

The Experience of GP Services

A trends analysis report by Healthwatch Harrow, 21 October 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 October 2020 - 30 September 2021

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 773 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)

We receive accounts of good quality, compassionate treatment and care. However experiences suggest people would like greater levels of communication and support. Ability to book appointments, administration, telephones and waiting lists are cited as issues.

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

Trends...

Overall satisfaction this quarter has improved marginally by 1%, comments suggest.

Bacon Lane Surgery, GP Direct and Mollison Way Surgery receive a notable volume 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...

This quarter complaints about booking processes have increased marginally by 1%, with no change recorded on waiting lists.

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...

Comments suggest sentiment about clinical treatment has improved by 1% this quarter, while declining by 1% on staff attitude.

Administration and Communication (Pages 15-18)

Over 120 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 has improved by 4% this quarter, while improving by 2% on communication and access to advice/information.

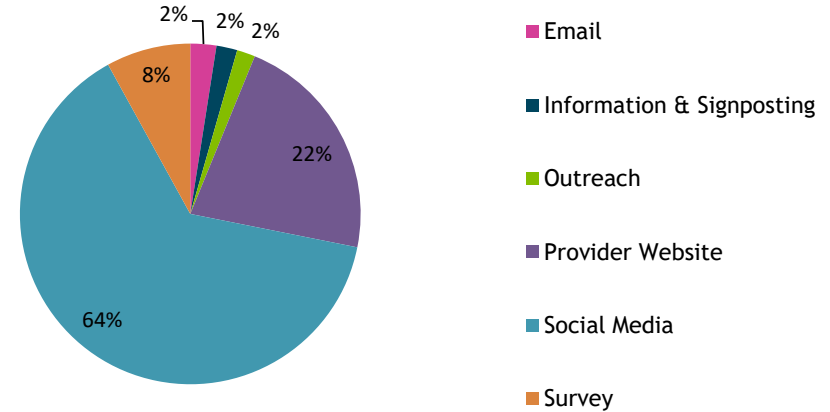
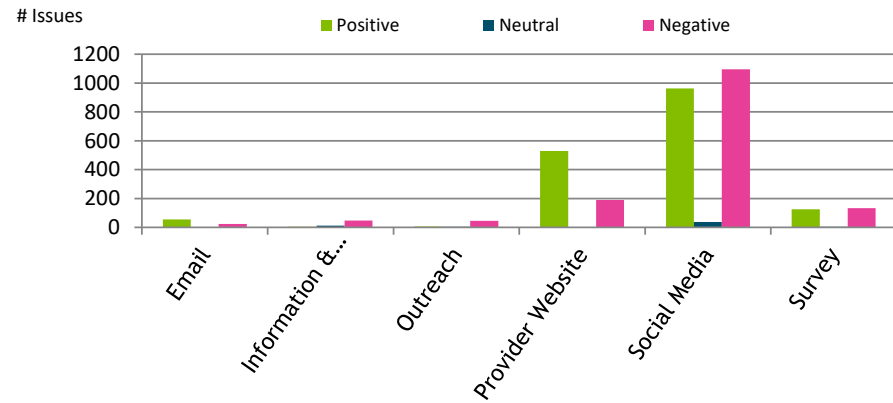
The Pinn Medical Centre, and Honeypot Medical Centre receive a notable volume and ratio of negative feedback.

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?

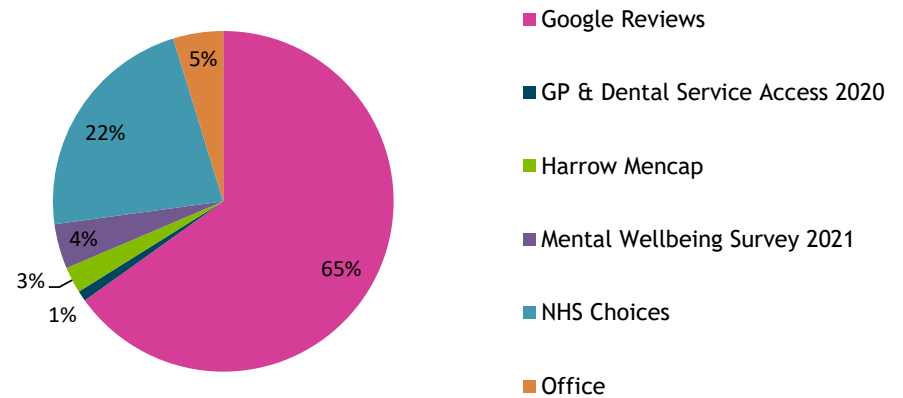
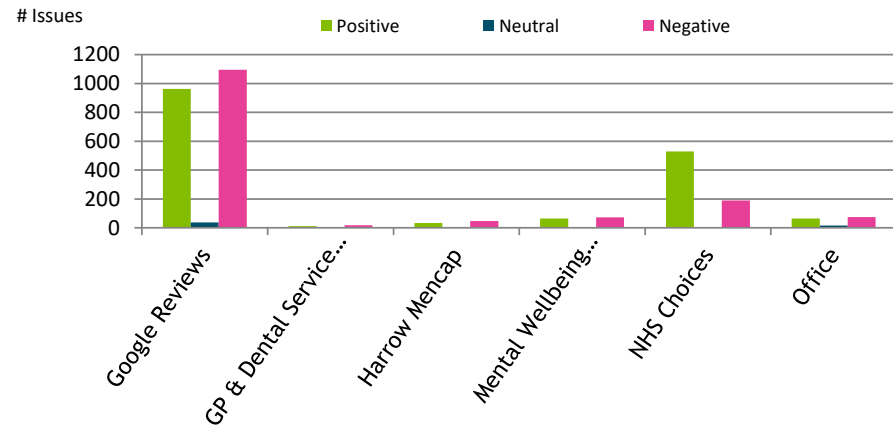


1.1 Source



Sources providing the most comments overall

1.2 Origin

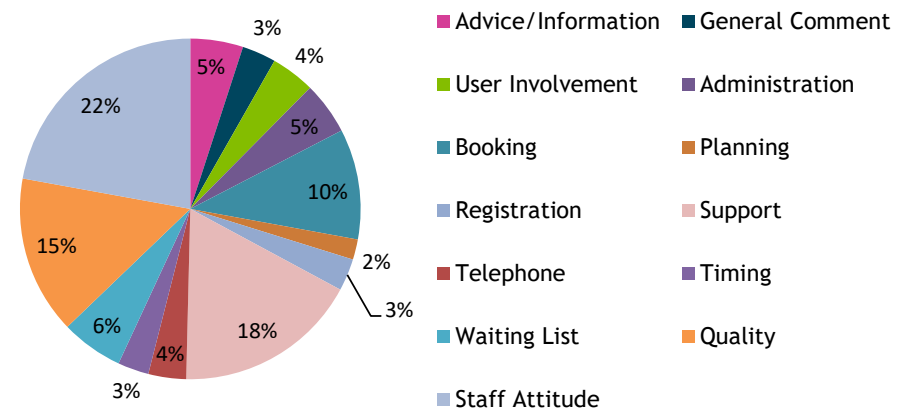
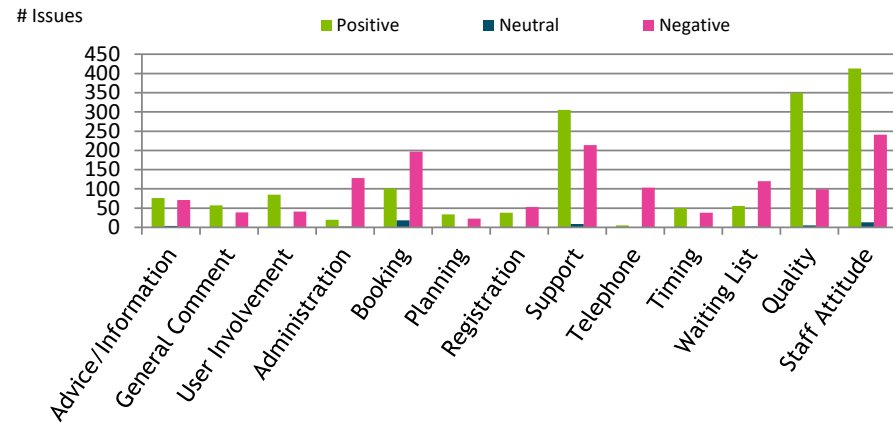


