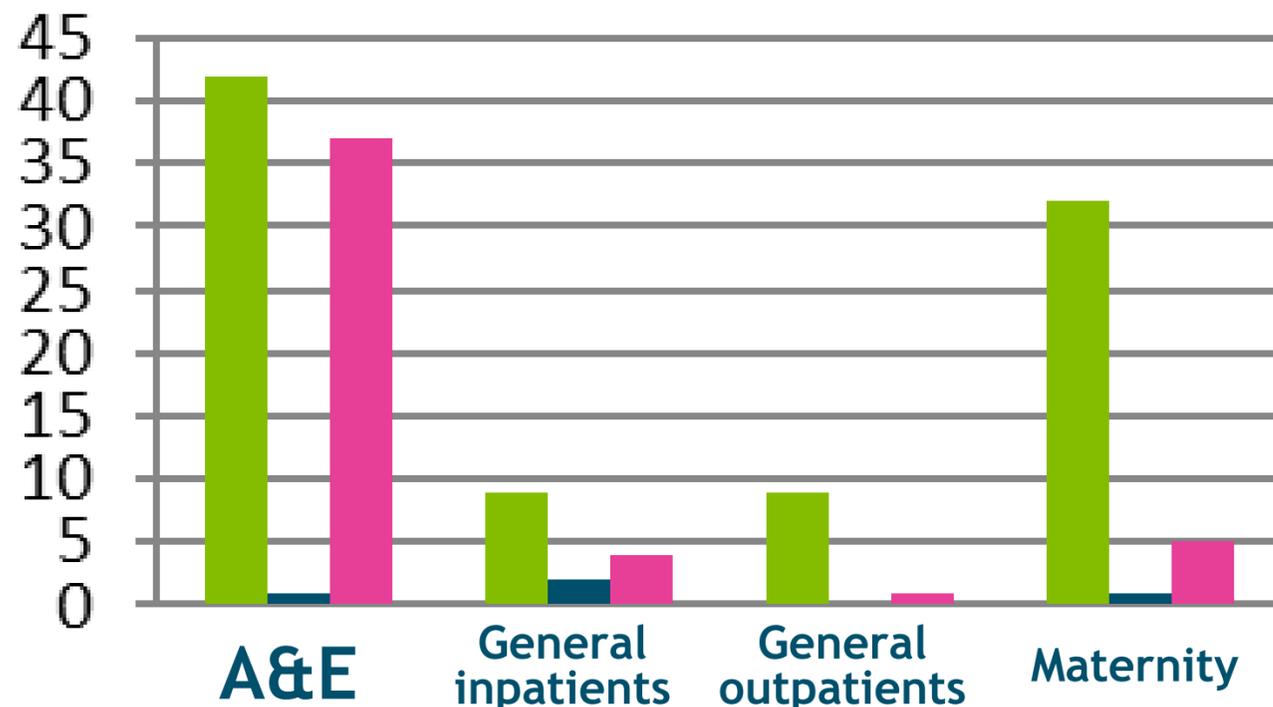
- Patients gave positive feedback on the quality of the service offered by practice nurses.
- Opinion of the quality of clinical treatment and reception is also leaning positive.
- Opinion of the quality of diagnosis is leaning negative; with some patients expressing concerns about being diagnosed or prescribed antibiotics over the phone.



