The Experience of GP Services

A trends analysis report by Healthwatch Harrow

Community*Insight*

15 October 2020

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

Reporting Period: 1 October 2019 - 30 September 2020

healthwatch
Harrow

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 535 people. Feedback has been obtained from a variety of sources, including general outreach and comments posted online (NHS, Care Opinion and social media).

Top Themes (Pages 5-6)

Feedback suggests that people are broadly satisfied with customer service (staff attitude and quality), however service access is an increasing issue for many. Comments by older people are largely negative overall, while mixed on those leaving feedback about Covid-19, Children, Mental Health or Maternity.

Overall sentiment is 51% positive, 47% negative and 2% neutral.

> Trends...
>
> *Satisfaction levels have declined by 8% this quarter, comments suggest.*
>
> *GP Direct and Mollison Way Surgery receive a notable volume and ratio of positive feedback, while the Pinn Medical Centre and Stanmore Medical Centre receive a notable volume of negative comments.*

Appointment Booking and Waiting (Pages 7-10)

The ability to obtain timely appointments is a problem for many, with accounts of congested telephone lines and waits of days (or more) to see a clinician. Choice is also an issue, with some patients not comfortable with, or able to undertake remote appointments.

> Trends...
>
> *Sentiment about booking and waiting has declined by 7% this quarter.*
>
> *Comments suggest booking is a particular issue at the Pinn Medical Centre and the Ridgeway Surgery.*

Clinical Treatment and Staff Attitude (Pages 11-14)

Experiences indicate the vast majority of people receive good quality, compassionate treatment and care, and feel supported and involved.

Trends...

Sentiment about clinical treatment and staff attitude has declined by 17% this quarter.

GP Direct and Mollison Way Surgery receive a notable volume and ratio of positive comments.

Administration and Communication (Pages 15-18)

Around 90 people leave negative feedback about administation, with sentiment clearly negative overall. People would also like greater levels of communication and support from administrative staff, comments suggest.

Trends...

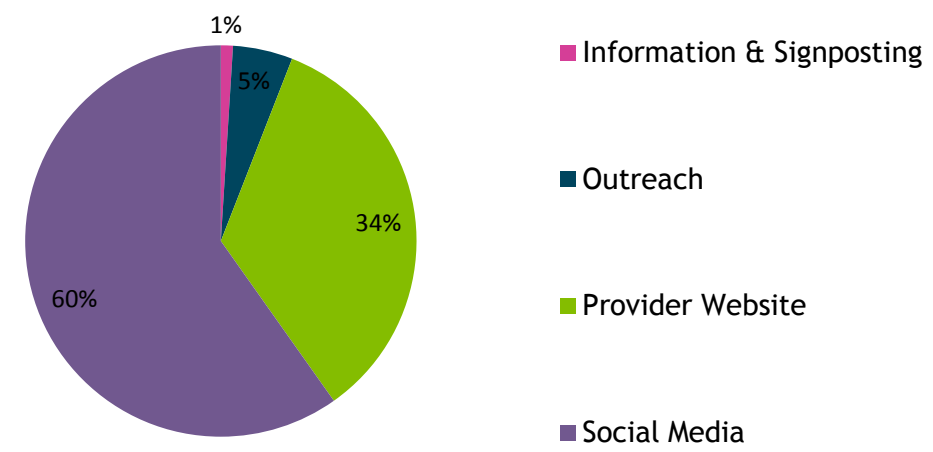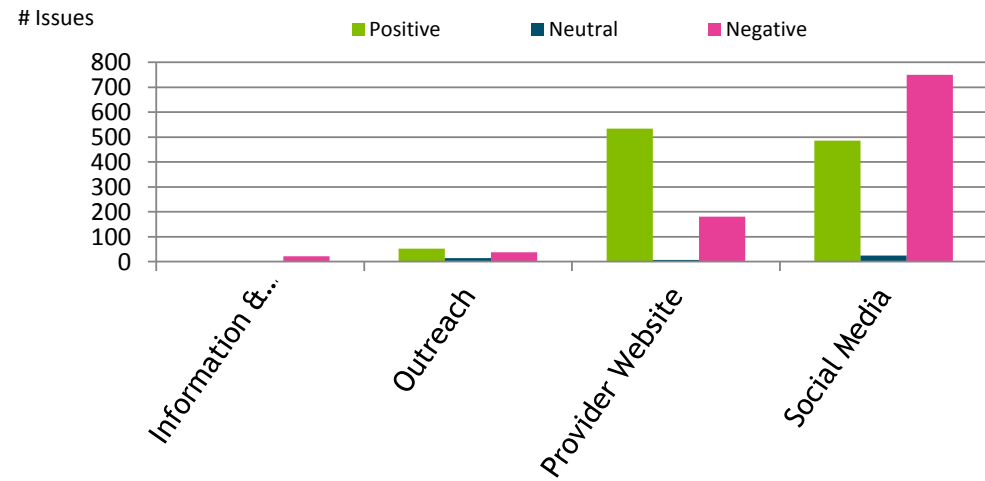*Sentiment about administration and communication has declined by 24% this quarter.*

The Pinn Medical Centre receives a notable volume and ratio of negative feedback.

