

The Experience of GP Services

A trends analysis report by Healthwatch Harrow



28 January 2021

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 January 2020 - 31 December 2020

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 495 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). While service access remains an issue for many - complaints about ability to book appointments, telephone access, waiting times and lists have all marginally decreased this quarter.

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

Trends...

Satisfaction levels have declined by a modest 1% this quarter, comments suggest.

GP Direct, Bacon Lane Surgery, Mollison Way Surgery and Simpson House 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 improved by 4% this quarter.

Comments suggest booking is a particular issue at the Pinn Medical Centre and Stanmore Medical Centre.

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 improved by 4% this quarter.

GP Direct, Bacon Lane Surgery 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 administration, 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 improved by 1% this quarter.

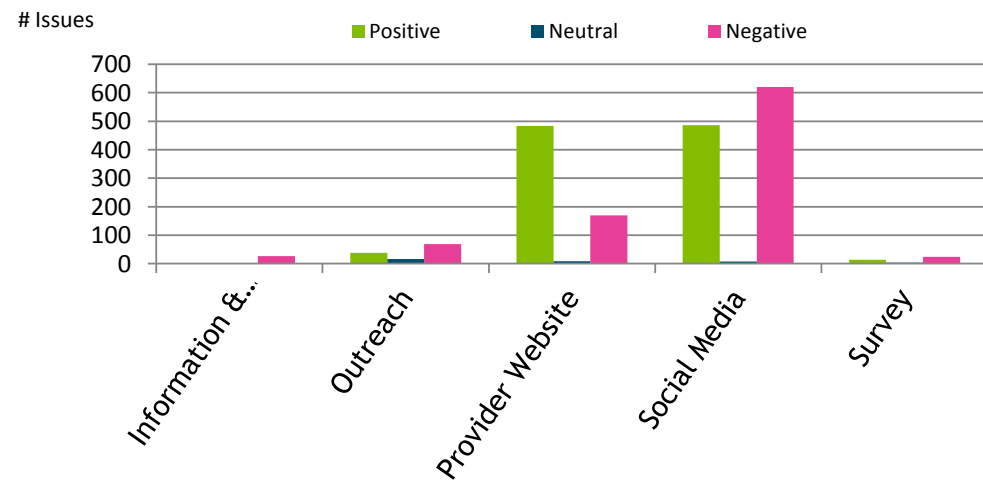
The Pinn Medical Centre receives a notable volume and ratio of negative feedback.

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.

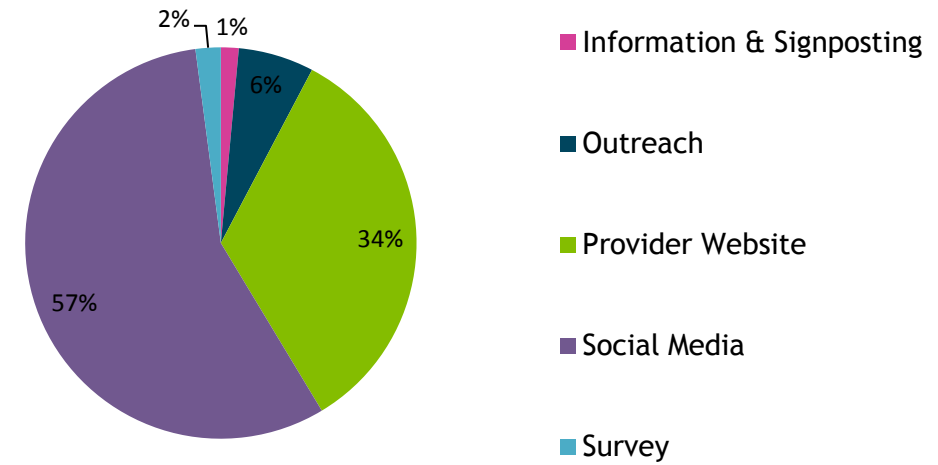
1. Data Source: Where did we collect the feedback?



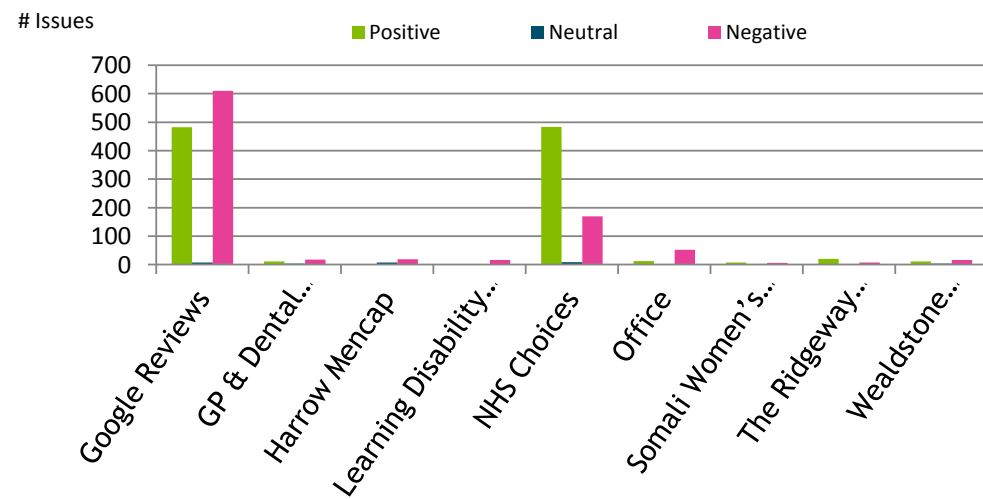
1.1 Source



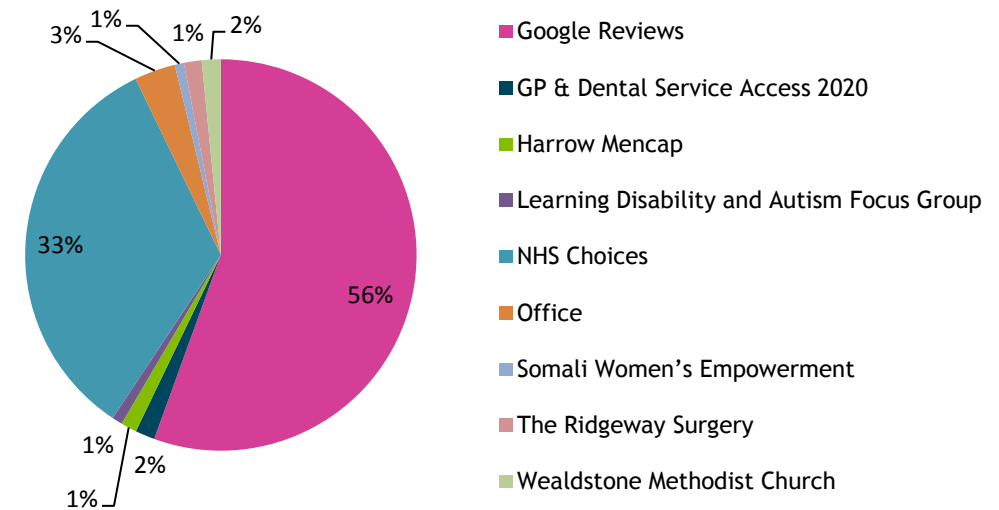
Sources providing the most comments overall



1.2 Origin



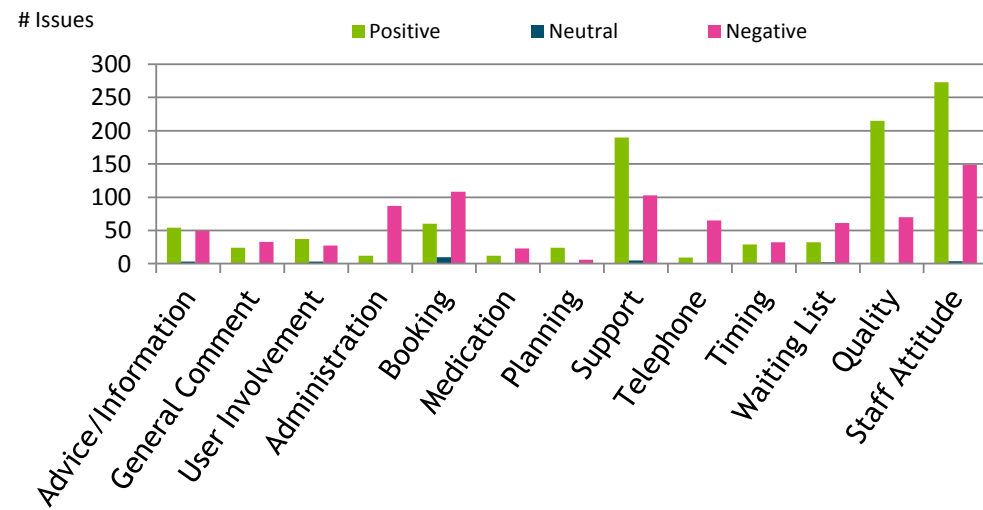
Origins providing the most comments overall



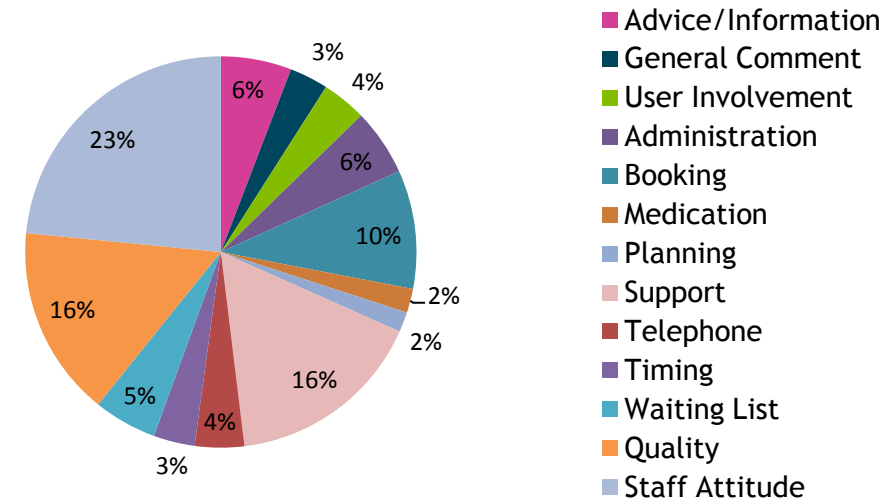
2. Top Trends: Which service aspects are people most commenting on?