Origins providing the most comments overall

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

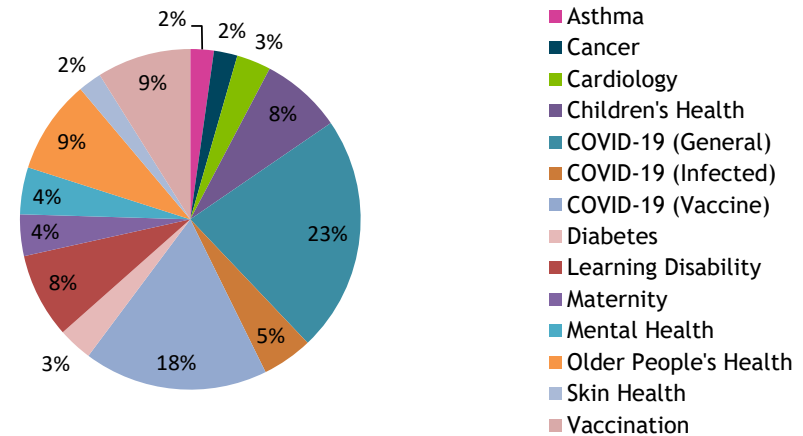
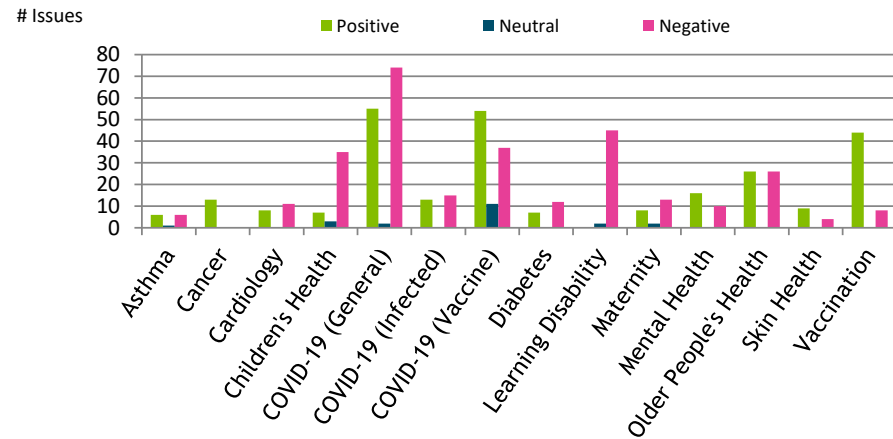


2.1 Service aspects: 3296 issues from 773 people



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

2.2 Stated medical conditions

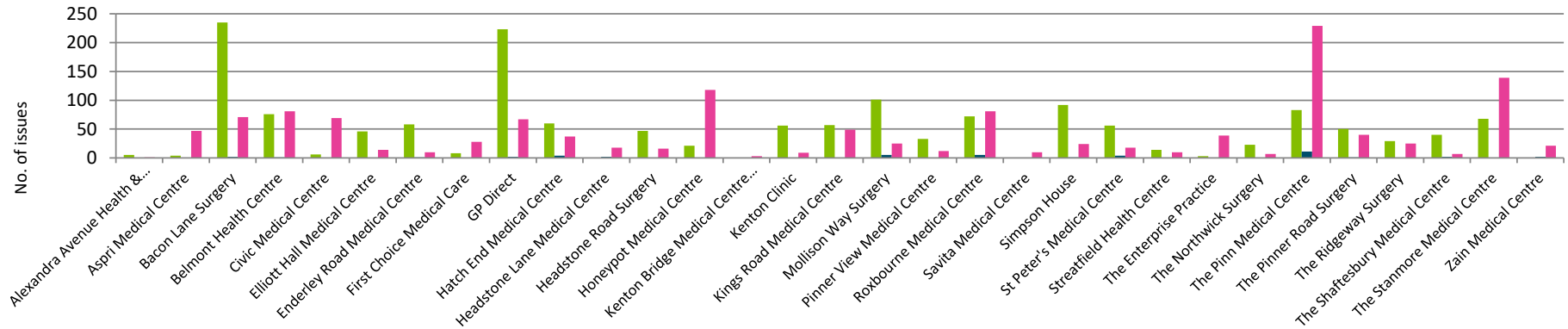


Medical conditions receiving the most comments overall

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

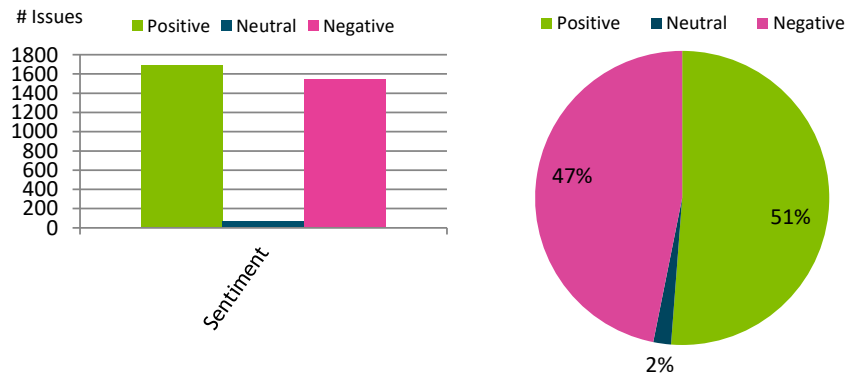


3.1 Top Services



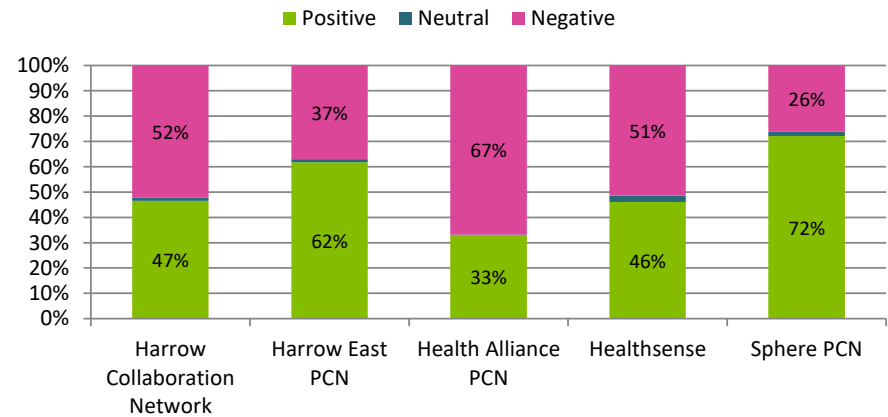
Services receiving the most comments overall

