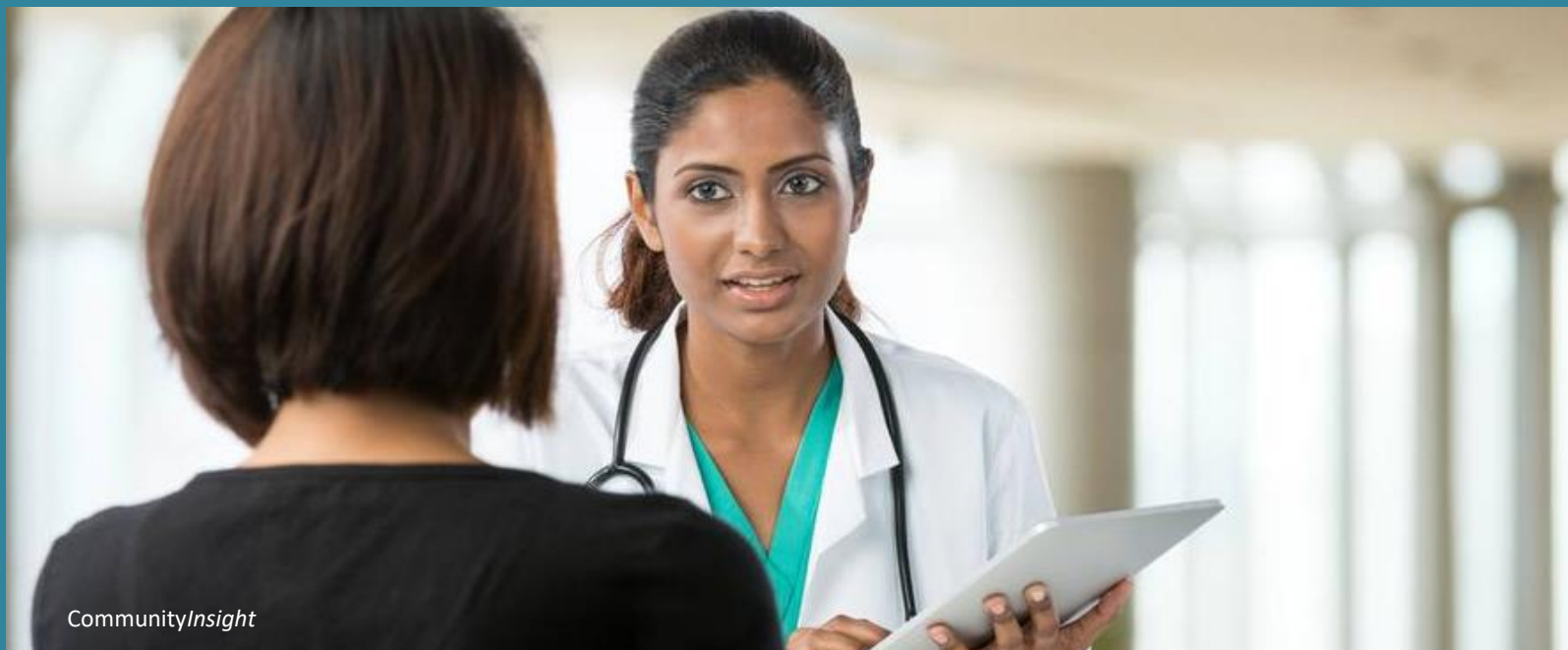


# The Experience of GP Services

A trends analysis report by Healthwatch Harrow, 22 April 2022



*CommunityInsight*

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.*

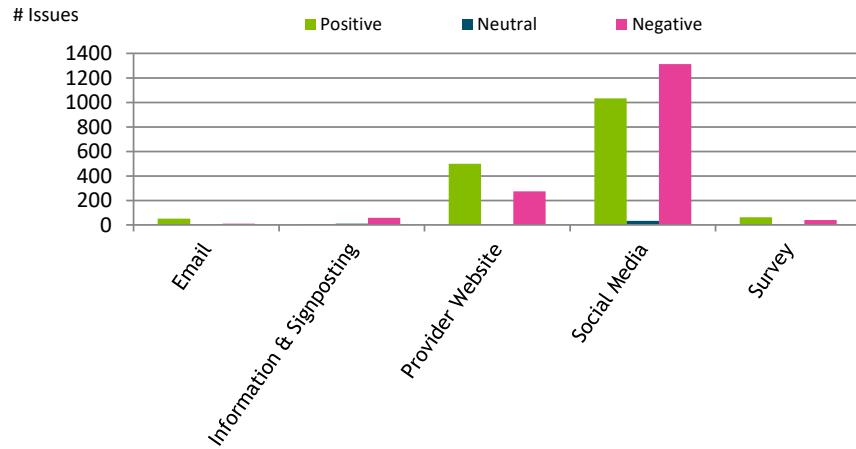
*The Pinn Medical Centre, Honeypot Medical Centre and Roxbourne Medical Centre receive a notable volume and ratio of negative feedback, while comments about GP Direct are broadly complimentary.*