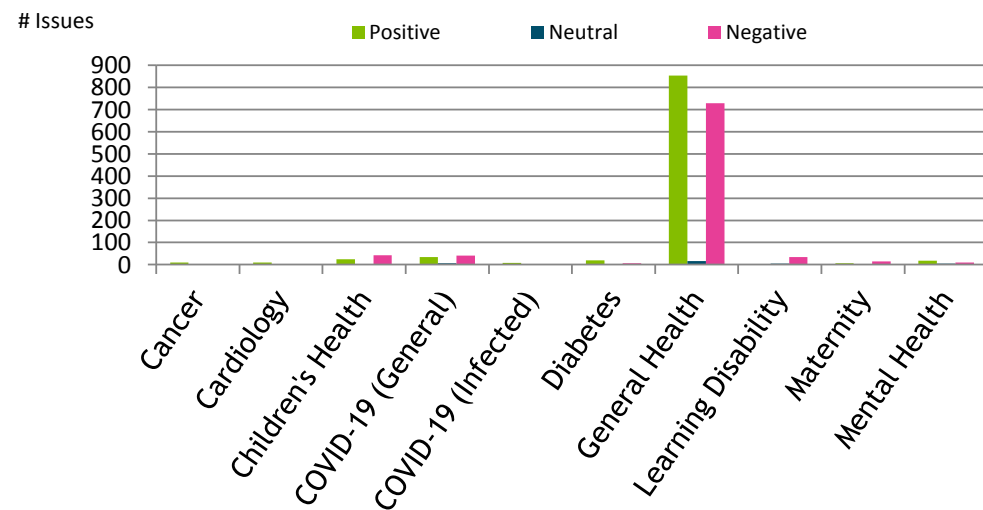
2.1 Service aspects: 2013 issues from 495 people



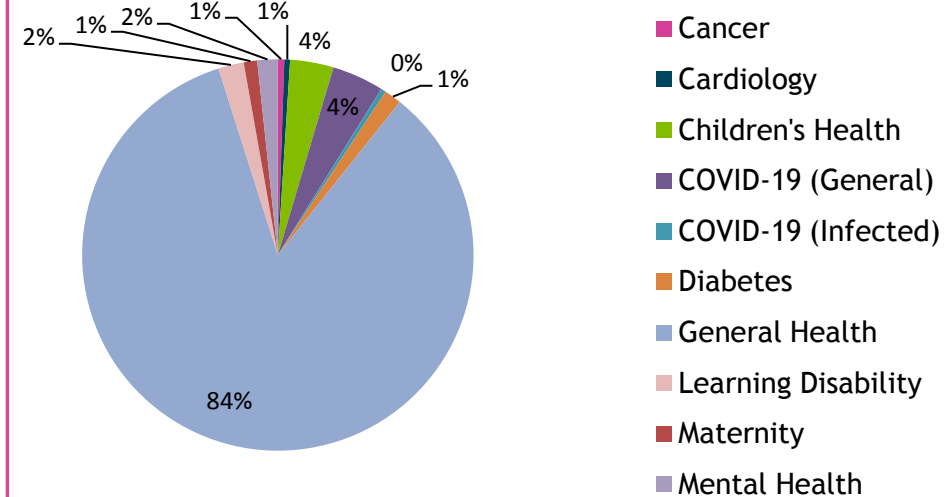
Issues receiving the most comments overall. See pages 19-20 for issue descriptions



2.2 Stated medical conditions



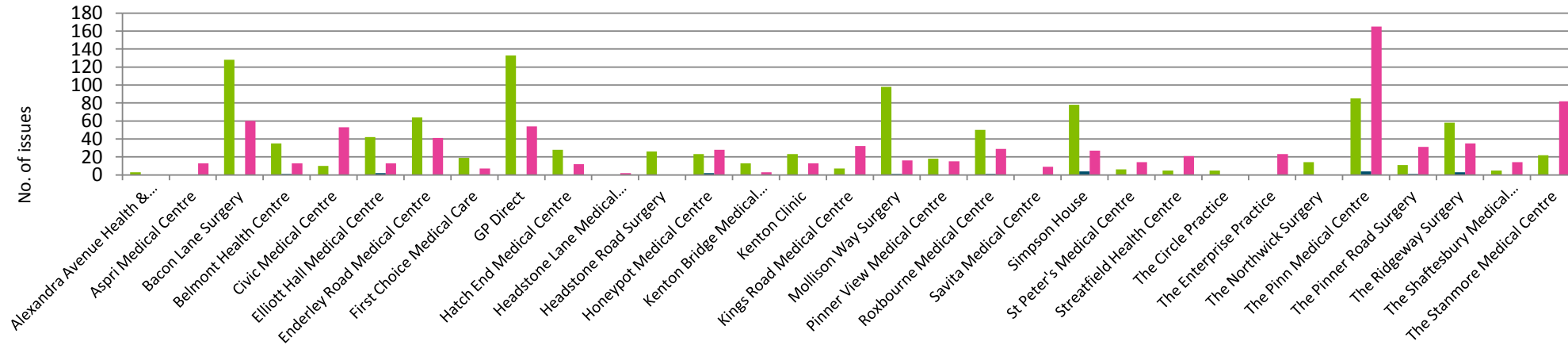
Medical conditions receiving the most comments overall



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

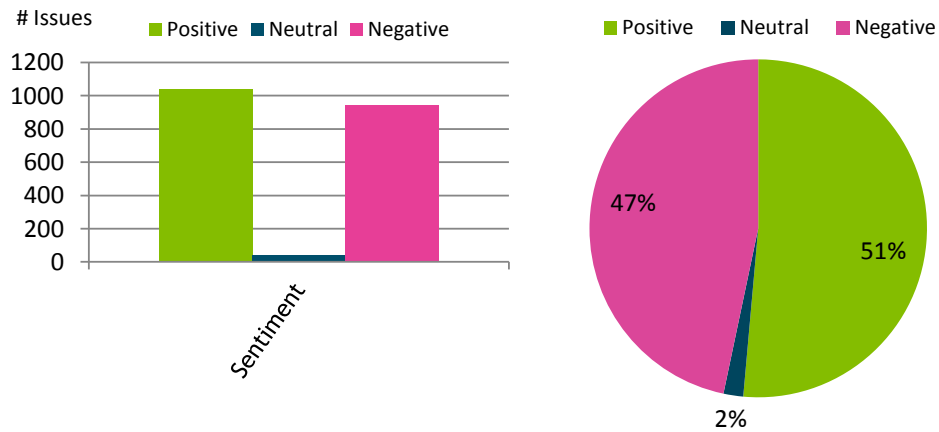


3.1 Top Services



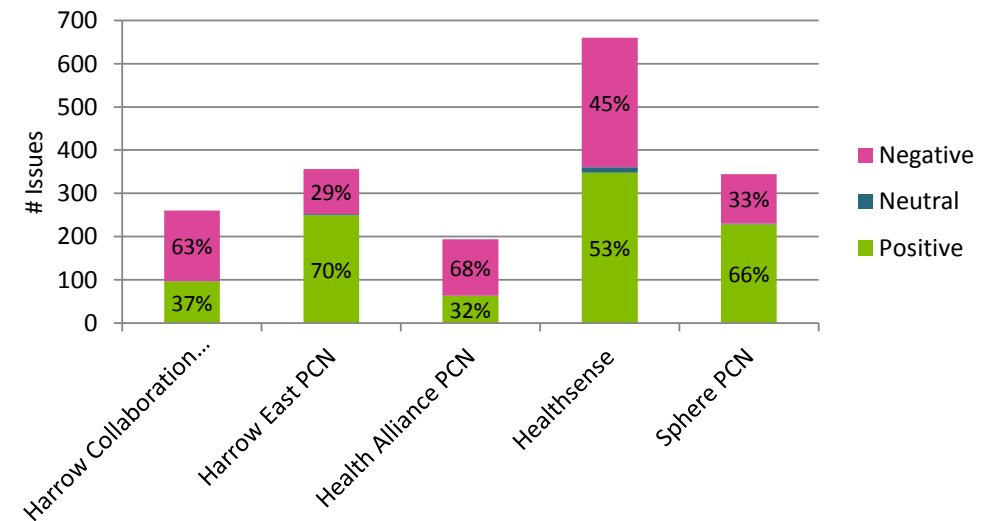
Services receiving the most comments overall