3.2 Sentiment: How do people feel as a whole?



Quarterly Benchmark: 1% improvement on the previous quarter

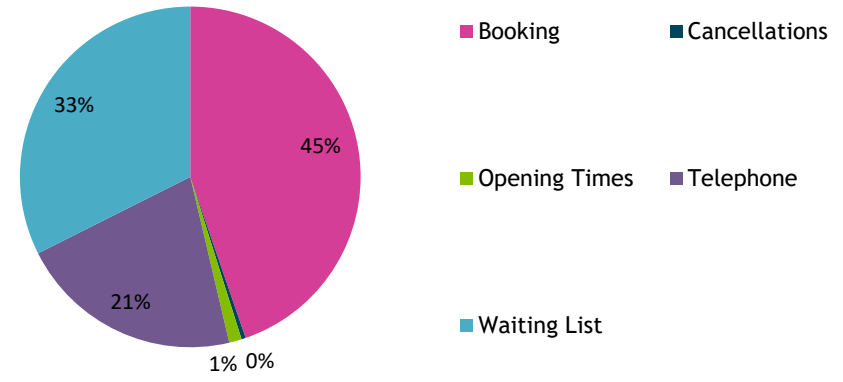
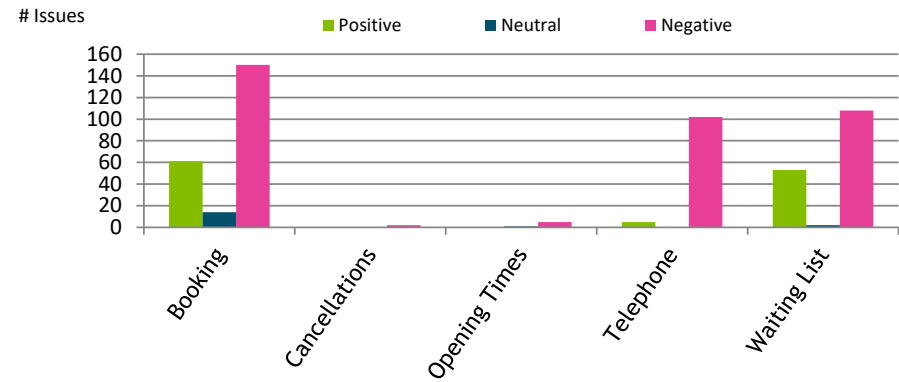
3.3 Analysis by Primary Care Network (PCN)



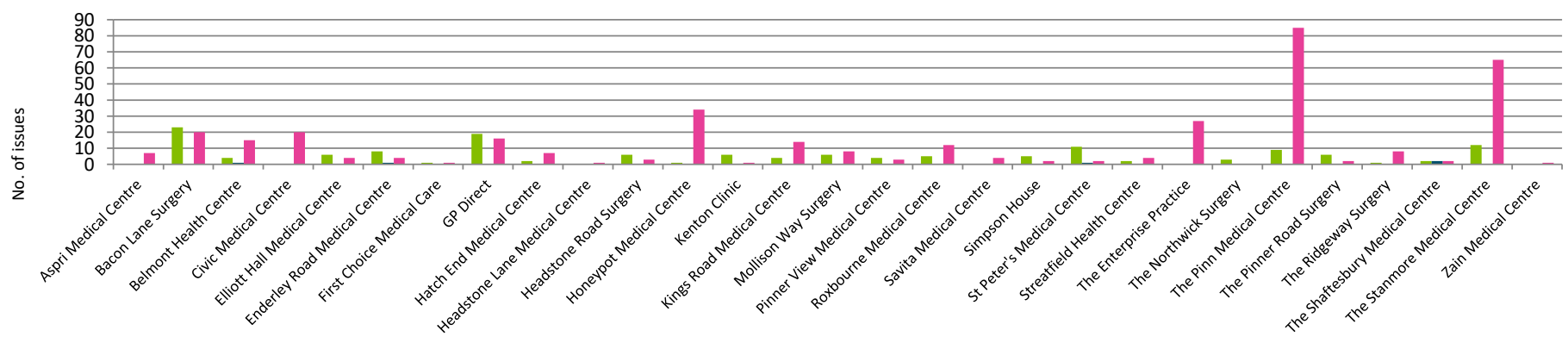
4.1 Service Aspects: Appointment Booking



4.1.1 All Trends



4.1.2 Top Services

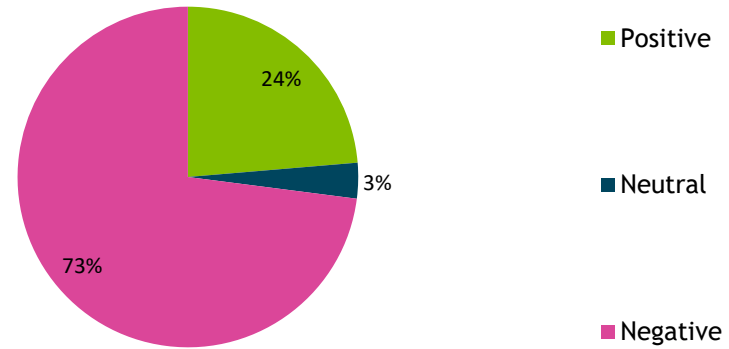
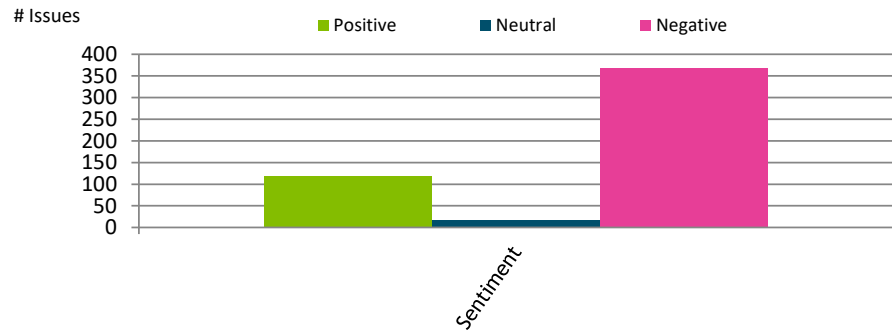