**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.

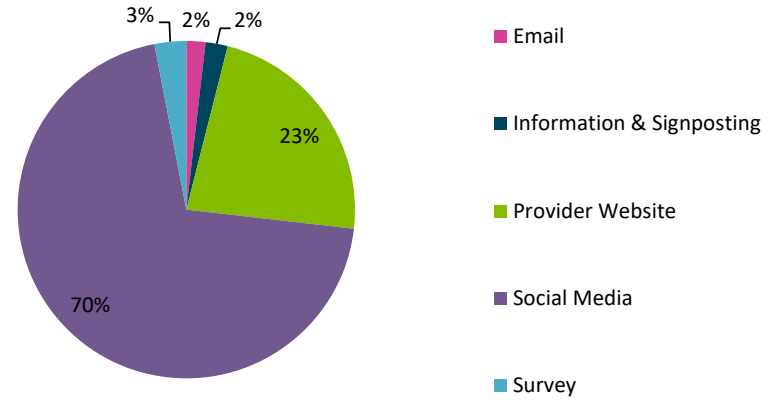


# 1. Data Source and Conditions/Topics

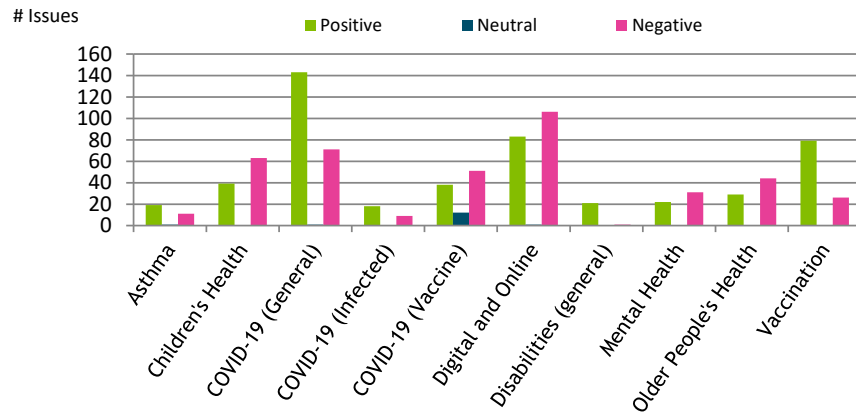
## 1.1 Source



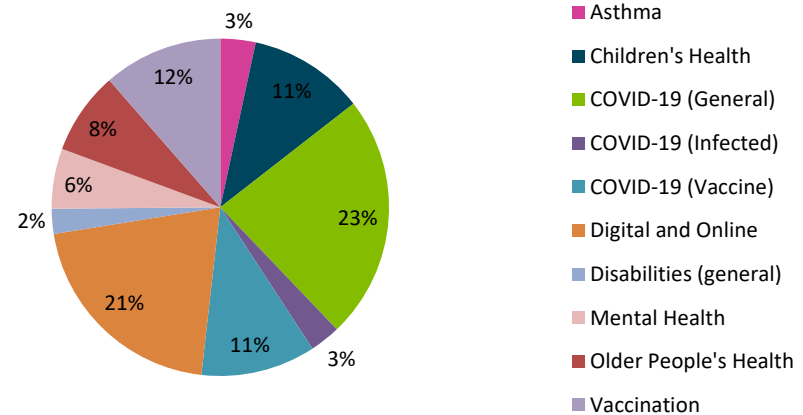
Sources providing the most comments overall