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

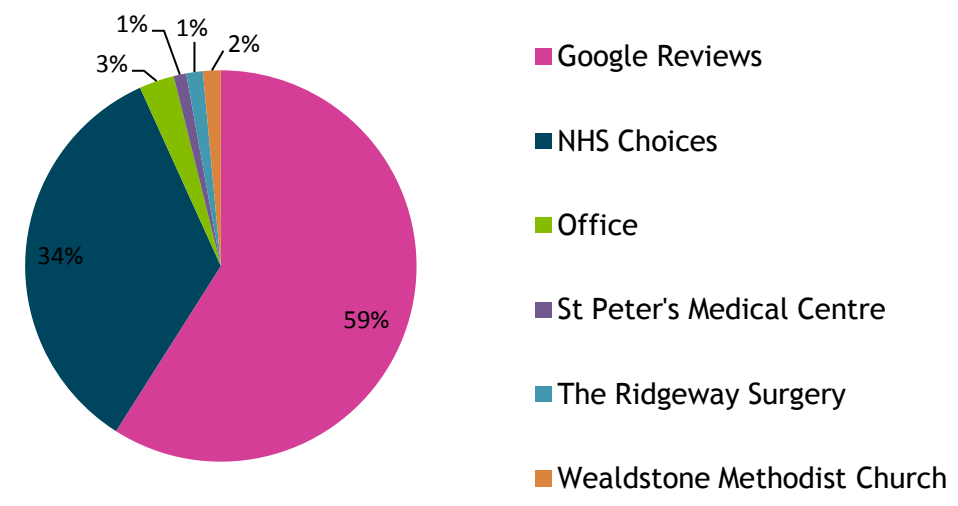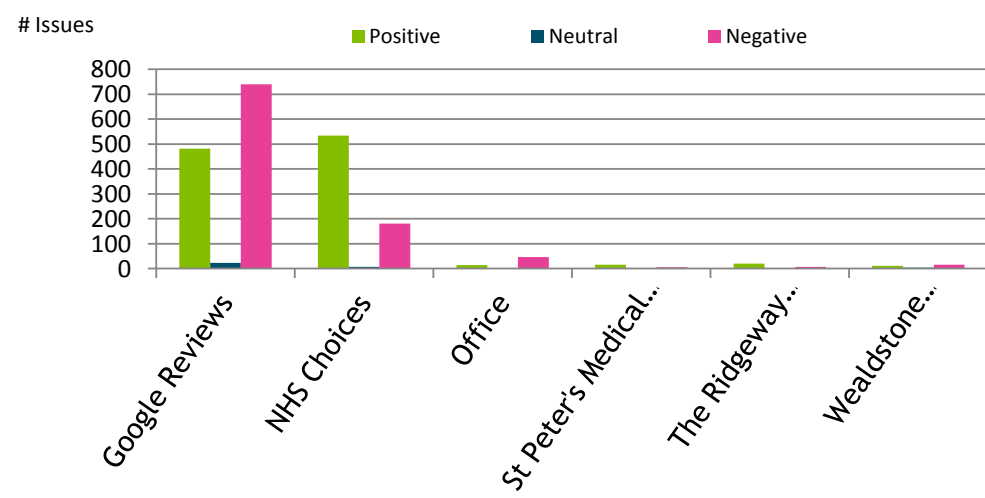# 1. Data Source: Where did we collect the feedback?

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Information &..., Outreach, Provider Website, Social Media

Sources providing the most comments overall

Pie chart:
- 1%
- 5%
- 34%
- 60%

Legend:
- Information & Signposting
- Outreach
- Provider Website
- Social Media

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Google Reviews, NHS Choices, Office, St Peter's Medical..., The Ridgeway..., Wealdstone...

Origins providing the most comments overall

Pie chart:
- 1%
- 1%
- 2%
- 3%
- 34%
- 59%

Legend:
- Google Reviews
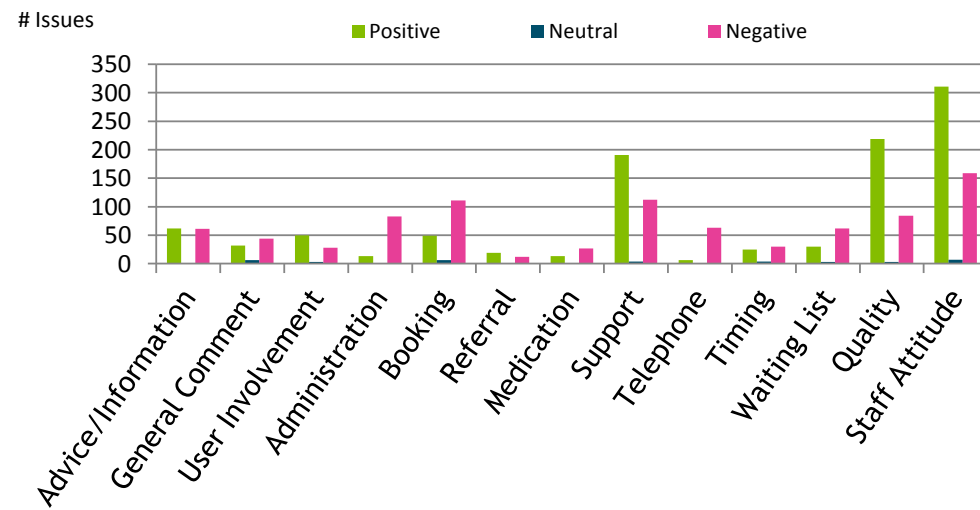- NHS Choices
- Office
- St Peter's Medical Centre
- The Ridgeway Surgery
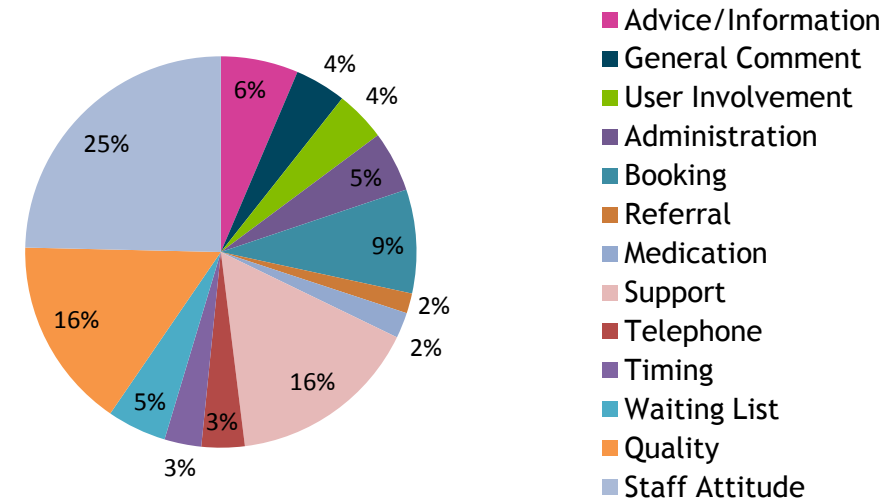- Wealdstone Methodist Church