Services receiving the most comments overall

4.1 Service Aspects: Appointment Booking

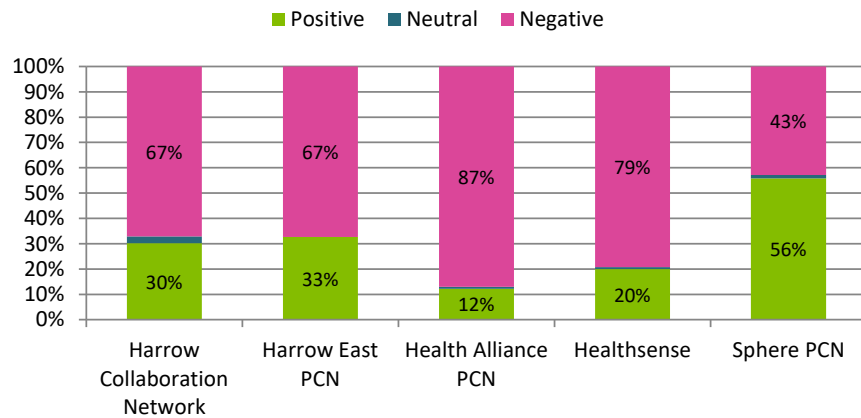


4.1.3 Sentiment



Quarterly Benchmark: 1% decline on the previous quarter

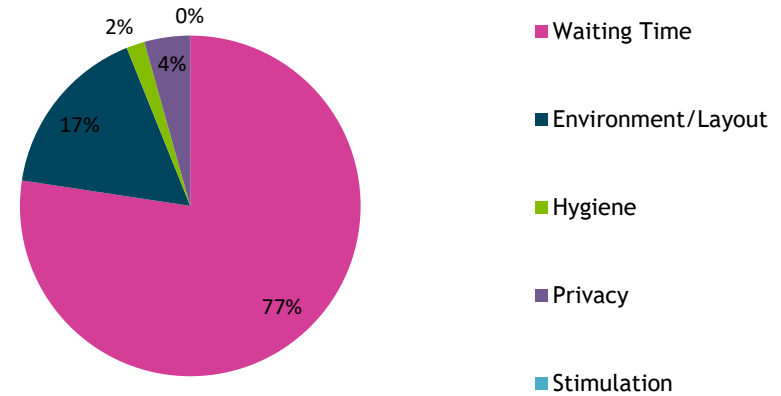
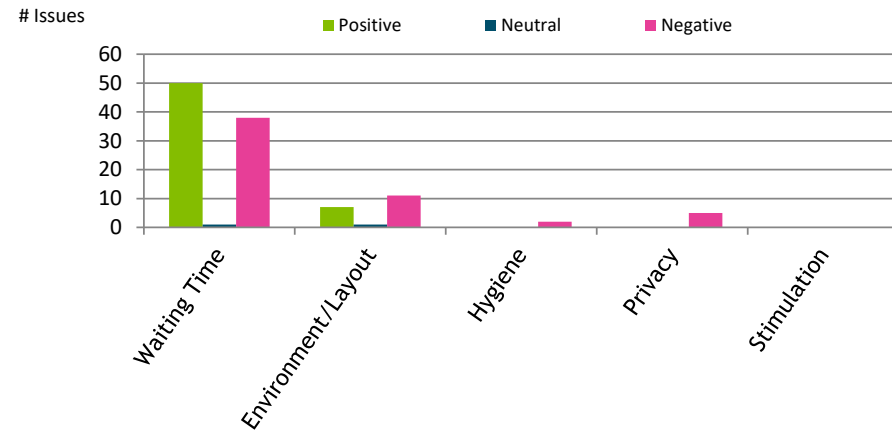
4.1.4 Analysis by Primary Care Network (PCN)



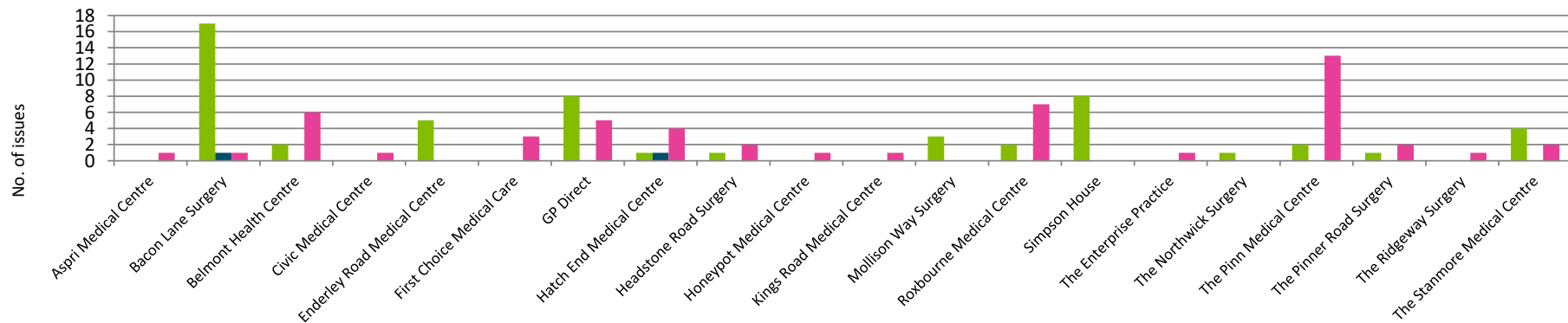
4.2 Service Aspects: Wait at Appointment



4.2.1 All Trends



4.2.2 Top Services

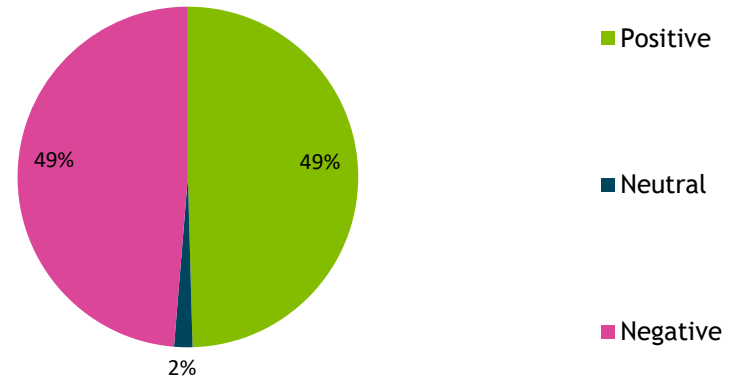
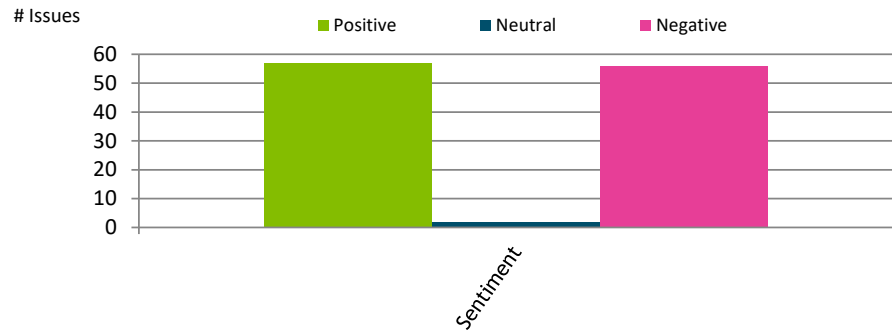