3.1.1 Sentiment: How do people feel as a whole?



Quarterly Benchmark: No change on the previous quarter

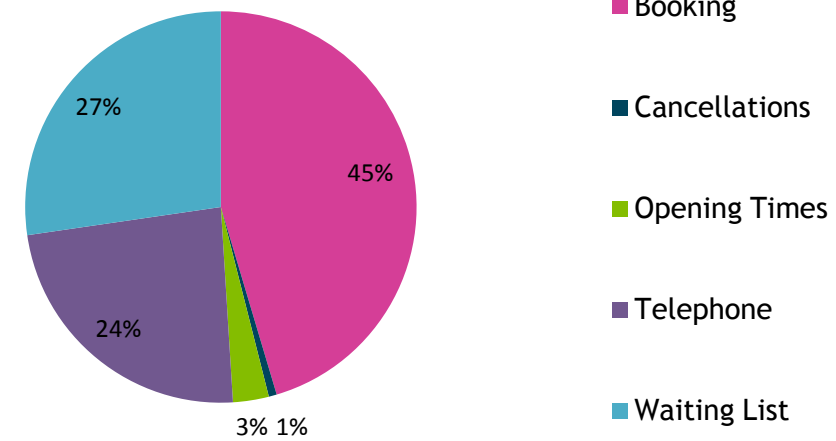
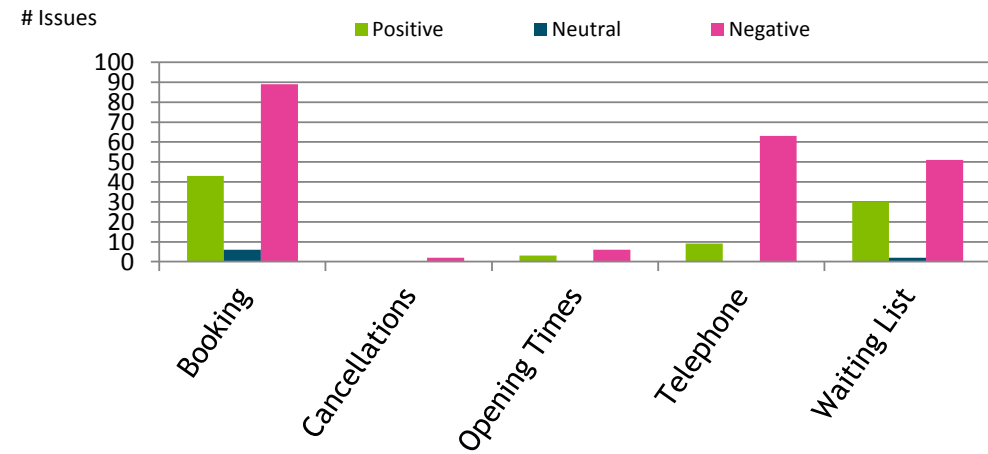
3.1.2 Analysis by PCN



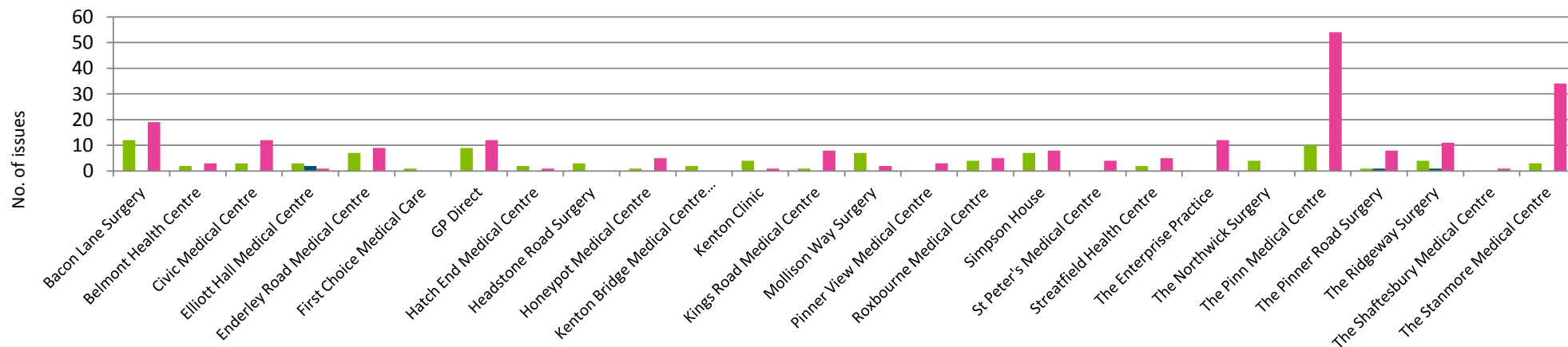
4.1 Service Aspects: Appointment Booking



4.1.1 All Trends



4.1.2 Top Services

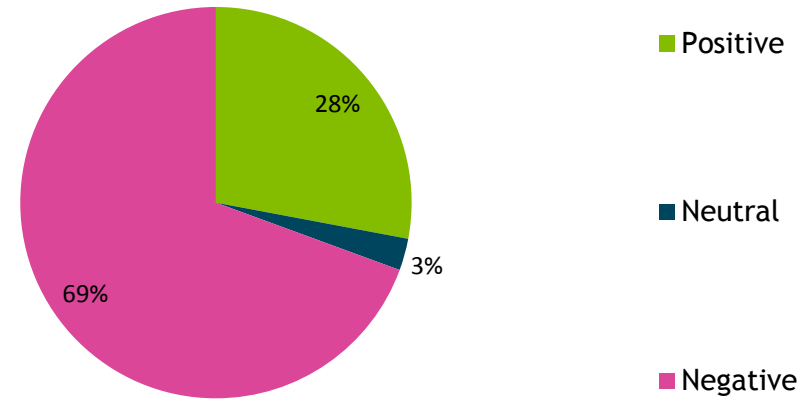
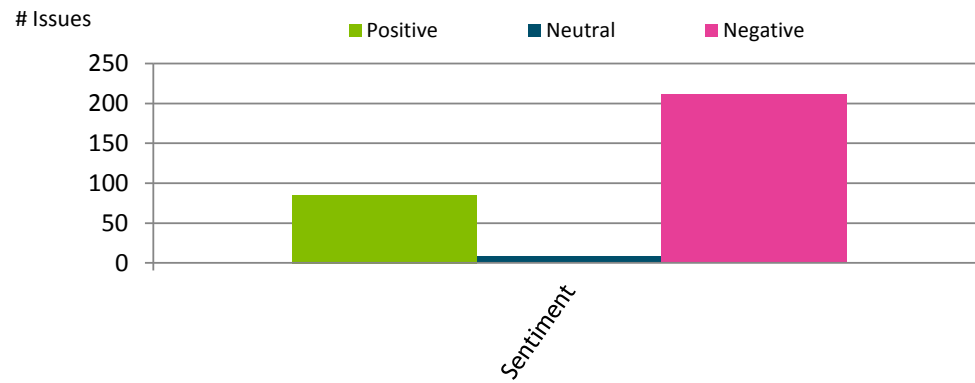