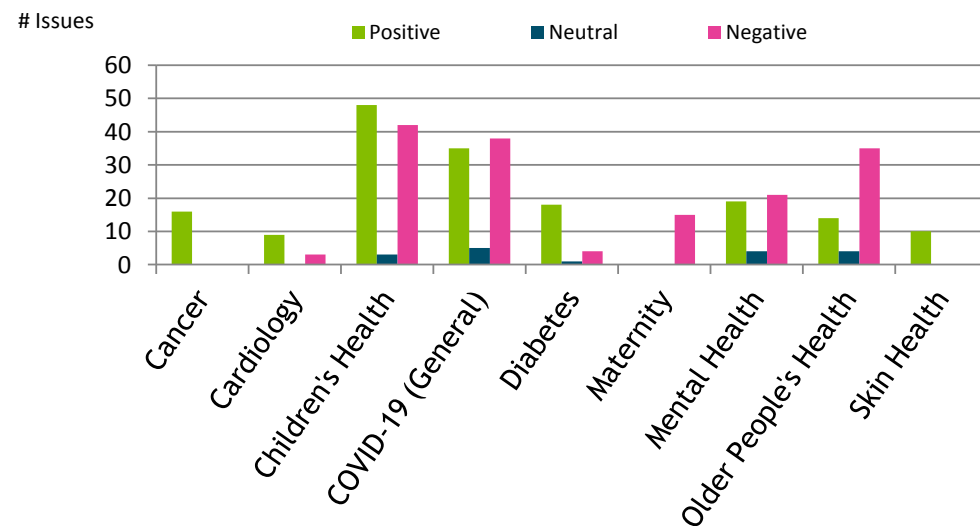## 2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 2155 issues from 535 people

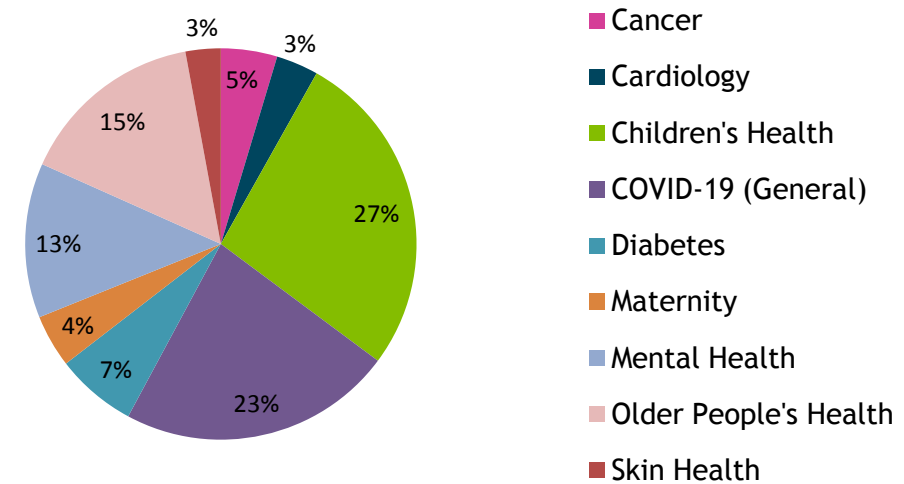*Issues receiving the most comments overall. See pages 19-20 for issue descriptions*

Pie chart legend:
- Advice/Information — 6%
- General Comment — 4%
- User Involvement — 4%
- Administration — 5%
- Booking — 9%
- Referral — 2%
- Medication — 2%
- Support — 16%
- Telephone — 3%
- Timing — 3%
- Waiting List — 5%
- Quality — 16%
- Staff Attitude — 25%

2.2 Stated medical conditions

Medical conditions receiving the most comments overall

Pie chart legend:
- Cancer — 3%
- Cardiology — 3%
- Children's Health — 27%
- COVID-19 (General) — 23%
- Diabetes — 7%
- Maternity — 4%
- Mental Health — 13%
- Older People's Health — 15%
- Skin Health — 5%, 3%

