The Experience of GP Services

A trends analysis report by Healthwatch Harrow, 22 April 2022



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 April 2021 - 31 March 2022



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 746 people. Feedback has been obtained from a variety of sources, including outreach, surveys and comments posted online (NHS, Care Opinion and social media).

Top Themes (Page 5)

The vast majority of people receive good quality treatment and care, with good levels of involvement, comments suggest. According to feedback, patients would like greater levels of service access, communication, empathy and support.

Overall sentiment is 49% positive, 50% negative and 1% neutral.

Trends...

According to feedback, overall satisfaction has not changed this quarter.

GP Direct and Bacon Lane Surgery receive a notable volume and ratio of positive comments, while Honeypot Medical Centre, Roxbourne Medical Centre and The Pinn Medical Centre receive a notable volume of negative feedback.

Service Access (Page 6)

People continue to report difficulties with telephone access, associated problems with booking, and longer than expected waits for routine appointments.

Trends...

This quarter, complaints about online systems are down by 14%, while up by 14% on general booking.

On service access, sentiment at most practices is negative overall. The Pinn Medical Centre and Honeypot Medical Centre receive a notable volume and ratio of negative feedback.

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate the vast majority of people receive good quality treatment and nursing care, with good levels of involvement. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints about levels of support have increased by 5%, while decreasing by 3% on staff attitude. Sentiment on overall quality remains largely unchanged.

GP Direct and Bacon Lane Surgery receive a notable volume and ratio of positive comments.

Administration and Communication (Pages 9-10)

Many people complain of general administration, and some would like greater levels of support from reception staff, and levels of communication service wide. The ability to register is also cited as an issue.

Trends...

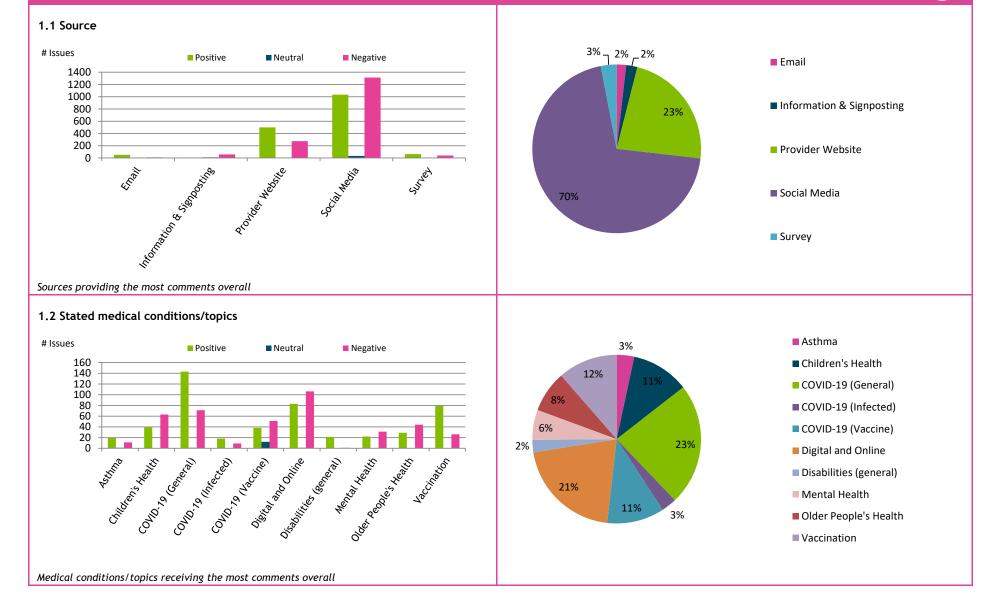
Complaints about communication have decreased by 5% this quarter, while increasing by 3% on administration.

The Pinn Medical Centre, Honeypot Medical Centre and Roxbourne Medical Centre receive a notable volume and ratio of negative feedback, while comments about GP Direct are broadly complimentary.