Services receiving the most comments overall

4.1 Service Aspects: Appointment Booking

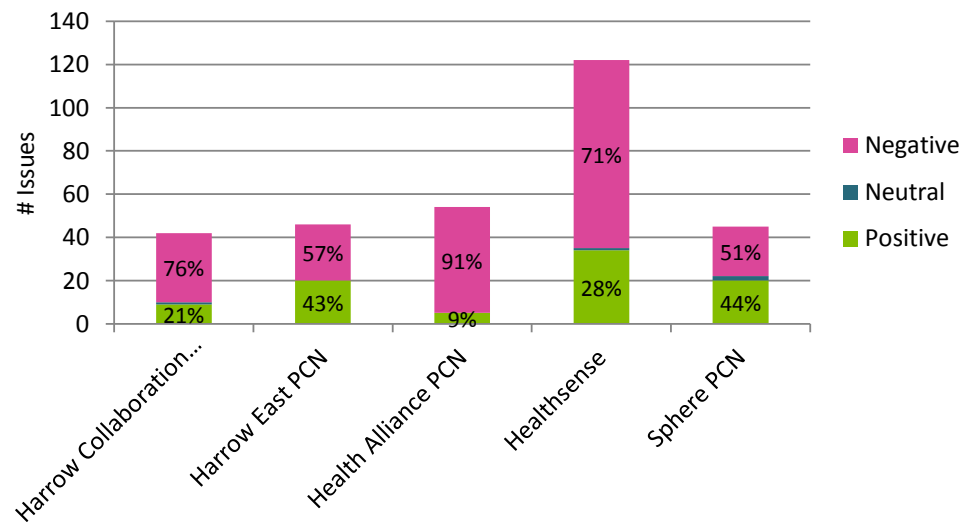


4.1.3 Sentiment



Quarterly Benchmark: 4% improvement on the previous quarter

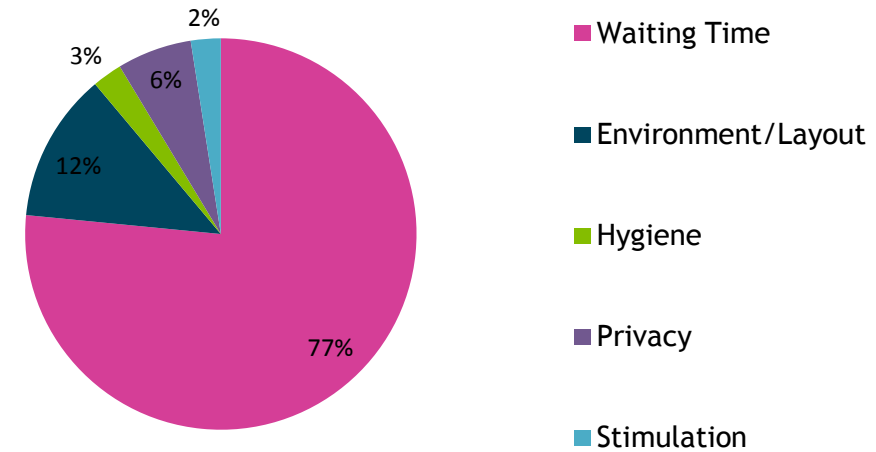
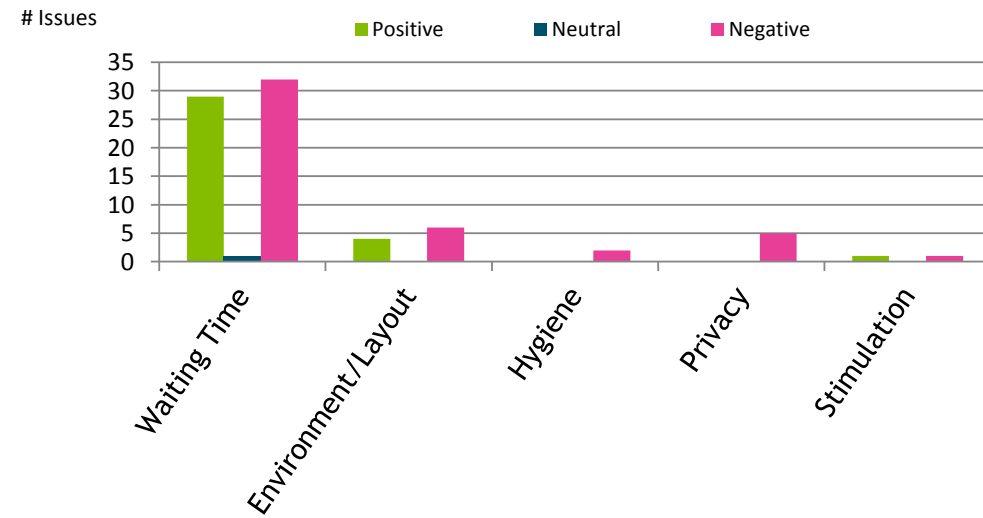
4.1.4 Analysis by PCN



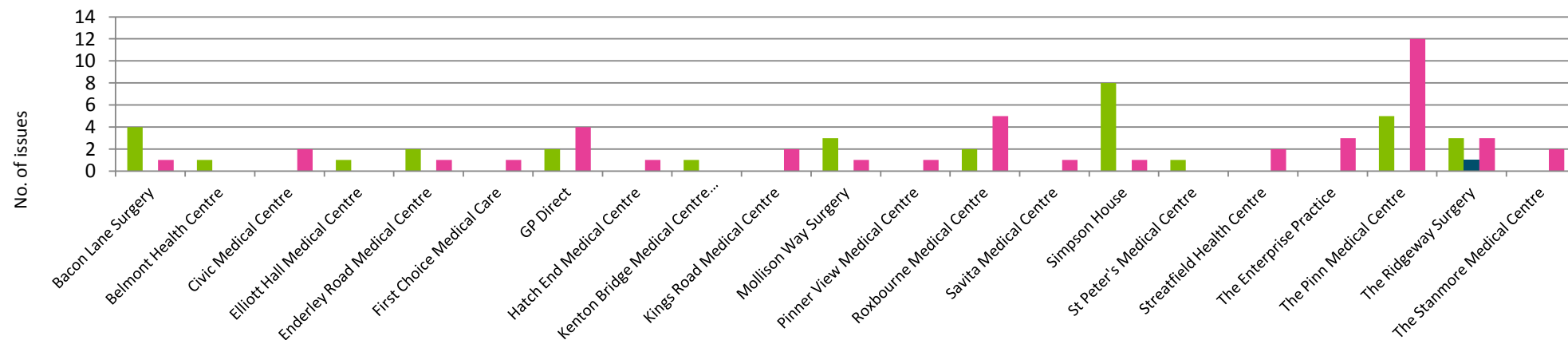
4.2 Service Aspects: Wait at Appointment



4.2.1 All Trends



4.2.2 Top Services

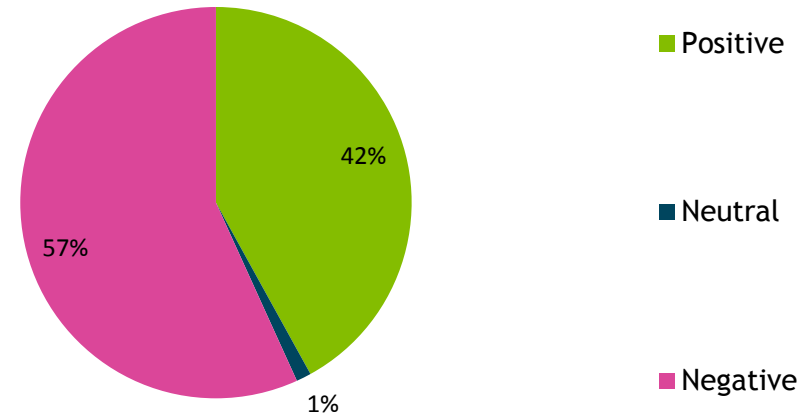
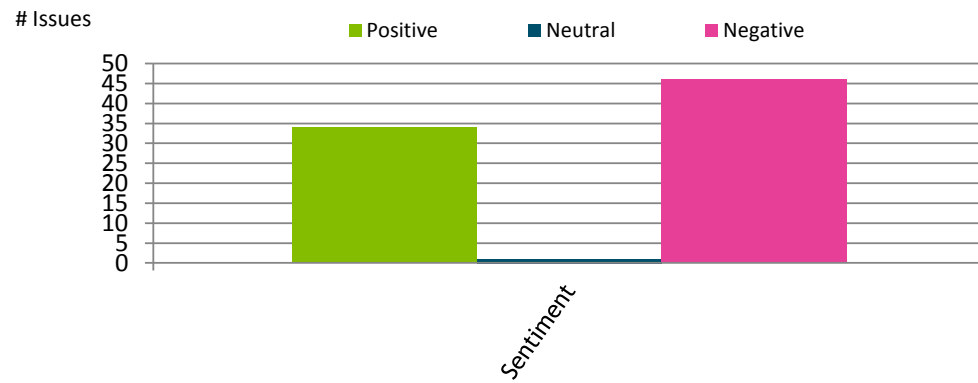