Whipps Cross Hospital

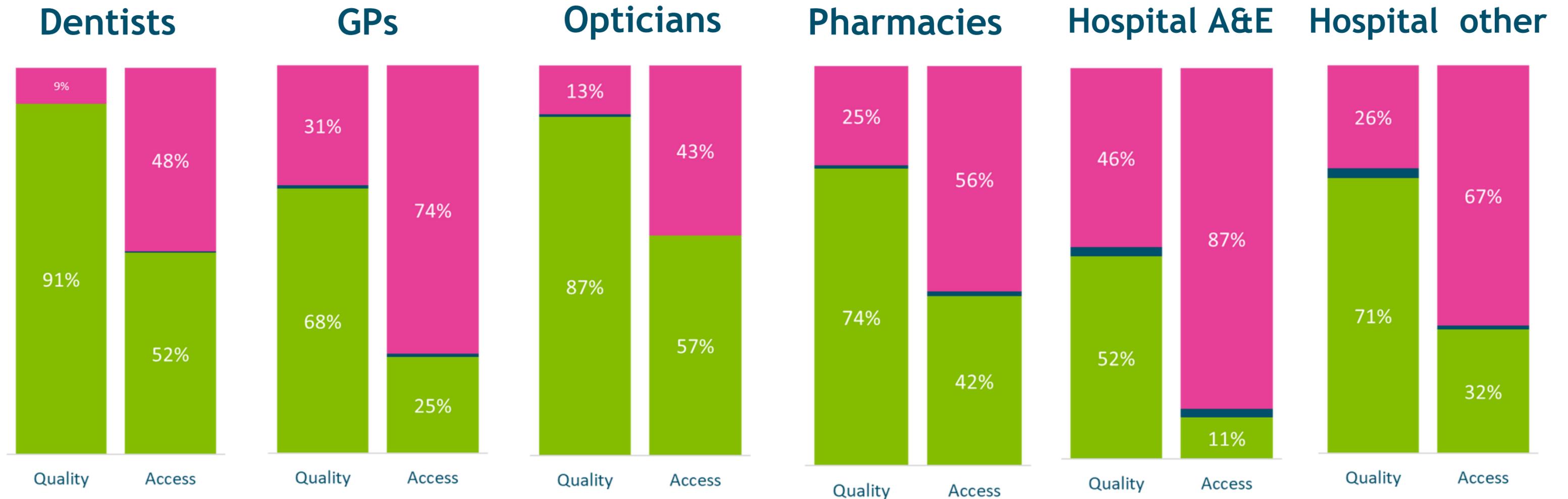


- The quality of maternity services is praised by patients, while perception of the quality of A&E services is mixed, as poor capacity is impacting the quality of care.
- Opinion of the quality of clinical treatment and nursing in the hospital are positive
- Opinion of the quality of diagnosis and testing is mixed; some patients expressed concerns about their symptoms being dismissed or poor communication.
- Opinion of the quality of reception services is also mixed; with some reporting better customer service skills and communication from staff than others.



■ positive ■ neutral ■ negative

Local people consistently had more positive feedback on the quality of services they used than on access to services.