## 1.2 Stated medical conditions/topics



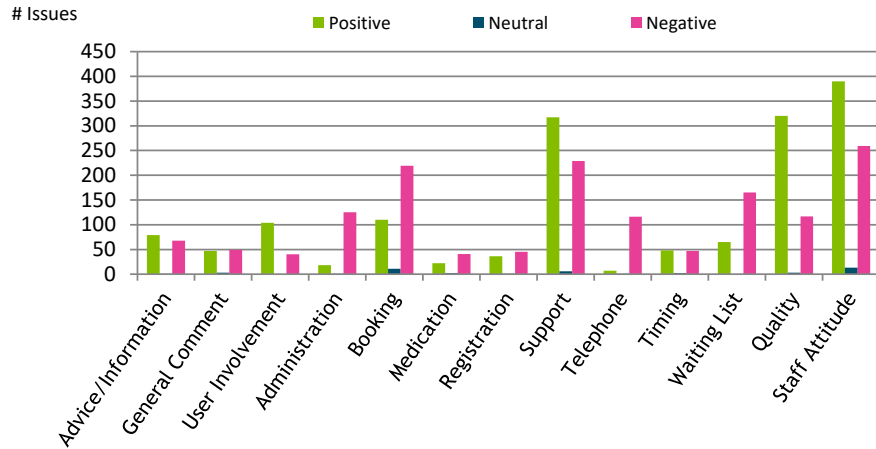
Medical conditions/topics receiving the most comments overall





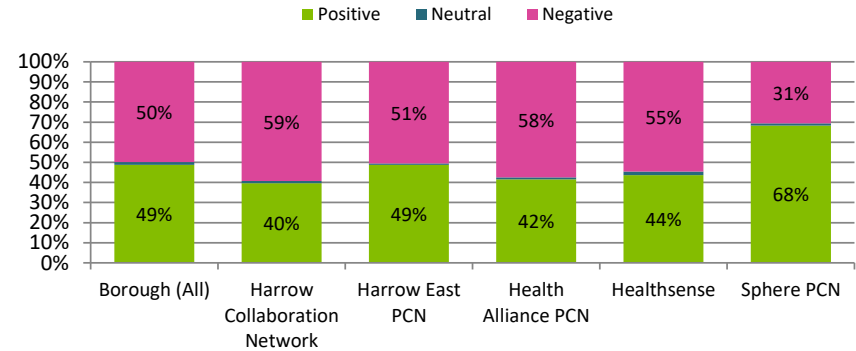
## 2.1 Overall Themes and Sentiment

### 2.1.1 Overall, Top Trends: 3391 issues from 746 people



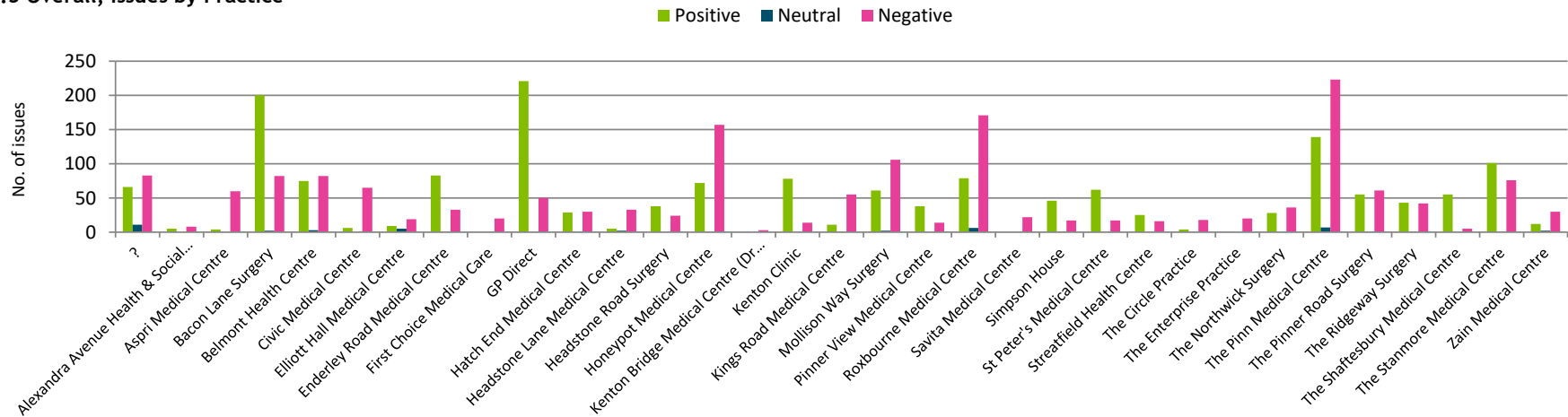
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