Services receiving the most comments overall

4.2 Service Aspects: Wait at Appointment

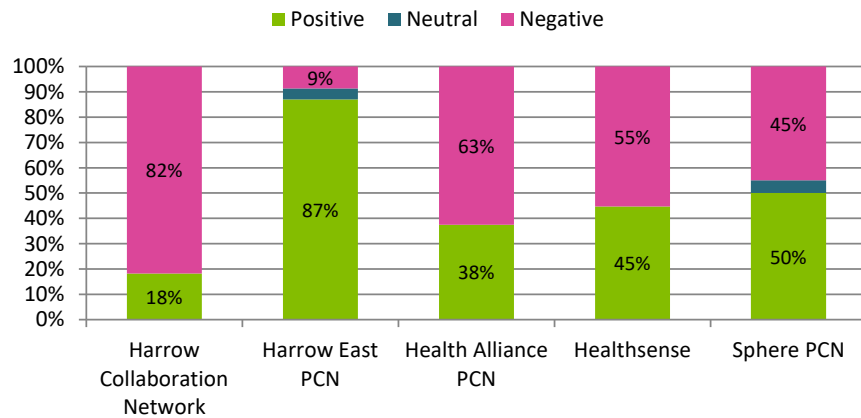


4.2.3 Sentiment



Quarterly Benchmark: 4% improvement on the previous quarter

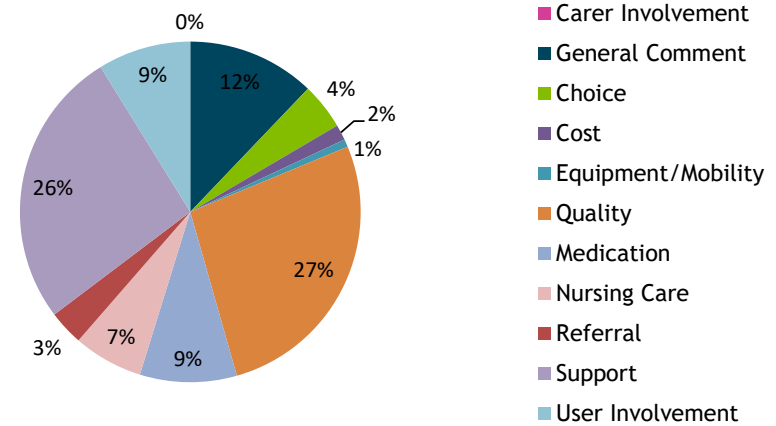
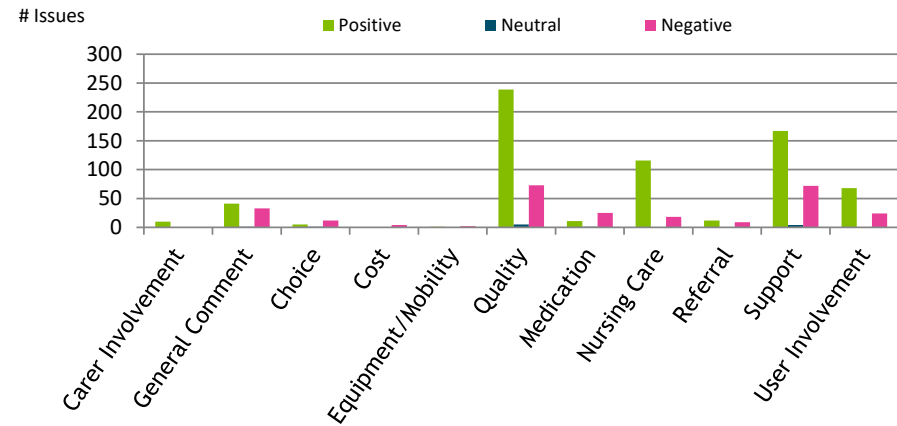
4.2.4 Analysis by Primary Care Network (PCN)



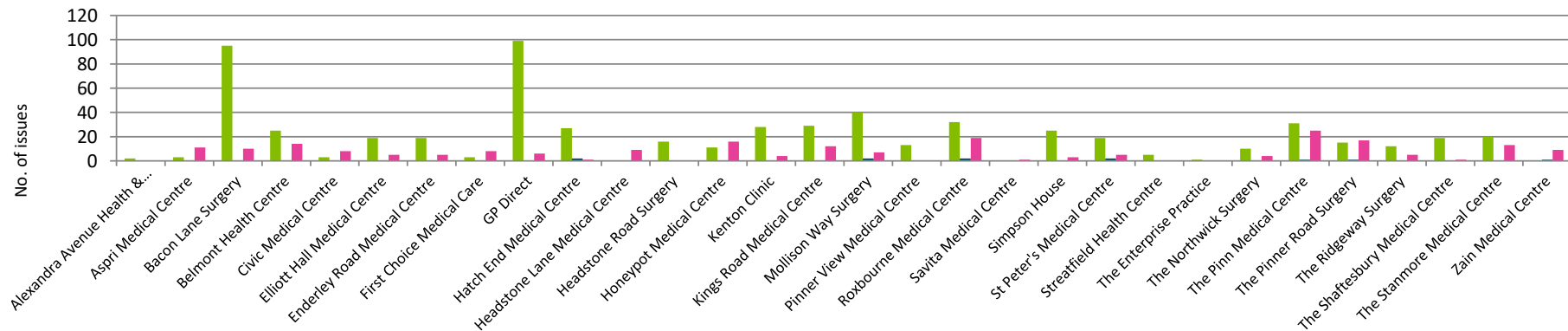
4.3 Service Aspects: Clinical Treatment



4.3.1 All Trends



4.3.2 Top Services

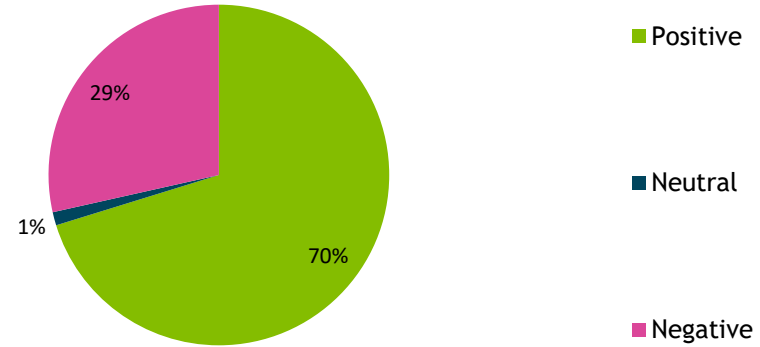
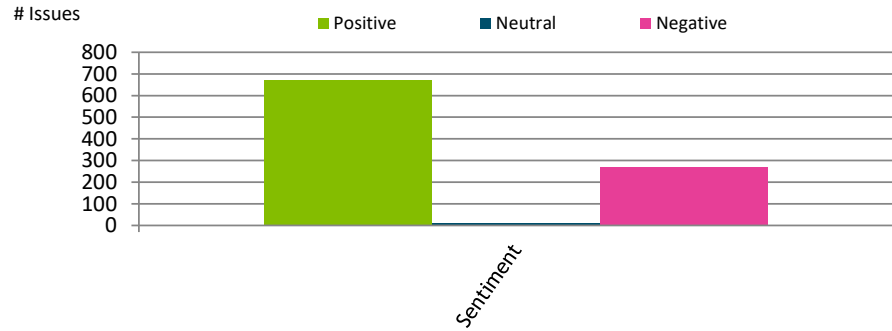