Services receiving the most comments overall

4.2 Service Aspects: Wait at Appointment

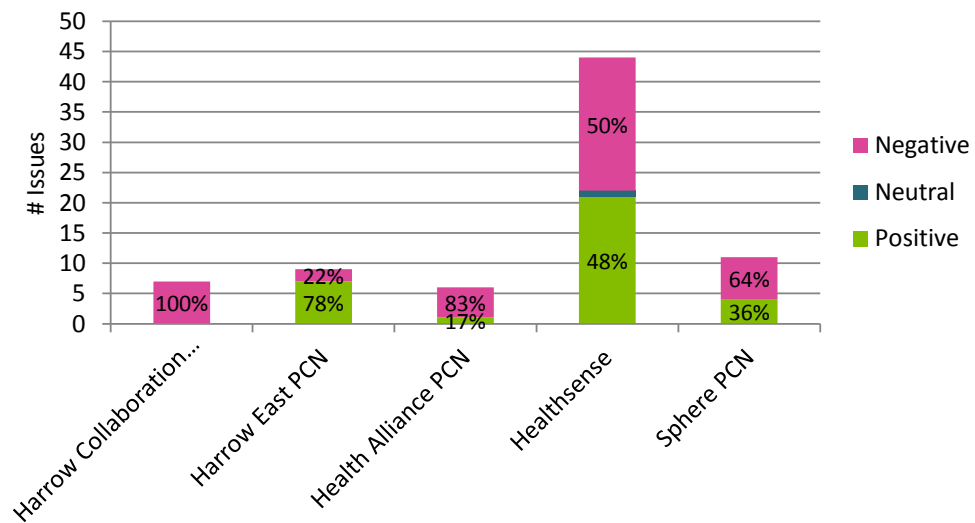


4.2.3 Sentiment



Quarterly Benchmark: No change on the previous quarter

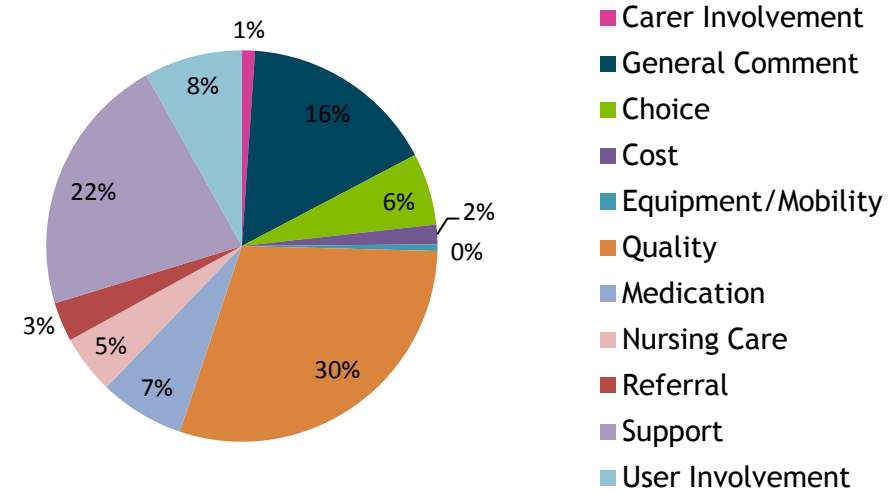
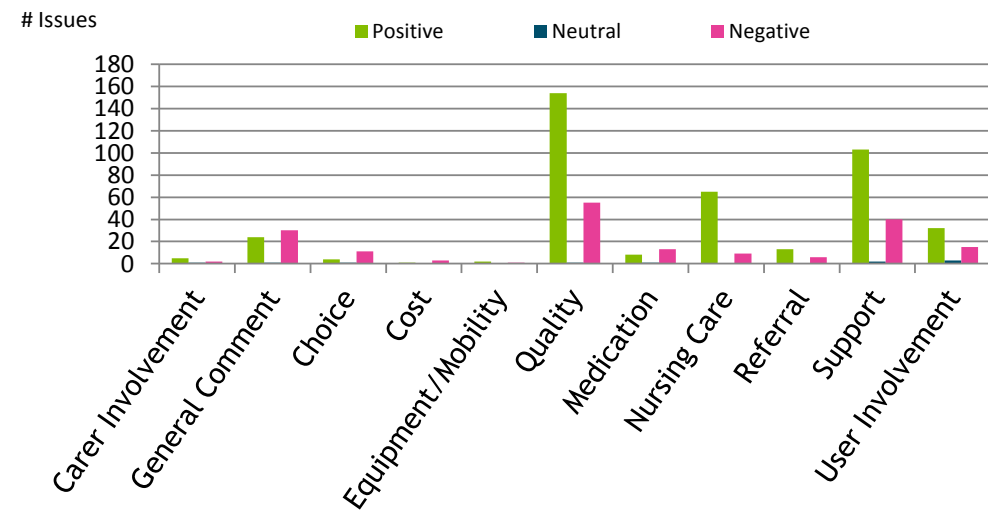
4.2.4 Analysis by PCN



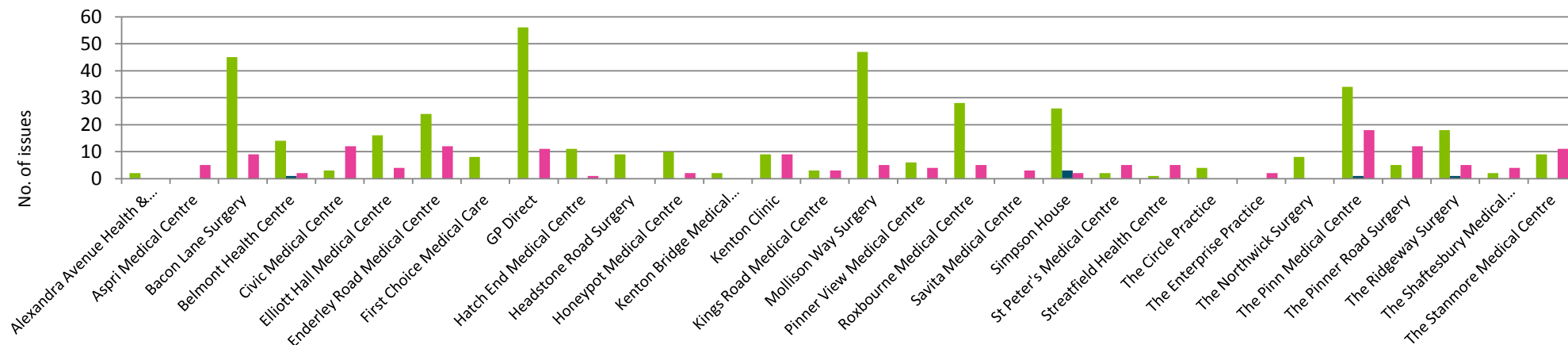
4.3 Service Aspects: Clinical Treatment



4.3.1 All Trends



4.3.2 Top Services

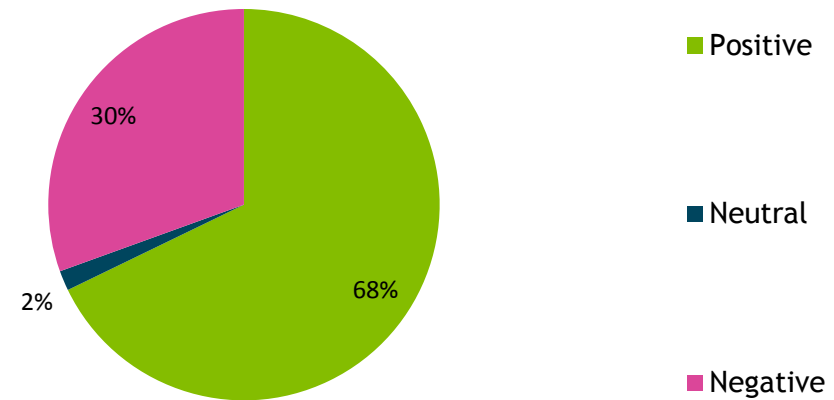
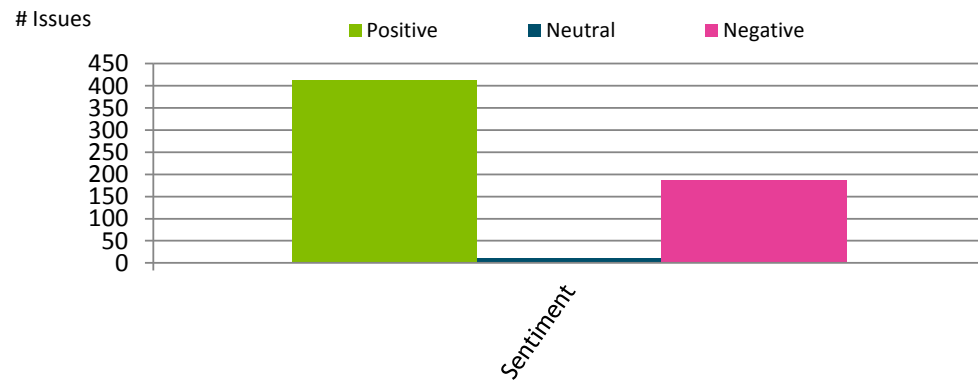