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3.1 Top Services

No. of issues

Services receiving the most comments overall

3.1.1 Sentiment: How do people feel as a whole?

Issues

Positive — Neutral — Negative

Sentiment

- Positive — 51%
- Neutral — 2%
- Negative — 47%
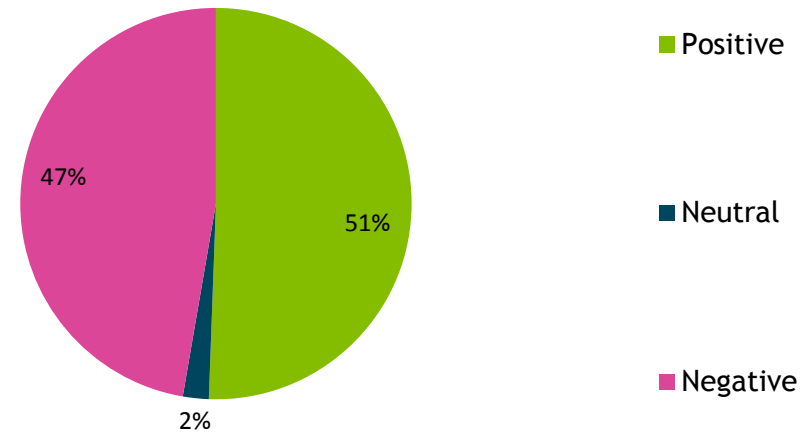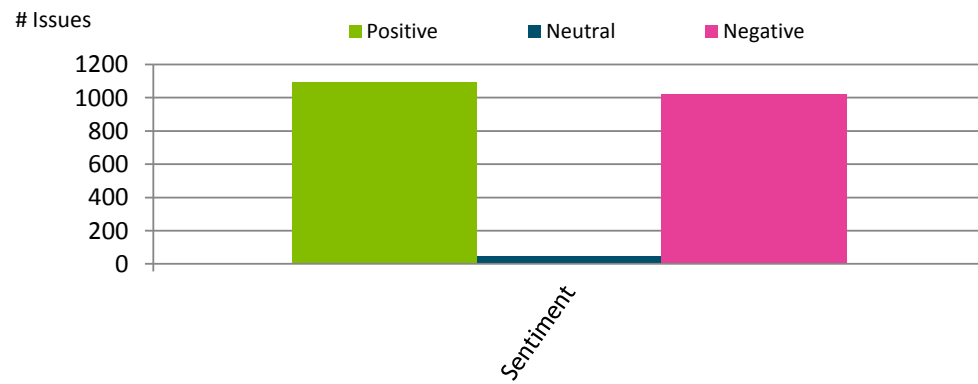
Quarterly Benchmark: 8% decline on the previous quarter

4.1 Service Aspects: Appointment Booking

4.1.1 All Trends

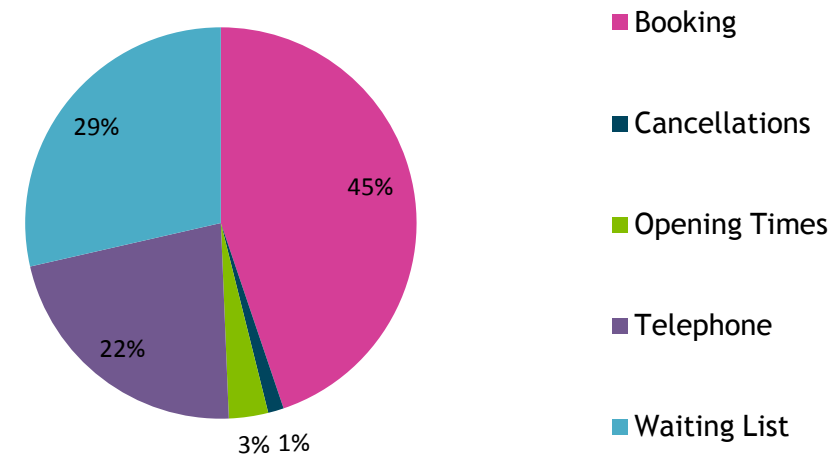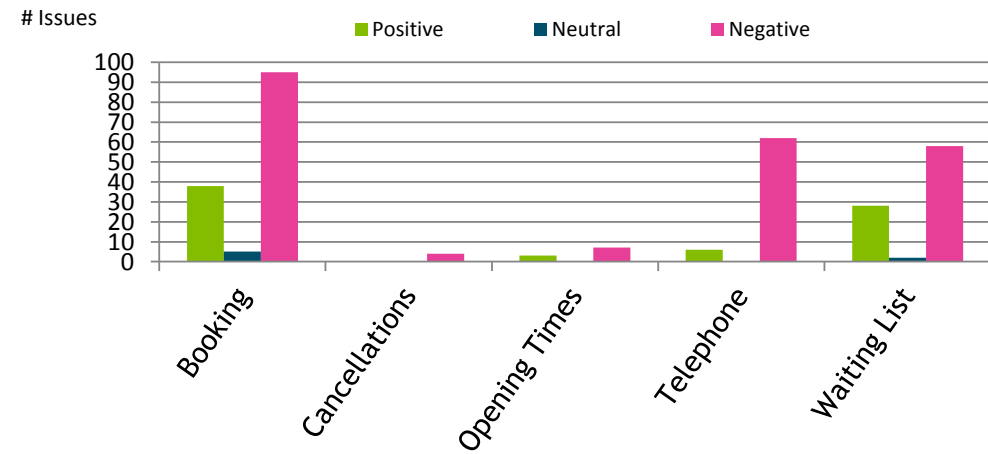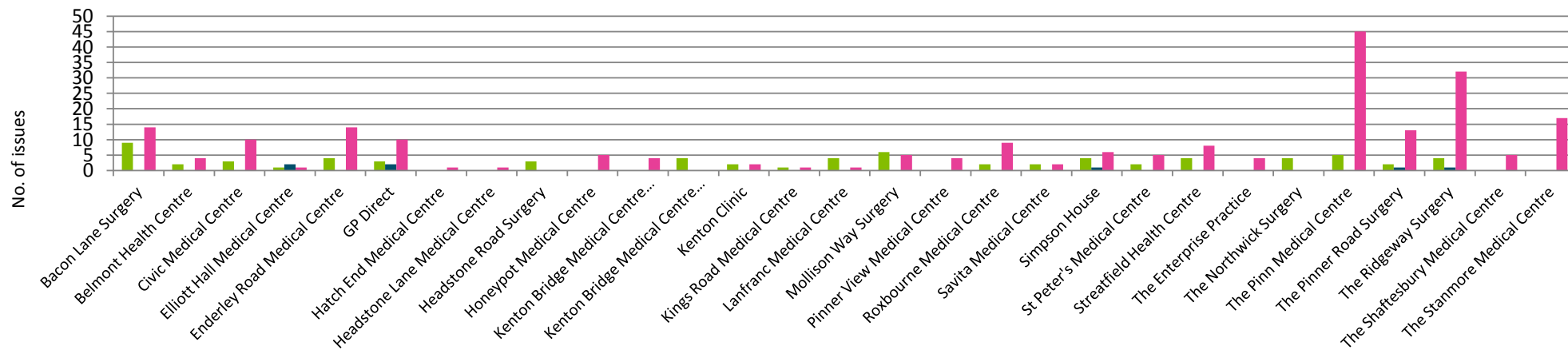
4.1.2 Top Services