Services receiving the most comments overall

4.3 Service Aspects: Clinical Treatment

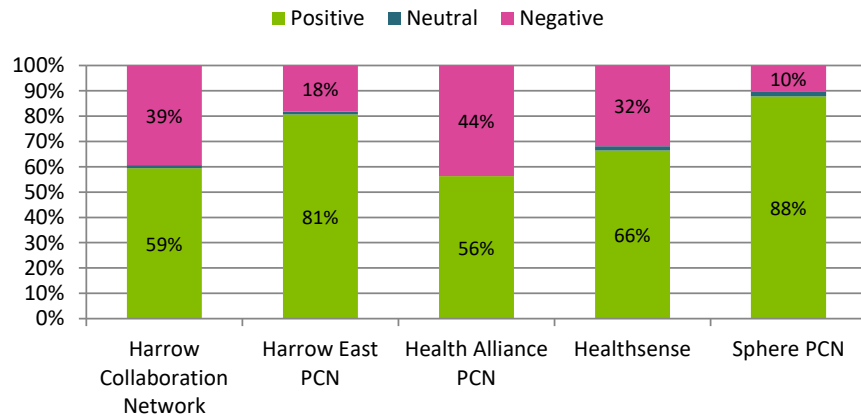


4.3.3 Sentiment



Quarterly Benchmark: 1% improvement on the previous quarter

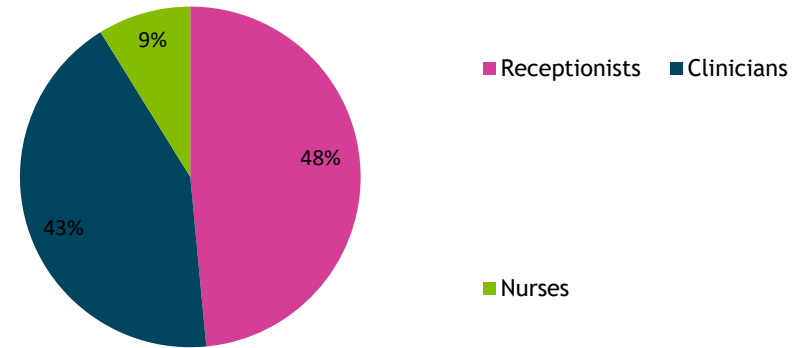
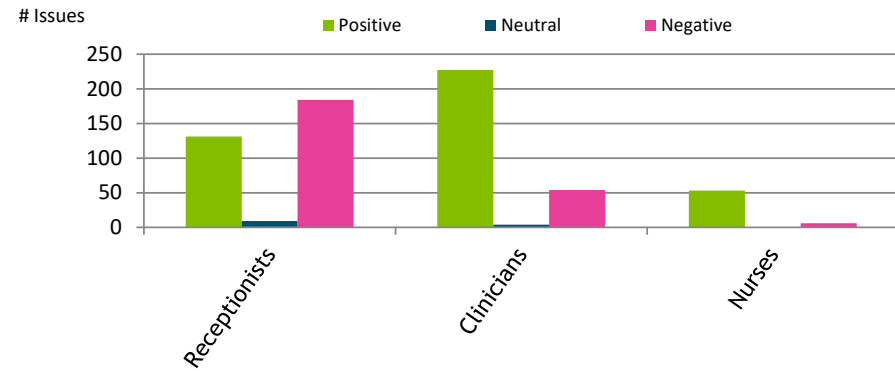
4.3.4 Analysis by Primary Care Network (PCN)



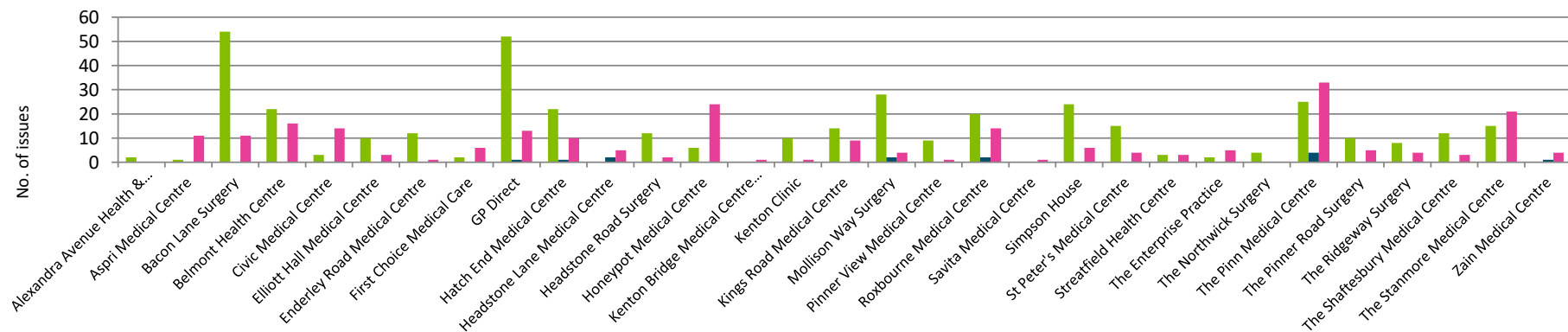
4.4 Service Aspects: Staff Attitude



4.4.1 All Trends



4.4.2 Top Services

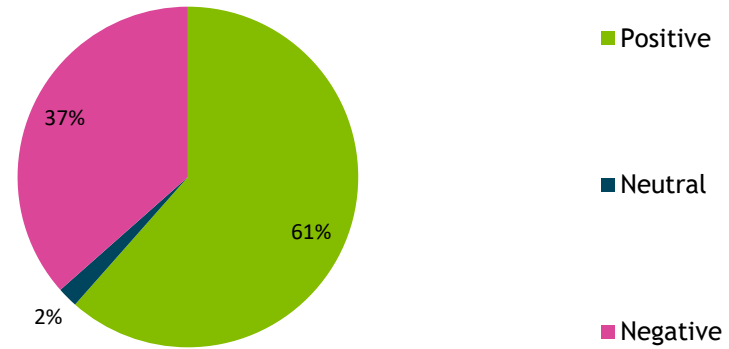
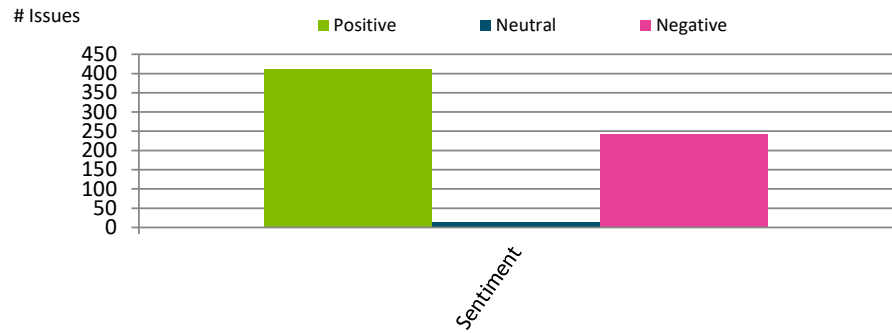


Services receiving the most comments overall

4.4 Service Aspects: Staff Attitude

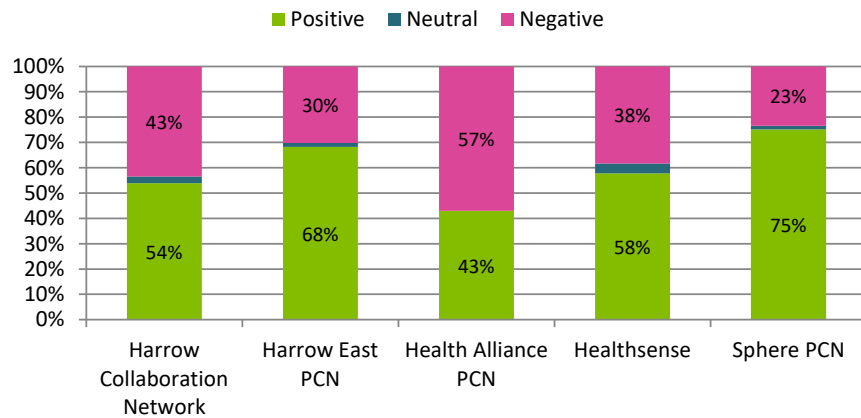


4.4.3 Sentiment



Quarterly Benchmark: 1% decline on the previous quarter

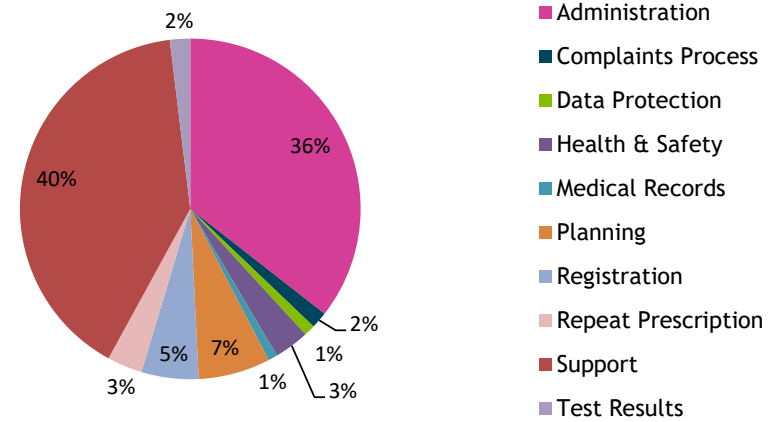
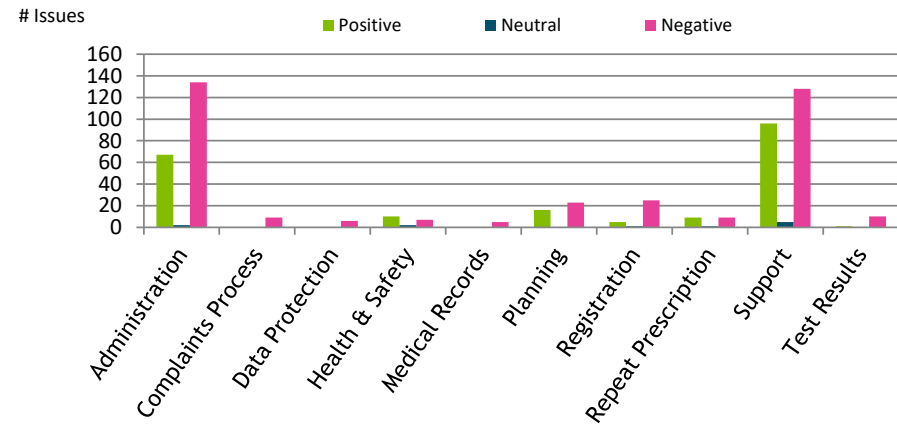
4.4.4 Analysis by Primary Care Network (PCN)