■ positive ■ neutral ■ negative

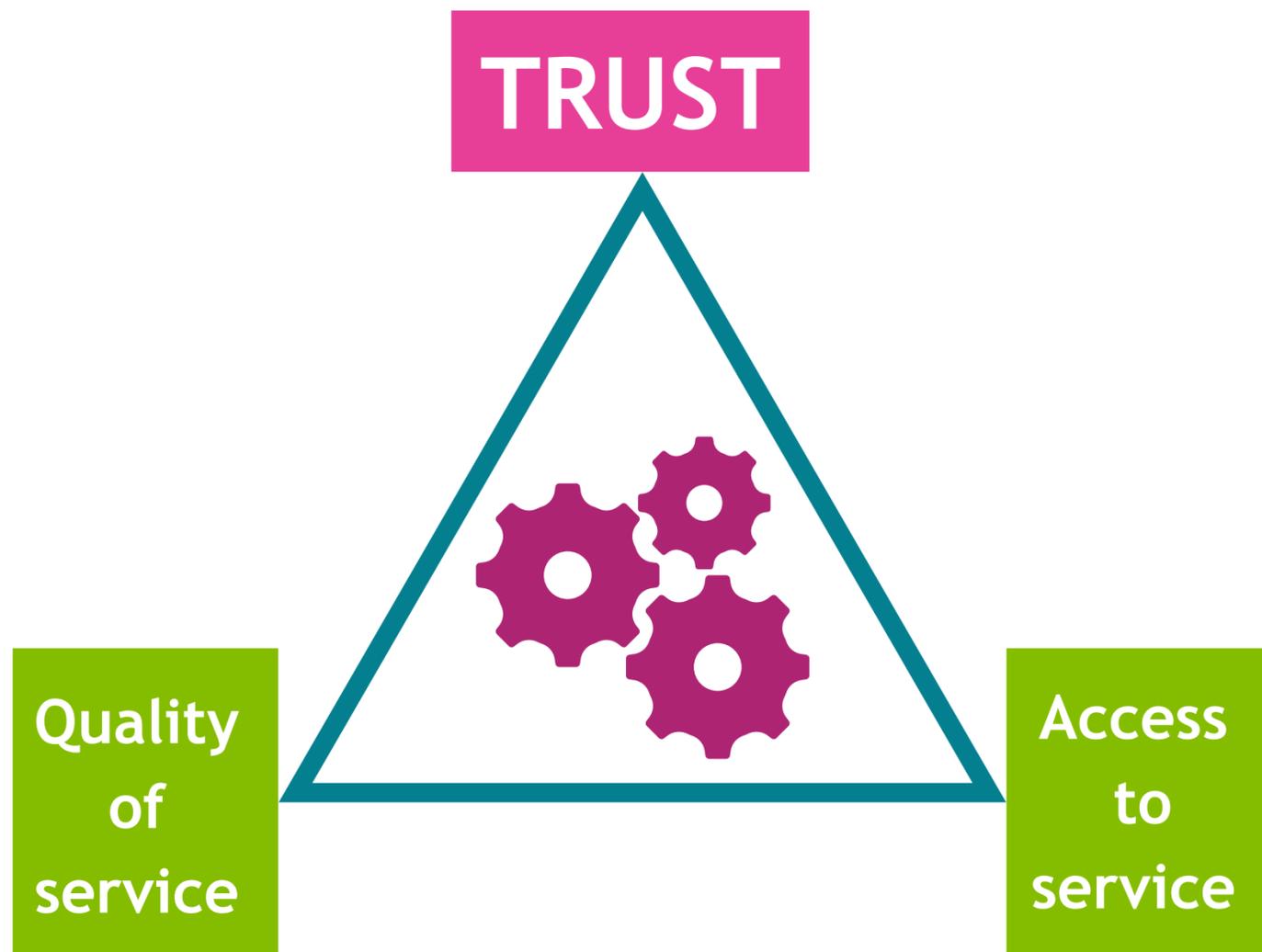
Experience of access and perception of quality are linked; those who feel access to services is poor also have a more negative view of the quality of services.

420 comments mentioned both quality and access issues.

FEEDBACK ON QUALITY OF SERVICE

		positive	neutral or mixed	negative
		positive	233	X
neutral or mixed	17	3	X	
negative	44	2	117	

Experience of access and perception of quality are linked; why is this happening?



GP patients who struggle to access appointments (especially face to face) trust the quality of the service less:

- They are more likely to perceive reception staff as rude, and the relation with them as adversarial; they may be seen as unqualified gatekeepers whose goal is to offer the minimum possible care.
- If they are offered remote consultations (for example, a call back from a doctor on the phone or an online consultation) they are likely to see this as being of lesser quality than an in-person consultation would have been.

Imagine the following scenarios:

- You call your GP surgery to ask for an appointment. A member of the reception team (non-clinical) asks you about your symptoms. They then tell you that instead of making an appointment you should go to A&E today.
- You make an appointment with your GP surgery, you are told you would receive a telephone consultation. A doctor calls you back, listens to your concerns, then advises you to rest at home and take paracetamol.

Do you TRUST that the advice you received is in your clinical best interest, or do you feel like it's being used as merely a way of saying "We don't have capacity to treat you, sort yourself out without our help"?

The answer may depend on your previous experiences and whether you think your GP practice provides good quality care in general.