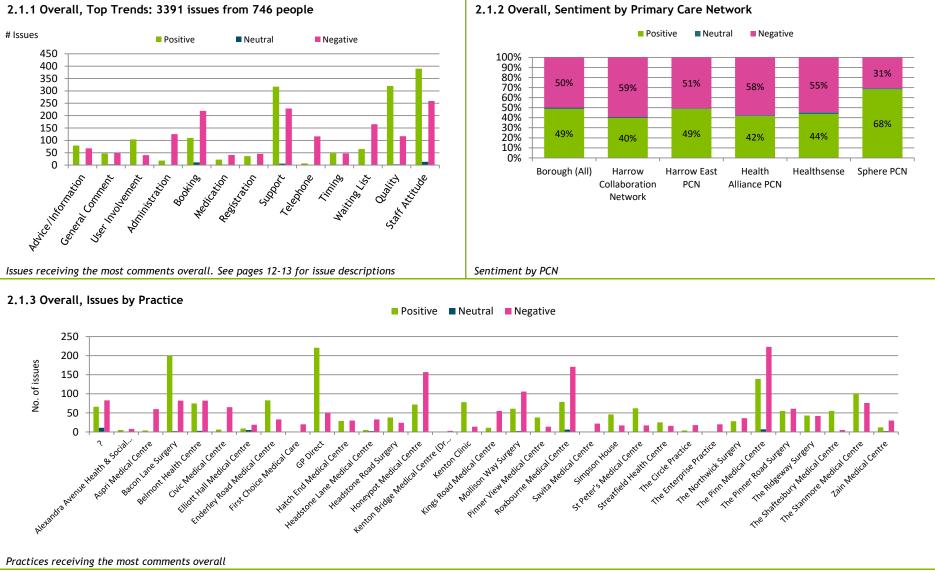
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics

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2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 682 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 200 100% 180 90% 160 80% 55% 140 70% 73% 71% 60% 50% 78% 120 82% 80% 100 40% 80 30% 60 20% 43% 40 29% 25% 10% 22% 17% 20% 20 0% 0 recordence 1 W altige List and the set of the set Borough (All) Health Healthsense Sphere PCN 800 1110 800 Harrow Harrow East PCN Alliance PCN Collaboration Network Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 100 90 80 70 60 50 40 30 20 10 No. of issues Ô Headstone Inte Medical Centre Aspinedical centre Ellot Hall Medica Centre Enderer Road Medical Cantre FIRSCHORE MERCENCE Horenot weater Centre kine Road Medical Centre Priver Ven Medical Contre Rostoourne Medica Centre 5 Peee 5 medical centre The States burn Medical Centre The stamoe we deal cante enve Health a Social. Cvic Medical Centre Hath Fish Medical Centre Headsone Road Surgery southa medical contre The treepie Pactice the pine tood sugery Baconanesuren 88mont Heath Centre NOUSONWOJUBER Steafed Heath Centre The clicke practice The Northwide Surgery the phy we deal cante Lain Medical Centre The Ridgewon Suffert Practices receiving the most comments overall

2.3 Clinical Treatment and Care

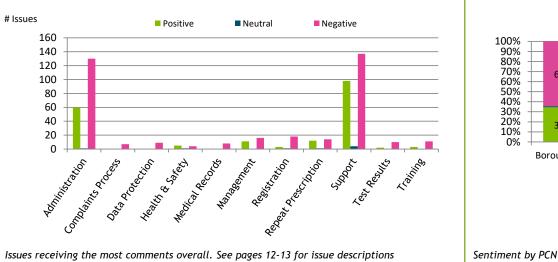
2.3.2 Treatment, Sentiment by Primary Care Network 2.3.1 Treatment: 1016 issues detected # Issues Positive Neutral Negative Positive Neutral Negative 250 100% 90% 17% 33% 34% 35% 200 80% 36% 46% 70% 60% 50% 150 40% 84% 100 66% 65% 66% 30% 61% 53% 20% 50 10% 0% Loogy Lesy We do the work of the second 0 Contraction of the second to the second Contraction of the second second Coolin in the second se Borough (All) Healthsense Sphere PCN Harrow Harrow East Health ice. Collaboration PCN Alliance PCN Network Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 120 100 No. of issues 80 60 40 20 kenton Bridge wedica Centre Dr. 0 Astriwedical centre Ellot Hall Medica Centre Enderer Road wederal Centre First Choice Medical Cafe Headstone the Medica Centre Horeno Medica Centre une Roat Metica Centre Primer View Medical Contre Bothourse Medical Centre 5 Peer's Netica Centre steafed teath centre the tim we deal centre The States Dur Medical Centre The stannae we deal centre verue heath a social. 88mont Health Centre Cvic Medical Centre had find weard cante Headsone need surgery The treepice Protice The Northwide Surgery the time tood surgery Bacontane Subery NotionWalsheen Southa Medical Centre The Citle Practice The Ridgewon Surgert tain Medical Contre Alexandra Avei Practices receiving the most comments overall