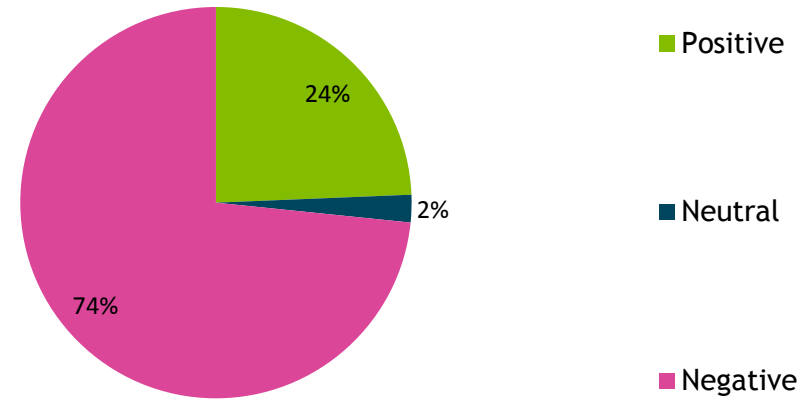

Services receiving the most comments overall

4.1.3 Sentiment

Issues

Positive Neutral Negative

Sentiment

Positive 24%

Neutral 2%

Negative 74%
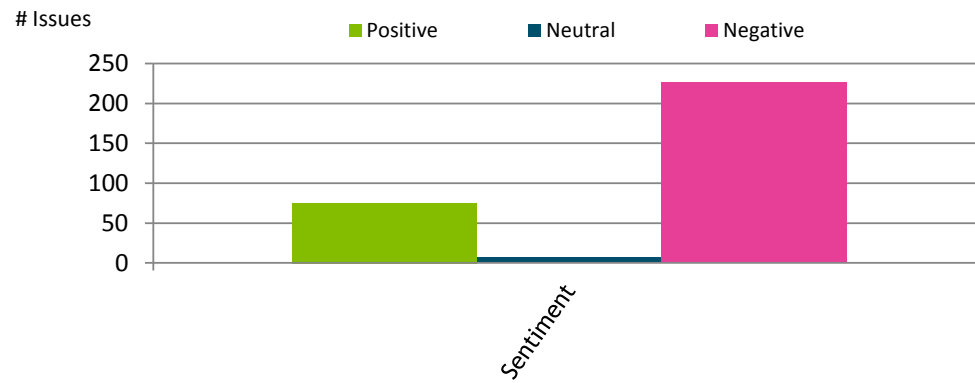
Quarterly Benchmark: 4% decline on the previous quarter

4.2 Service Aspects: Wait at Appointment

4.2.1 All Trends

Issues

Legend: Positive, Neutral, Negative

Bar chart axis values: 0, 5, 10, 15, 20, 25, 30, 35

Categories: Waiting Time, Environment/Layout, Hygiene, Privacy, Stimulation

Pie chart:
- Waiting Time: 77%
- Environment/Layout: 15%
- Hygiene: 1%
- Privacy: 4%
- Stimulation: 3%

4.2.2 Top Services

No. of issues

Chart axis values: 0, 2, 4, 6, 8, 10, 12

Categories: Alexandra Avenue Health &..., Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, Honeypot Medical Centre, Kenton Bridge Medical..., Kenton Bridge Medical..., Kings Road Medical Centre, Lanfranc Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Enterprise Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical..., The Stanmore Medical Centre