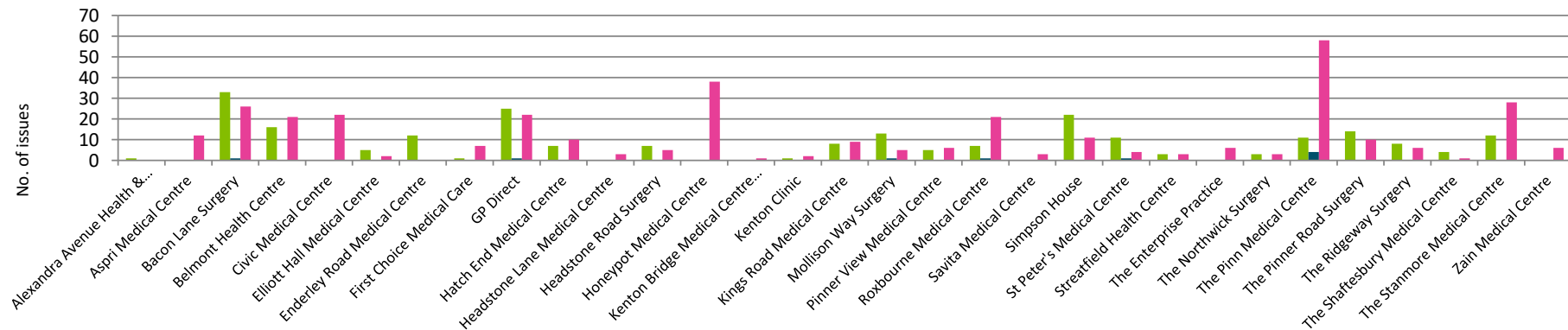
4.5 Service Aspects: Administration



4.5.1 All Trends



4.5.2 Top Services

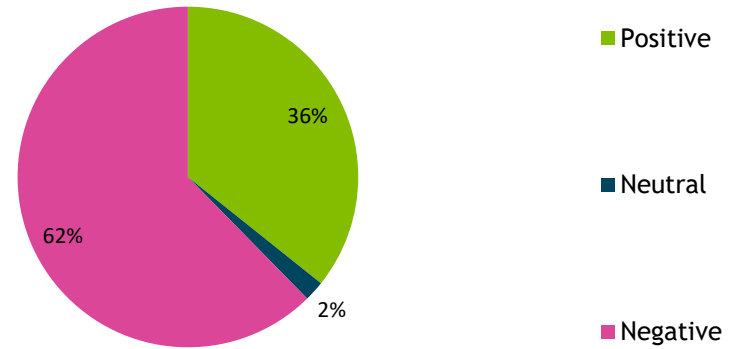
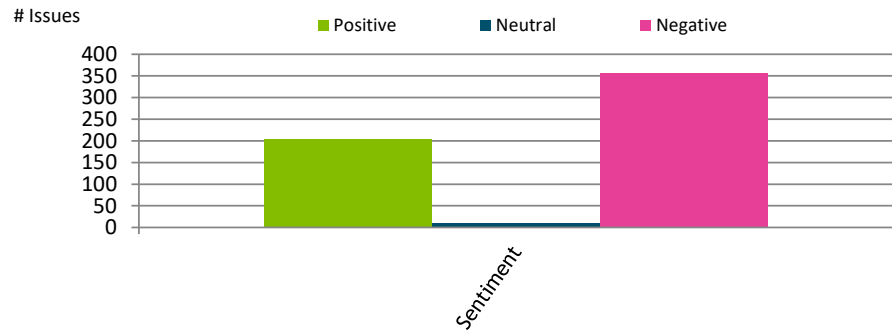


Services receiving the most comments overall

4.5 Service Aspects: Administration

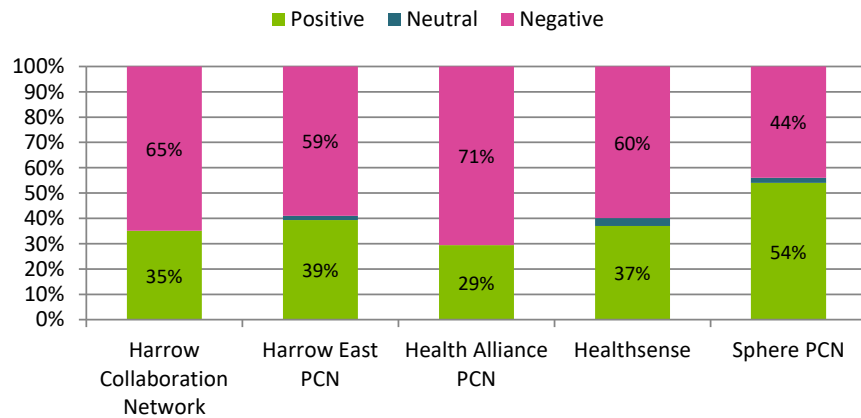


4.5.3 Sentiment



Quarterly Benchmark: 4% improvement on the previous quarter

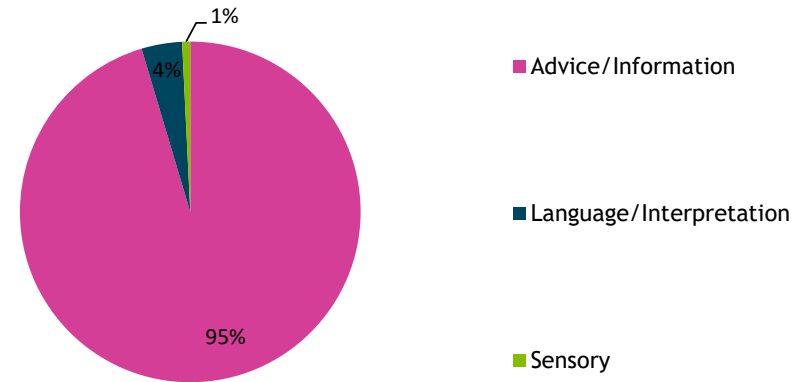
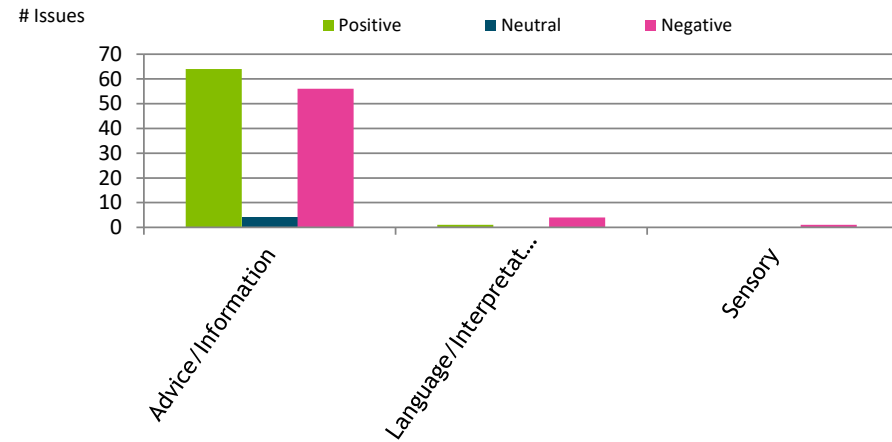
4.5.4 Analysis by Primary Care Network (PCN)