Services receiving the most comments overall

4.3 Service Aspects: Clinical Treatment

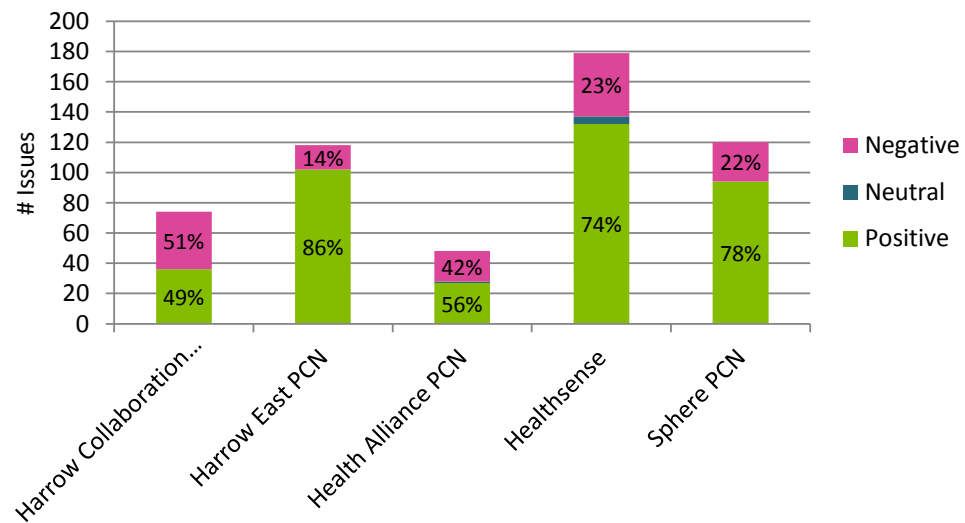


4.3.3 Sentiment



Quarterly Benchmark: 5% improvement on the previous quarter

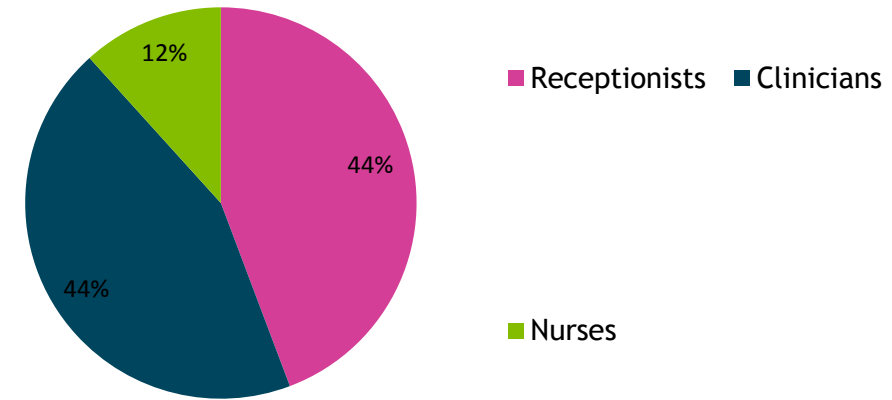
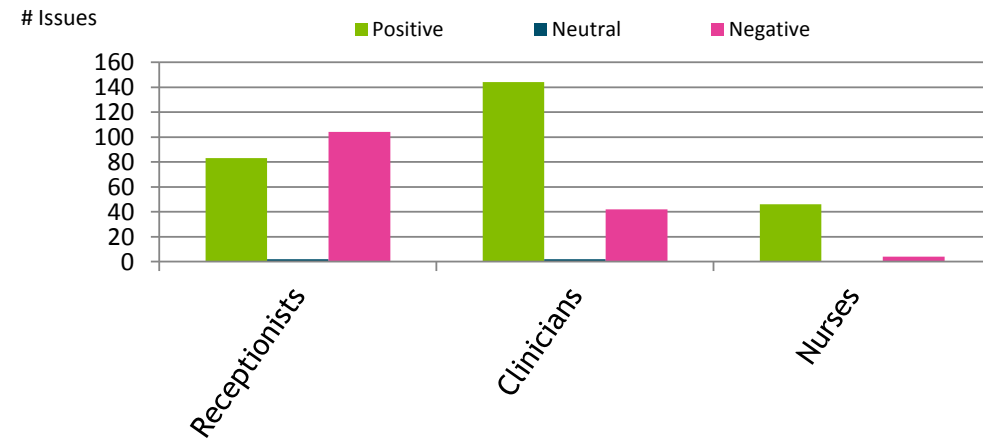
4.3.4 Analysis by PCN



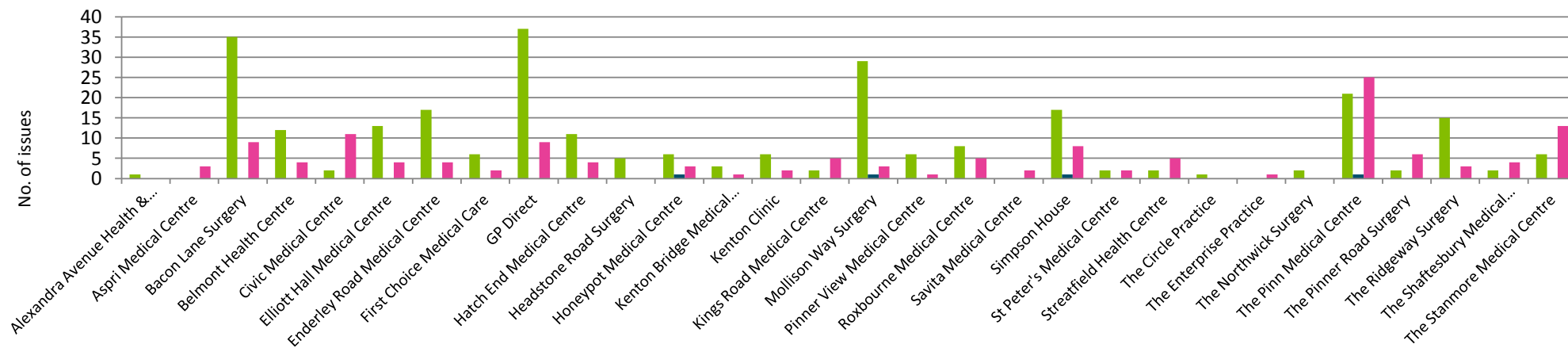
4.4 Service Aspects: Staff Attitude



4.4.1 All Trends



4.4.2 Top Services

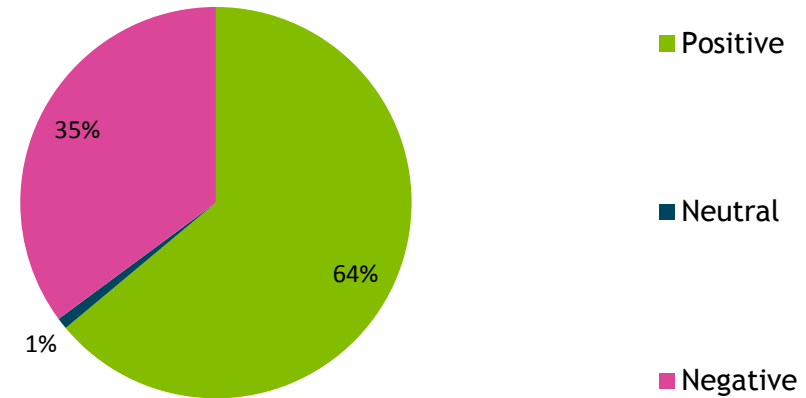
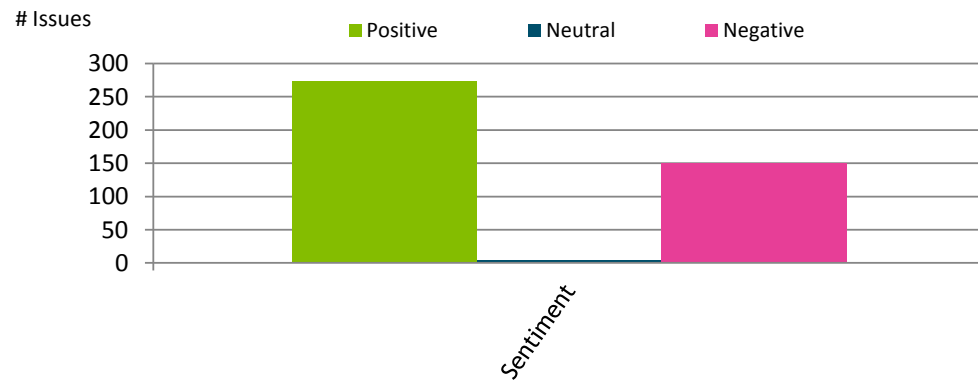