Services receiving the most comments overall

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4.2.3 Sentiment

Issues

Quarterly Benchmark: 3% decline on the previous quarter

4.3 Service Aspects: Clinical Treatment

4.3.1 All Trends

Legend: ■ Positive ■ Neutral ■ Negative

Issues: Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement

Pie chart:
- Carer Involvement — 2%
- General Comment — 17%
- Choice — 5%
- Cost — 1%
- Equipment/Mobility — 1%
- Quality — 30%
- Medication — 6%
- Nursing Care — 2%
- Referral — 5%
- Support — 23%
- User Involvement — 8%

4.3.2 Top Services

No. of issues

Services: Alexandra Avenue Health &..., Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Hatch End Medical Centre, Headstone Lane Medical..., Headstone Road Surgery, Honeypot Medical Centre, Kenton Bridge Medical..., Kenton Bridge Medical..., Kenton Clinic, Kings Road Medical Centre, Lanfranc Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Enterprise Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical..., The Stanmore Medical Centre, The Streatfield Medical...

Services receiving the most comments overall

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4.3.3 Sentiment

Issues

Quarterly Benchmark: 9% decline on the previous quarter

4.4 Service Aspects: Staff Attitude
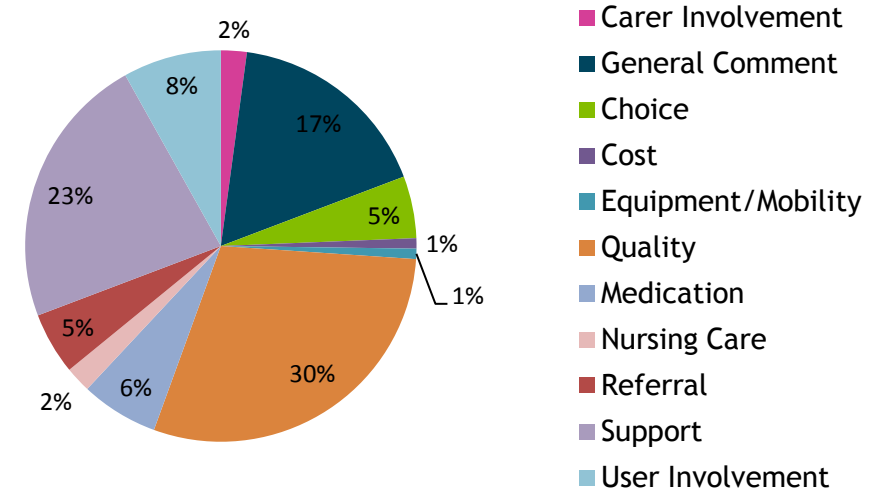
4.4.1 All Trends

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Receptionists, Clinicians, Nurses

Pie chart: Receptionists 44%, Clinicians 48%, Nurses 8%

4.4.2 Top Services

No. of issues

Services: Alexandra Avenue Health &..., Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Hatch End Medical Centre, Headstone Lane Medical..., Headstone Road Surgery, Honeypot Medical Centre, Kenton Bridge Medical..., Kenton Bridge Medical..., Kenton Clinic, Kings Road Medical Centre, Lanfranc Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Enterprise Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical..., The Stanmore Medical Centre, The Streatfield Medical...