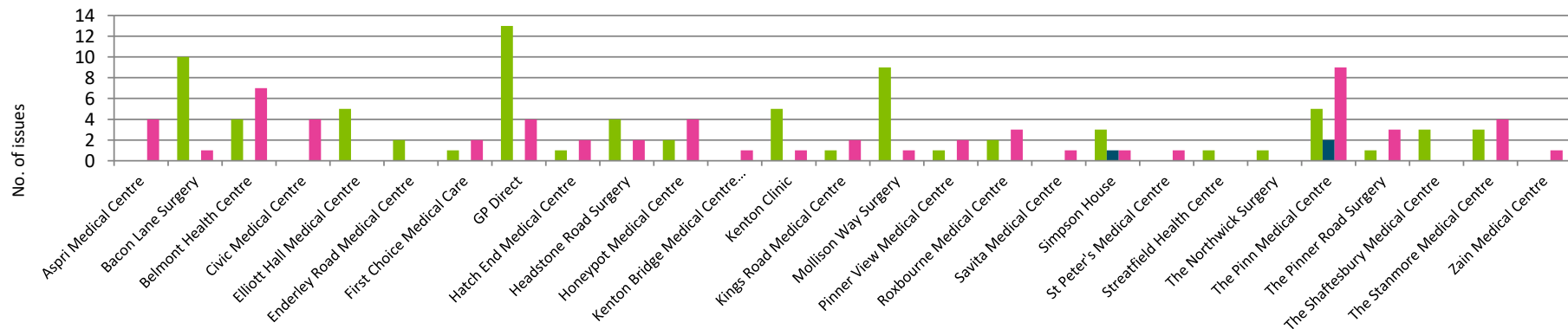
4.6 Service Aspects: Communication



4.6.1 All Trends



4.6.2 Top Services

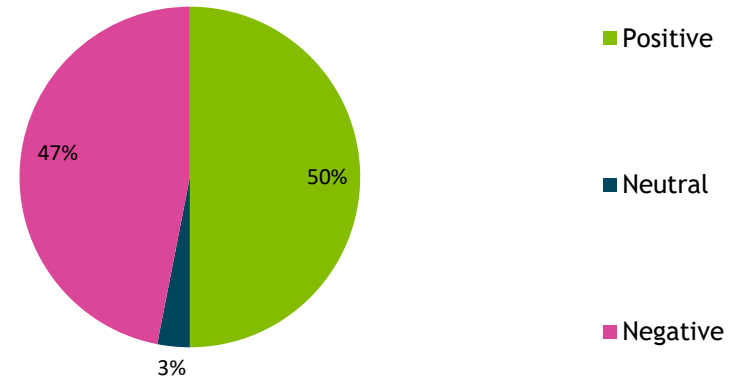
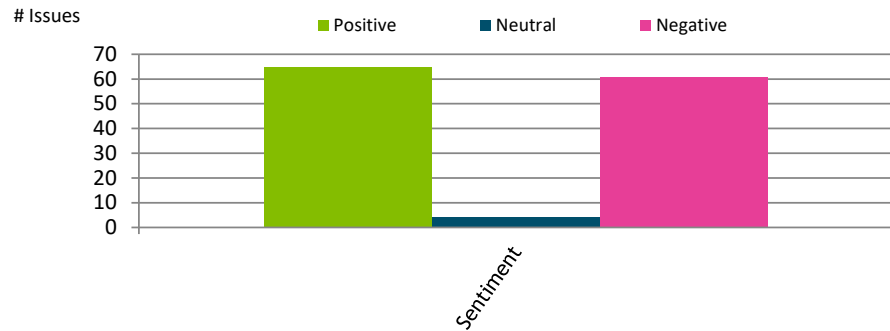


Services receiving the most comments overall

4.6 Service Aspects: Communication

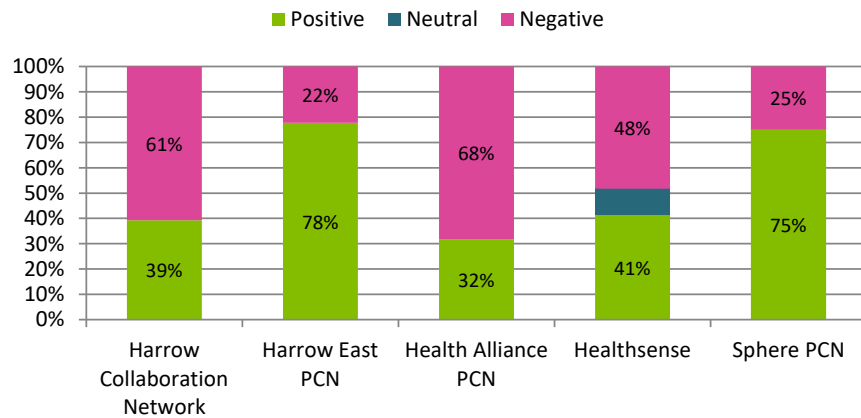


4.6.3 Sentiment



Quarterly Benchmark: 2% improvement on the previous quarter

4.6.4 Analysis by Primary Care Network (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>	76	4	71	151
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	17	0	4	21
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	57	1	39	97
	User Involvement	<i>Involvement of the service user.</i>	85	0	41	126
Systems	Administration	<i>Administrative processes and delivery.</i>	20	2	128	150
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	101	18	197	316
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	5	5
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	6	6
	Referral	<i>Referral to a service.</i>	12	0	9	21
	Medical Records	<i>Management of medical records.</i>	0	0	6	6
	Medication	<i>Prescription and management of medicines.</i>	20	2	34	56
	Opening Times	<i>Opening times of a service.</i>	0	1	5	6
	Planning	<i>Leadership and general organisation.</i>	34	1	23	58
	Registration	<i>Ability to register for a service.</i>	38	1	53	92
	Support	<i>Levels of support provided.</i>	305	9	214	528
	Telephone	<i>Ability to contact a service by telephone.</i>	5	0	103	108
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	50	1	38	89
Waiting List	<i>Length of wait while on a list.</i>	56	2	120	178	
Values	Choice	<i>General choice.</i>	5	1	15	21
	Cost	<i>General cost.</i>	0	0	6	6
	Language	<i>Language, including terminology.</i>	1	0	4	5
	Nutrition	<i>Provision of sustenance.</i>	0	0	0	0
	Privacy	<i>Privacy, personal space and property.</i>	0	0	6	6
	Quality	<i>General quality of a service, or staff.</i>	349	5	99	453
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1	1
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	0	0

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>	2	0	3	5
	Environment/Layout	<i>Physical environment of a service.</i>	10	1	13	24
	Equipment	<i>General equipment issues.</i>	2	0	8	10
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	14	2	8	24
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	10	0	6	16
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	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	2	2
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	5	6
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	413	13	241	667
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	9	9
	Staff Training	<i>Training of staff.</i>	3	0	16	19
	Staffing Levels	<i>General availability of staff.</i>	1	0	5	6
Total:			1688	64	1544	3296