Services receiving the most comments overall

4.4 Service Aspects: Staff Attitude

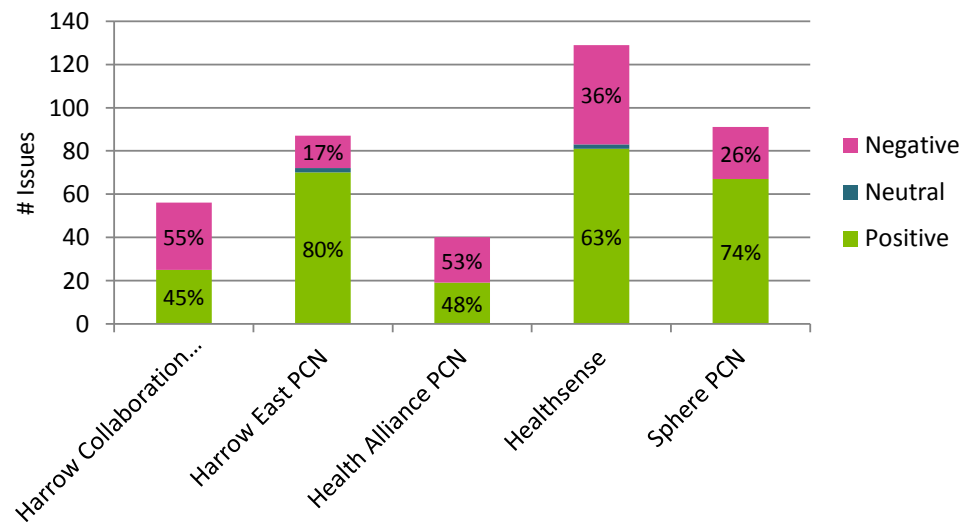


4.4.3 Sentiment



Quarterly Benchmark: 1% decline on the previous quarter

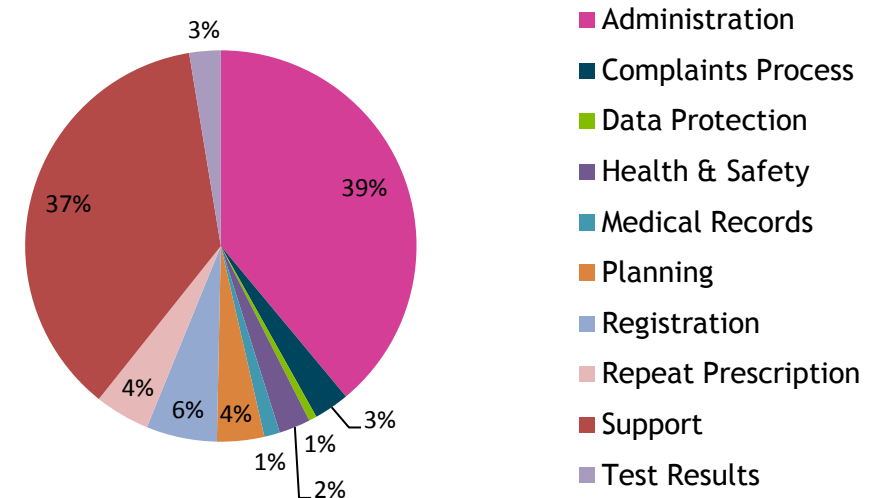
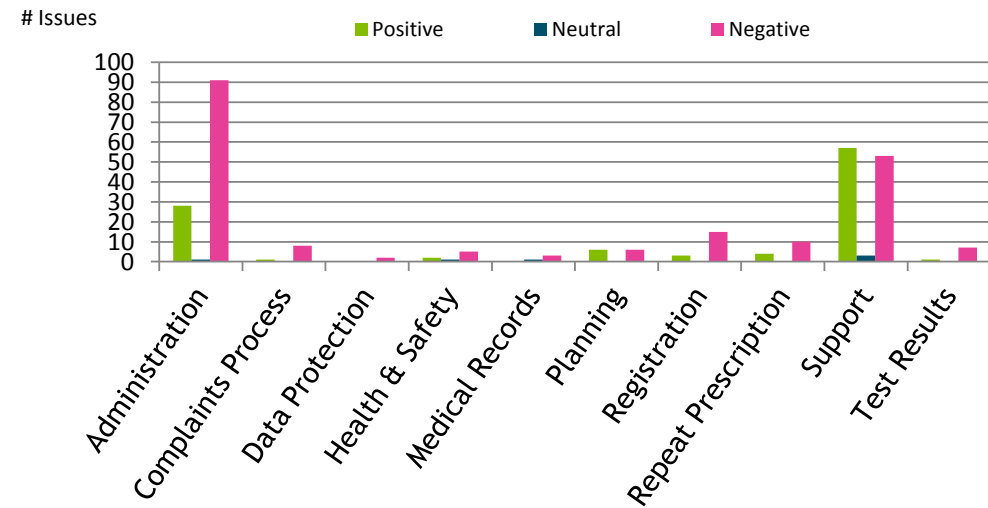
4.4.4 Analysis by PCN



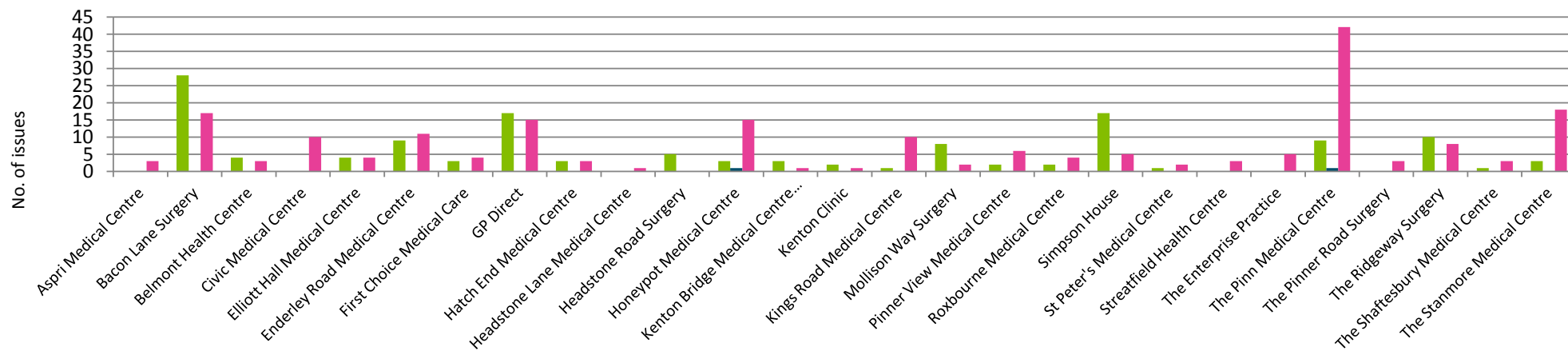
4.5 Service Aspects: Administration



4.5.1 All Trends



4.5.2 Top Services

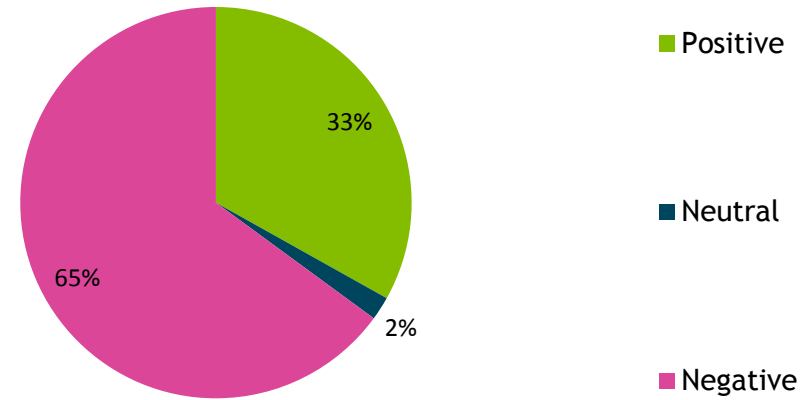
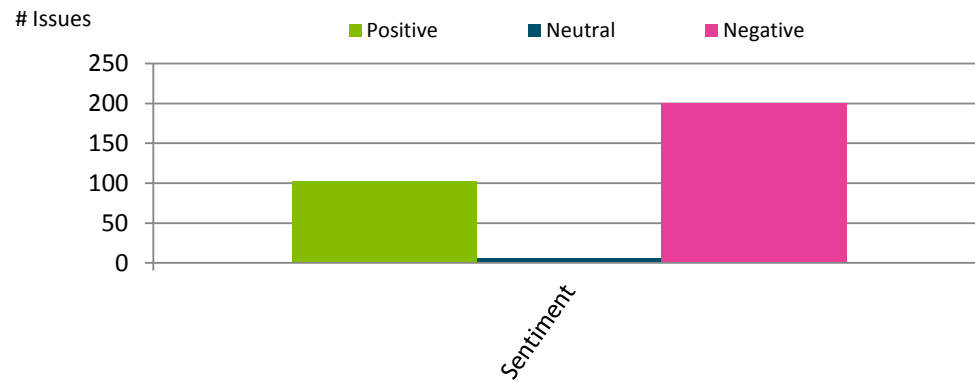


Services receiving the most comments overall

4.5 Service Aspects: Administration

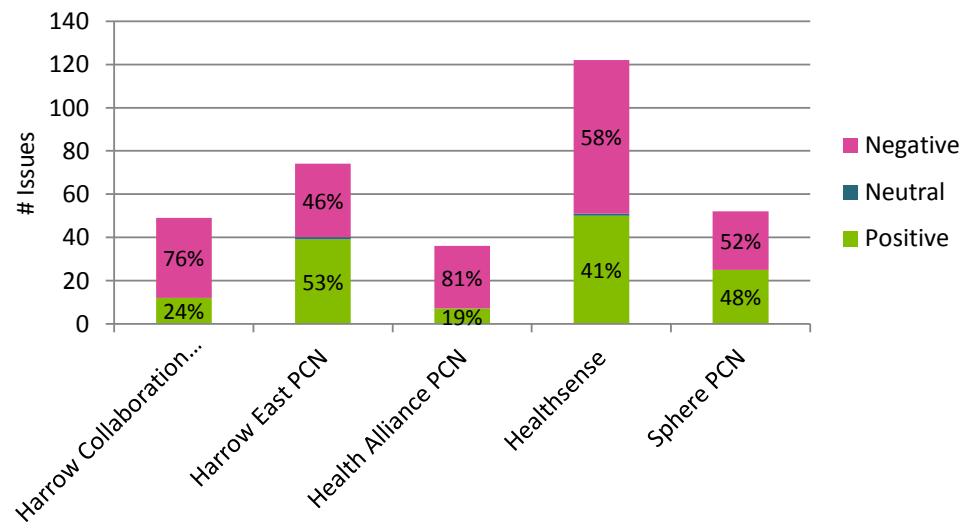


4.5.3 Sentiment



Quarterly Benchmark: 1% decline on the previous quarter

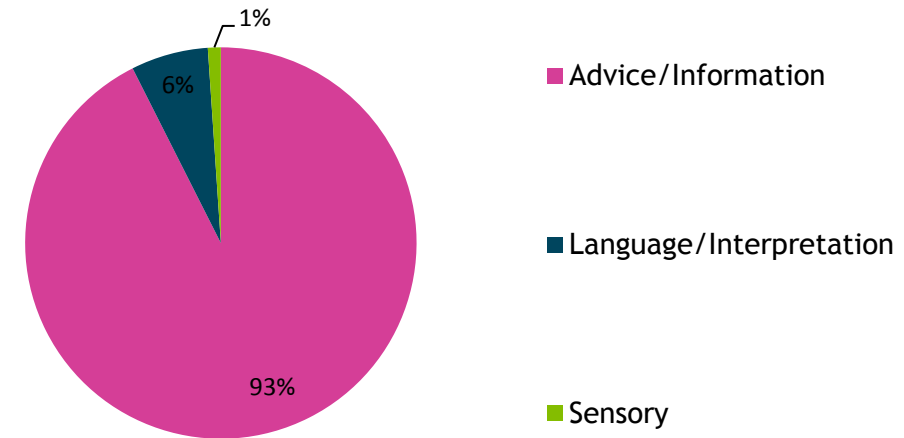
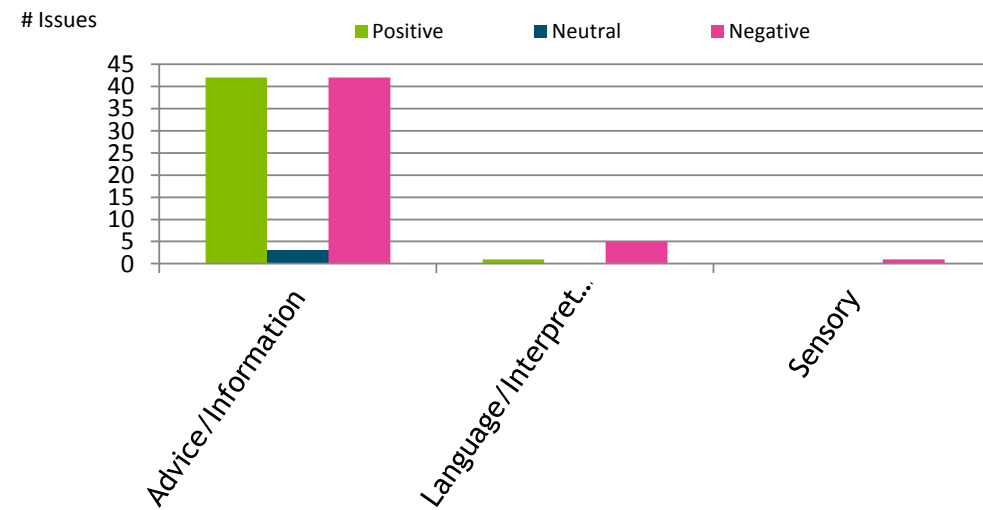
4.5.4 Analysis by PCN