Services receiving the most comments overall

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4.4.3 Sentiment

Issues

Quarterly Benchmark: 8% decline on the previous quarter

4.5 Service Aspects: Administration

4.5.1 All Trends

Issues

Legend: Positive, Neutral, Negative
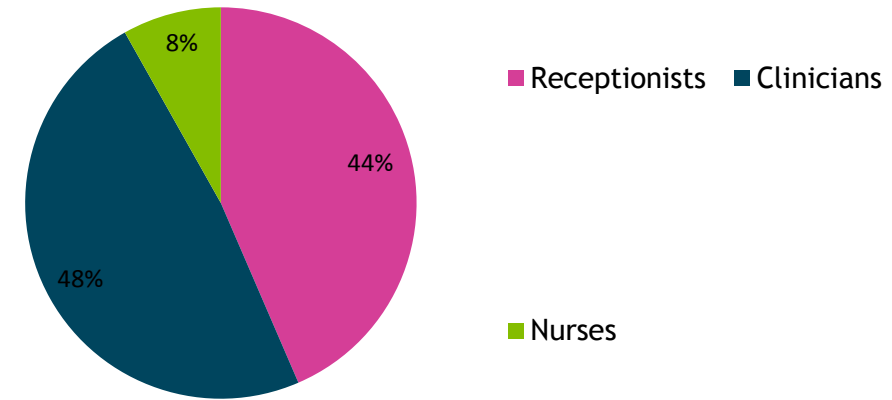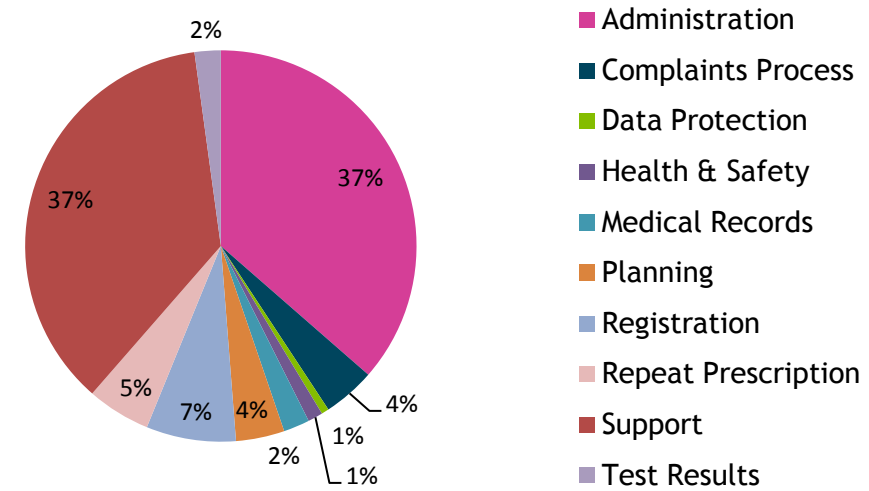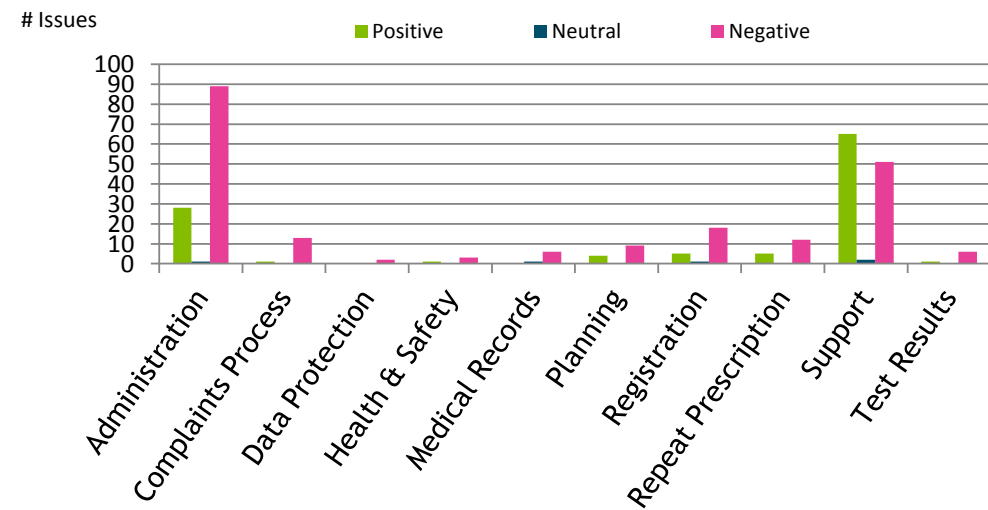
Categories: Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Planning, Registration, Repeat Prescription, Support, Test Results

Pie chart:
- Administration — 37%
- Complaints Process — 4%
- Data Protection — 1%
- Health & Safety — 1%
- Medical Records — 2%
- Planning — 4%
- Registration — 7%
- Repeat Prescription — 5%
- Support — 37%
- Test Results — 2%

4.5.2 Top Services

No. of issues

Services: Alexandra Avenue Health &..., Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Hatch End Medical Centre, Headstone Lane Medical..., Headstone Road Surgery, Honeypot Medical Centre, Kenton Bridge Medical..., Kenton Bridge Medical..., Kenton Clinic, Kings Road Medical Centre, Lanfranc Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Enterprise Practice, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical..., The Stanmore Medical Centre

Services receiving the most comments overall

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4.5.3 Sentiment

Issues

Positive • Neutral • Negative

250
200
150
100
50
0

Sentiment

Positive

Neutral

Negative

34%

64%

2%

Quarterly Benchmark: 11% decline on the previous quarter

4.6 Service Aspects: Communication

4.6.1 All Trends

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Language/Interpret..., Sensory