2.4 Staff Attitude

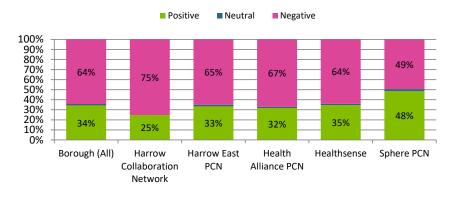
2.4.1 Staff Attitude: 659 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 250 100% 90% 24% 200 80% 39% 40% 40% 46% 51% 70% 60% 50% 40% 150 100 75% 30% 59% 59% 57% 53% 45% 20% 50 10% 0% 0 ese contraction of the second UNICOUSTICE STREET Borough (All) Healthsense Sphere PCN Harrow Harrow East Health HUSS Collaboration PCN Alliance PCN Network Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 60 50 No. of issues 40 30 20 10 Nerontia Nene teath & Social. kenton Bridge weekcal centre 10. 0 Aspinedialente Ellot Hall Medica Centre Enderley hood hard call can be First Choice Medical Cafe Headstone Inte Medical Cantre Horeno Medica Centre kines from medical centre pine view neared cerve Bothourse Medical Centre 5 Peee 5 Medical Centre steafed teath centre the immedial centre The shates our Medical Centre the stamoe we deal centre 88mont Health Centre Cwc.Medialcentre had find weard cante Heatsone noad superv Molifor Way Suffer The Enterprise Province The Northwide Surgery the pine tood sugery Bacontane Superi Southa Medical Centre The Citle Practice Tain Medical Centre Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 566 issues detected

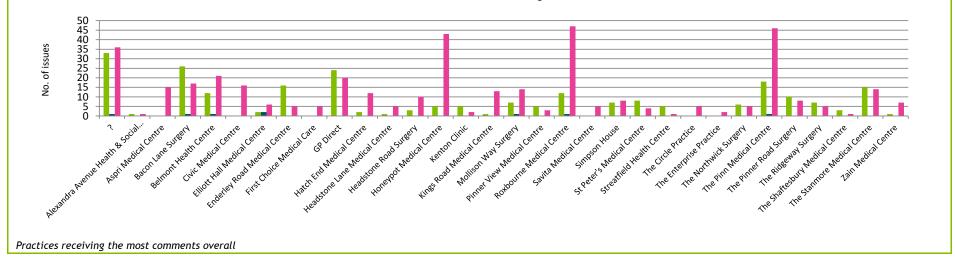


2.4.2 Staff Attitude, Sentiment by Primary Care Network



2.5.3 Administration, Issues by Practice

■ Positive ■ Neutral ■ Negative



2.6 Communication

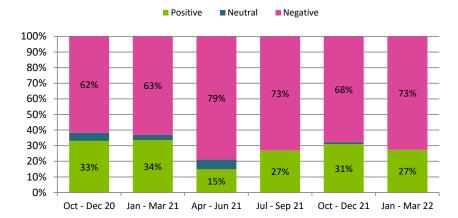
2.6.1 Communication: 158 issues detected 2.6.2 Communication, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 90 100% 80 90% 20% 80% 70 42% 47% 53% 70% 60% 61% 60 60% 50% 40% 50 40 80% 30% 20% 30 58% 52% 45% 20 40% 39% 10% 0% 10 0 torie and the second second Contraction of the second seco Borough (All) Healthsense Sphere PCN Harrow Harrow East Health Collaboration PCN Alliance PCN Network Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 16 14 12 No. of issues 10 8 6 4 2 0 tilot Hal Medica Centre Erdener tood we deal canve First Crole weddal care River Ven Medical Centre Rothourne Medical Centre 5 Peter's weater Centre Steafed Heath Centre the phy we deal centre The States Story Medical Centre The stamme we deal cante Baconlane Surgery Bamont Health Centre Cvic Medical Centre Horenot we dra contre Kints Road Medical Centre saita medical centre the pinner pool Surgery Aspinnedical centre Headsone Road Surgery Notion Washeen The Northwed Surgery The Ridgewon Sureers tain medical centre Singson House Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 80% 43% 44% 46% 50% 50% 55% 70% 60% 50% 40% 30% 54% 54% 52% 49% 49% 43% 20% 10% 0% Oct - Dec 20 Jan - Mar 21 Apr - Jun 21 Jul - Sep 21 Oct - Dec 21 Jan - Mar 22

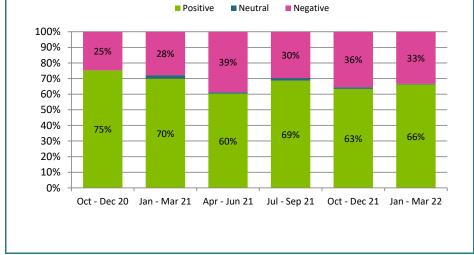
3.1 Overall Sentiment



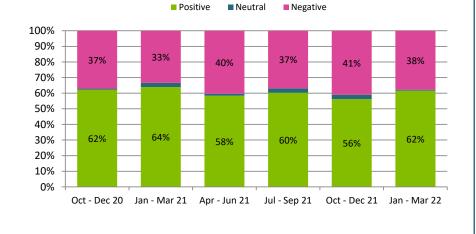


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3.3 Treatment and Care, Sentiment