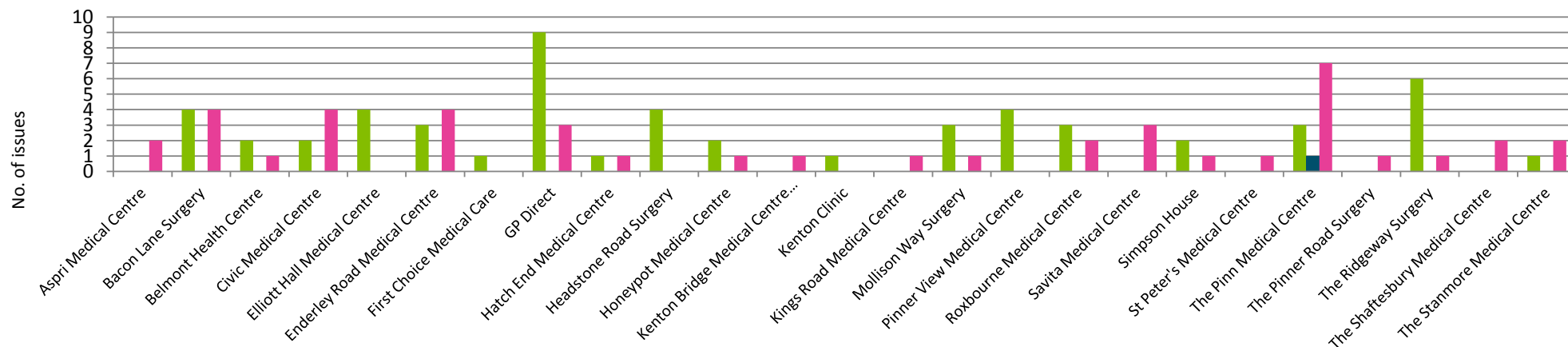
4.6 Service Aspects: Communication



4.6.1 All Trends



4.6.2 Top Services

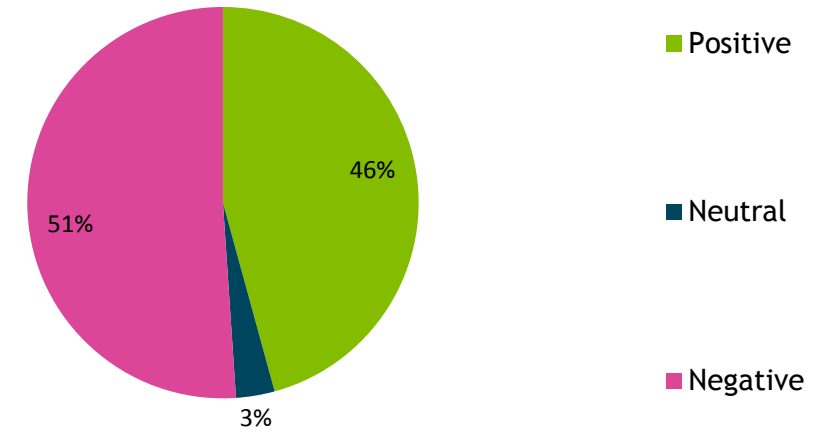
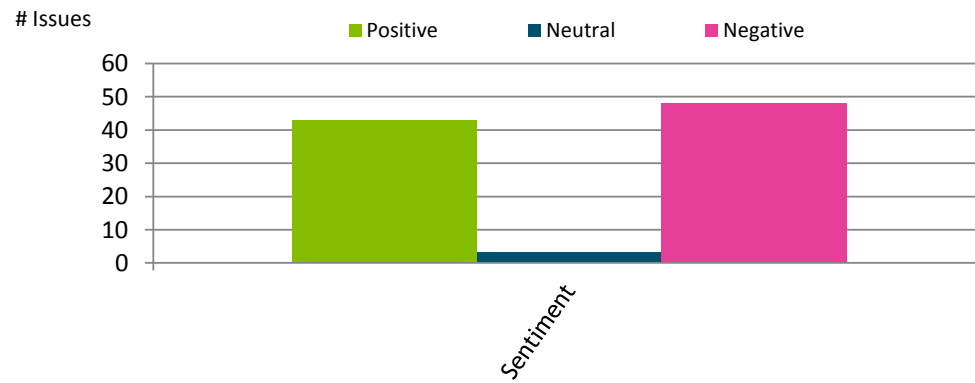


Services receiving the most comments overall

4.6 Service Aspects: Communication

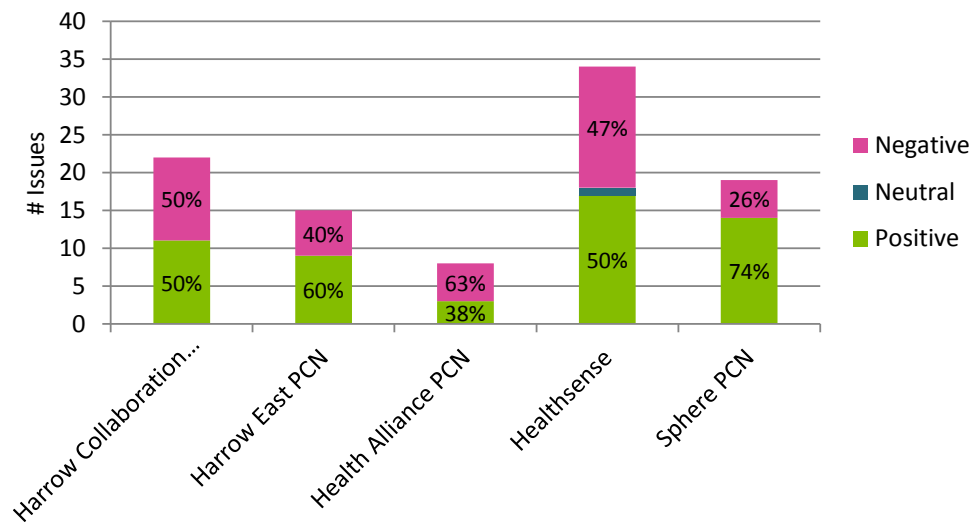


4.6.3 Sentiment



Quarterly Benchmark: 2% improvement on the previous quarter

4.6.4 Analysis by PCN



5. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	54	3	49	106
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	5	1	4	10
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	24	1	33	58
	User Involvement	<i>Involvement of the service user.</i>	37	3	27	67
Systems	Administration	<i>Administrative processes and delivery.</i>	12	1	87	100
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	60	10	108	178
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	3	3
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	13	0	6	19
	Medical Records	<i>Management of medical records.</i>	0	1	3	4
	Medication	<i>Prescription and management of medicines.</i>	12	1	23	36
	Opening Times	<i>Opening times of a service.</i>	4	0	7	11
	Planning	<i>Leadership and general organisation.</i>	24	0	6	30
	Registration	<i>Ability to register for a service.</i>	3	0	16	19
	Support	<i>Levels of support provided.</i>	190	5	103	298
	Telephone	<i>Ability to contact a service by telephone.</i>	9	0	65	74
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	29	1	32	62
	Waiting List	<i>Length of wait while on a list.</i>	32	2	61	95
Values	Choice	<i>General choice.</i>	4	1	11	16
	Cost	<i>General cost.</i>	1	0	4	5
	Language	<i>Language, including terminology.</i>	1	0	5	6
	Nutrition	<i>Provision of sustenance.</i>	1	0	0	1
	Privacy	<i>Privacy, personal space and property.</i>	0	0	5	5
	Quality	<i>General quality of a service, or staff.</i>	215	1	70	286
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1	1
	Stimulation	<i>General stimulation, including access to activities.</i>	2	0	1	3

5. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	1	0	3	4
	Environment/Layout	<i>Physical environment of a service.</i>	6	0	7	13
	Equipment	<i>General equipment issues.</i>	1	0	5	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	14	1	7	22
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	3	1	3	7
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	0	1
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	1	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	5	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	1	1
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	273	4	149	426
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	8	9
	Staff Training	<i>Training of staff.</i>	2	1	12	15
	Staffing Levels	<i>General availability of staff.</i>	0	0	7	7
Total:			1035	38	940	2013