Pie chart:
- Advice/Information: 94%
- Language/Interpretation: 4%
- Sensory: 2%

4.6.2 Top Services

No. of issues

Services: Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Enderley Road Medical Centre, GP Direct, Honeypot Medical Centre, Kenton Bridge Medical Centre..., Kenton Clinic, Lanfranc Medical Centre, Mollison Way Surgery, Roxbourne Medical Centre, Simpson House, St Peter's Medical Centre, The Enterprise Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Stanmore Medical Centre, Zain Medical Centre
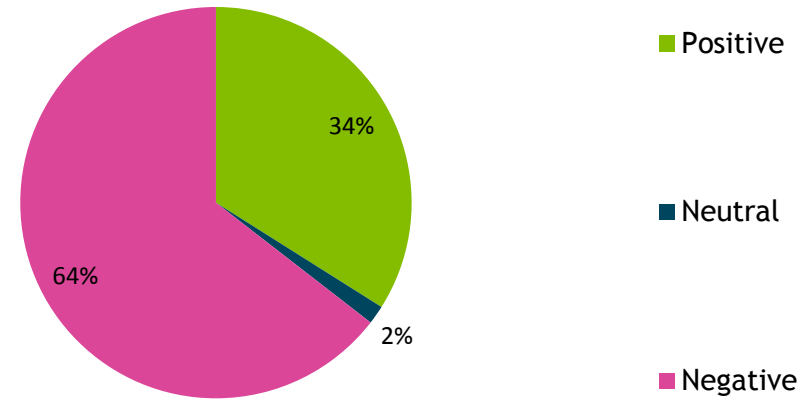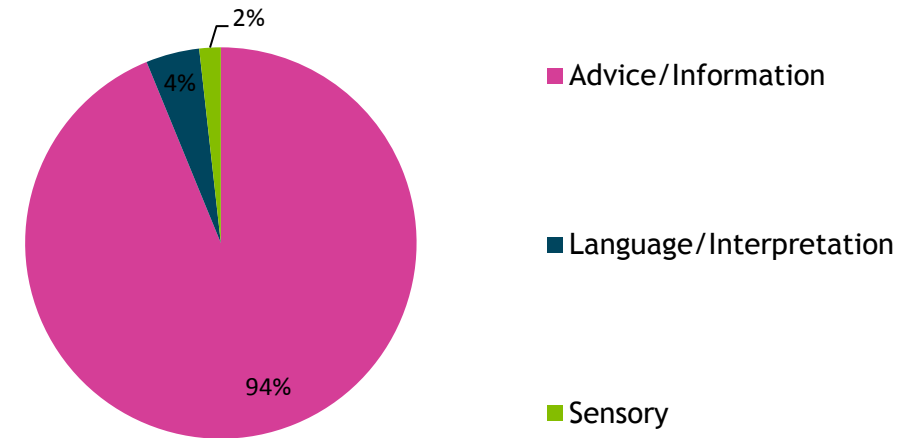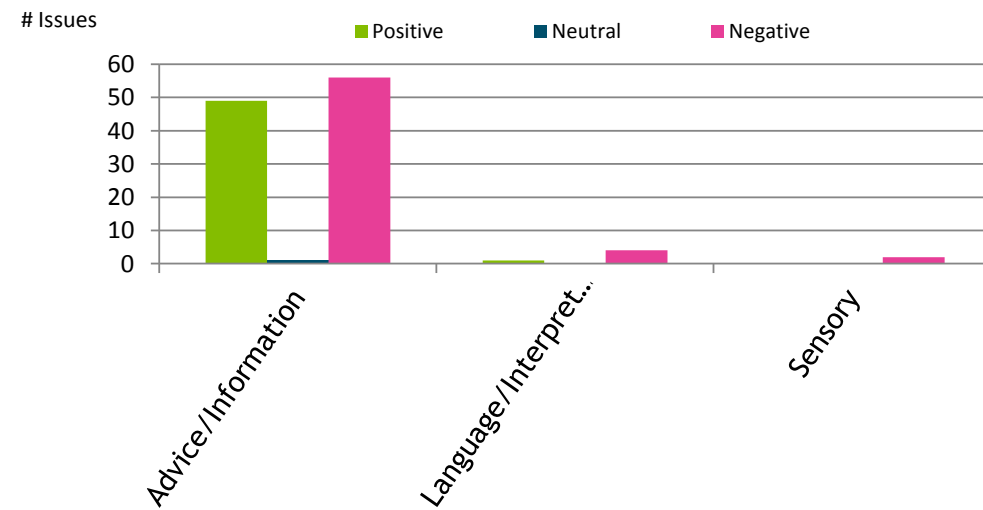
Services receiving the most comments overall

4.6 Service Aspects: Communication

4.6.3 Sentiment

Issues

Legend: Positive, Neutral, Negative

Positive 44%
Neutral 1%
Negative 55%

Quarterly Benchmark: 13% decline on the previous quarter

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	62	1	61	124
	Carer Involvement	*Involvement of carers, friends or family members.*	10	1	5	16
	General Comment	*A generalised statement (ie; "The doctor was good.")*	32	6	44	82
	User Involvement	*Involvement of the service user.*	50	3	28	81
Systems	Administration	*Administrative processes and delivery.*	13	1	83	97
	Booking	*Ability to book, reschedule or cancel appointments.*	49	6	111	166
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	4	4
	Data Protection	*General data protection (including GDPR).*	0	0	2	2
	Referral	*Referral to a service.*	19	1	12	32
	Medical Records	*Management of medical records.*	0	1	6	7
	Medication	*Prescription and management of medicines.*	13	1	27	41
	Opening Times	*Opening times of a service.*	5	0	9	14
	Planning	*Leadership and general organisation.*	13	0	9	22
	Registration	*Ability to register for a service.*	5	1	18	24
	Support	*Levels of support provided.*	191	4	112	307
	Telephone	*Ability to contact a service by telephone.*	6	0	63	69
	Timing	*Physical timing (ie; length of wait at appointments).*	25	4	30	59
	Waiting List	*Length of wait while on a list.*	30	3	62	95
Values	Choice	*General choice.*	4	1	12	17
	Cost	*General cost.*	2	0	2	4
	Language	*Language, including terminology.*	1	0	4	5
	Nutrition	*Provision of sustainance.*	1	0	1	2
	Privacy	*Privacy, personal space and property.*	0	0	3	3
	Quality	*General quality of a service, or staff.*	219	3	84	306
	Sensory	*Deaf/blind or other sensory issues.*	0	0	2	2
	Stimulation	*General stimulation, including access to activities.*	3	0	1	4

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	2	0	5	7
	Environment/Layout	*Physical environment of a service.*	6	0	6	12
	Equipment	*General equipment issues.*	0	0	6	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	9	0	5	14
	Hygiene	*Levels of hygiene and general cleanliness.*	1	1	1	3
	Mobility	*Physical mobility to, from and within services.*	1	0	0	1
	Travel/Parking	*Ability to travel or park.*	2	0	1	3
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	7	7
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	311	7	159	477
	Complaints	*Ability to log and resolve a complaint.*	1	0	13	14
	Staff Training	*Training of staff.*	3	1	10	14
	Staffing Levels	*General availability of staff.*	1	0	10	11
	Total:		**1090**	**46**	**1019**	**2155**

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