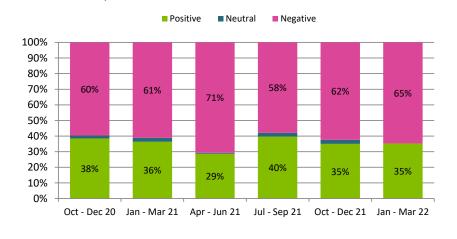


3.4 Staff Attitude, Sentiment

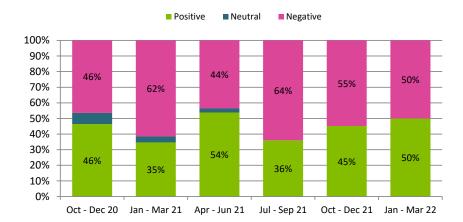


3. Timeline: 18 Month Tracker

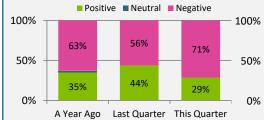
3.5 Administration, Sentiment



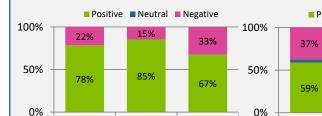
3.6 Communication, Sentiment



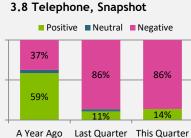
3.7 Booking, Snapshot



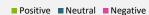




A Year Ago Last Quarter This Quarter

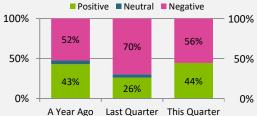


3.12 Support, Snapshot

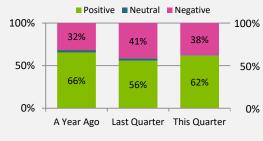




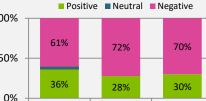
3.9 Online Access, Snapshot



3.13 Staff Attitude, Snapshot



3.10 Waiting List, Snapshot



A Year Ago Last Quarter This Quarter

3.14 Quality, Snapshot





4. Volume by Primary Care Network

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5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
<i>(</i> 0			Positive	Neutral	Negative	Total
rers	Advice/Information	Communication, including access to advice and information.	79	1	68	148
Cal	Carer Involvement	Involvement of carers, friends or family members.	9	0	6	15
nts/	General Comment	A generalised statement (ie; "The doctor was good.")	47	3	49	99
Patients/Carers	User Involvement	Involvement of the service user.	104	0	40	144
	Administration	Administrative processes and delivery.	18	1	125	144
	Booking	Ability to book, reschedule or cancel appointments.	110	11	219	340
	Cancellations	Cancellation of appointment by the service provider.	0	0	5	5
	Data Protection	General data protection (including GDPR).	0	0	9	9
S	Referral	Referral to a service.	24	0	16	40
em	Medical Records	Management of medical records.	0	0	9	9
Systems	Medication	Prescription and management of medicines.	22	2	41	65
S	Opening Times	Opening times of a service.	1	0	7	8
	Planning	Leadership and general organisation.	16	0	16	32
	Registration	Ability to register for a service.	36	1	45	82
	Support	Levels of support provided.	317	6	229	552
	Telephone	Ability to contact a service by telephone.	7	1	116	124
	Timing	Physical timing (ie; length of wait at appointments).	48	2	47	97
	Waiting List	Length of wait while on a list.	65	0	165	230
	Choice	General choice.	7	2	14	23
	Cost	General cost.	0	0	8	8
S	Language	Language, including terminology.	2	0	6	8
Values	Nutrition	Provision of sustainance.	0	0	0	0
۲ĉ	Privacy	Privacy, personal space and property.	1	0	5	6
	Quality	General quality of a service, or staff.	320	3	117	440
	Sensory	Deaf/blind or other sensory issues.	1	0	1	2
	Stimulation	General stimulation, including access to activities.	0	0	0	0

5. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor		# Issues			
			Positive	Neutral	Negative	Total
Catchment/Distance	Distance to a service (and catchment area for eligability).		1	0	2	3
Environment/Layout	Physical environment of a service.		5	1	13	19
Equipment	General equipment issues.		1	0	9	10
Hazard	General hazard to safety (ie; a hospital wide infection).		5	1	4	10
Hygiene	Levels of hygiene and general cleanliness.		7	0	4	11
Mobility	Physical mobility to, from and within services.		0	0	1	1
Travel/Parking	Ability to travel or park.		2	0	1	3
Omission	General omission (ie; transport did not arrive).		1	0	13	14
Security/Conduct	General security of a service, including conduct of staff.		1	0	0	1
Staff Attitude	Attitude, compassion and empathy of staff.		390	13	259	662
Complaints	Ability to log and resolve a complaint.		0	0	7	7
Staff Training	Training of staff.		3	0	11	14
Staffing Levels	General availability of staff.		1	0	5	6
		Total:	1651	48	1692	3391

Community Insight CRM