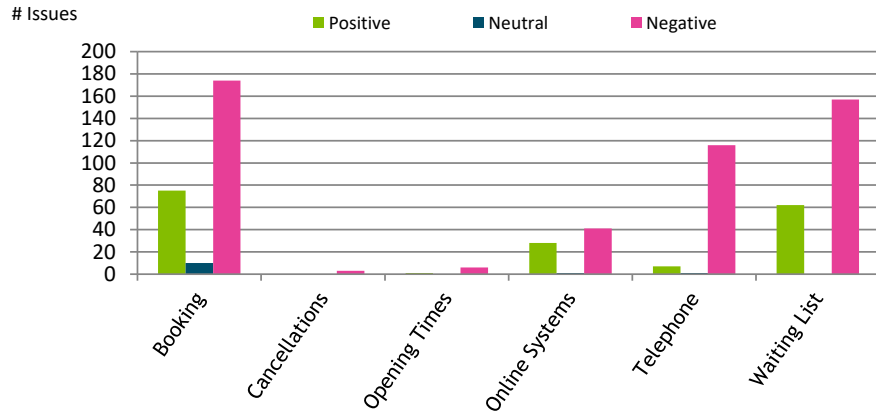


Practices receiving the most comments overall

## 2.2 Service Access

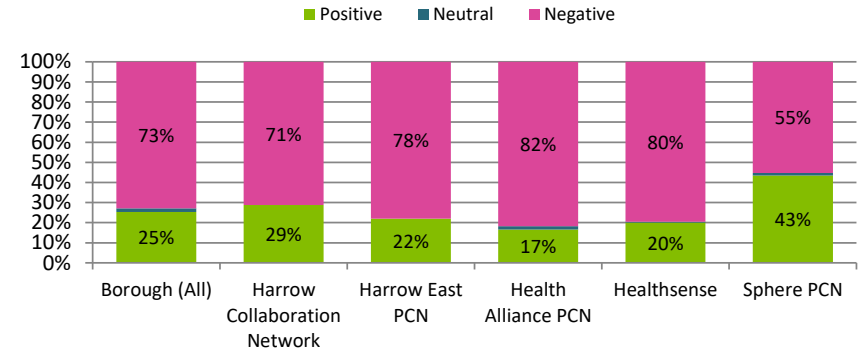


### 2.2.1 Service Access: 682 issues detected



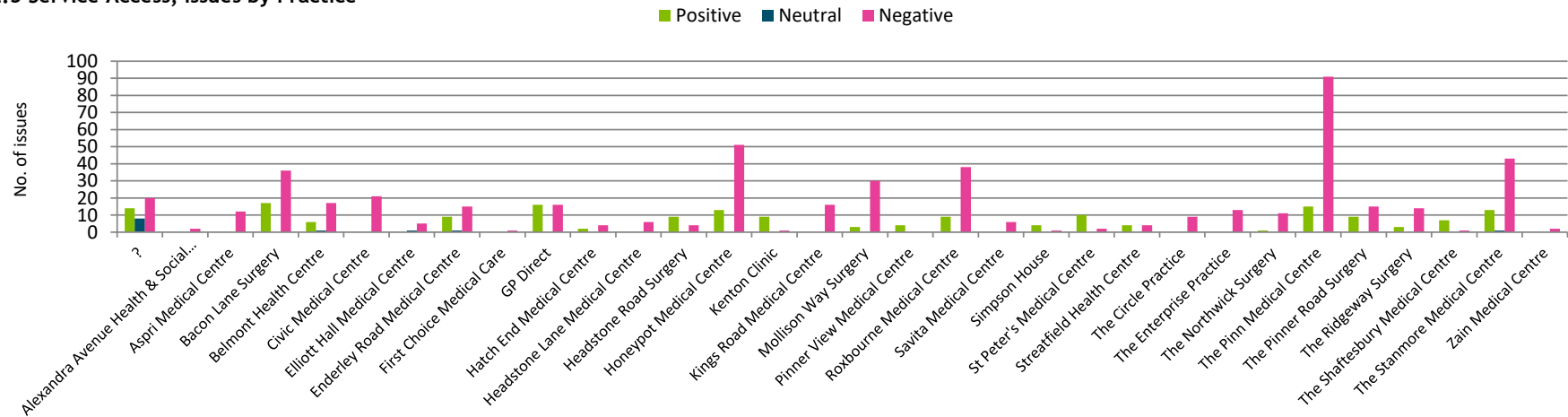
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

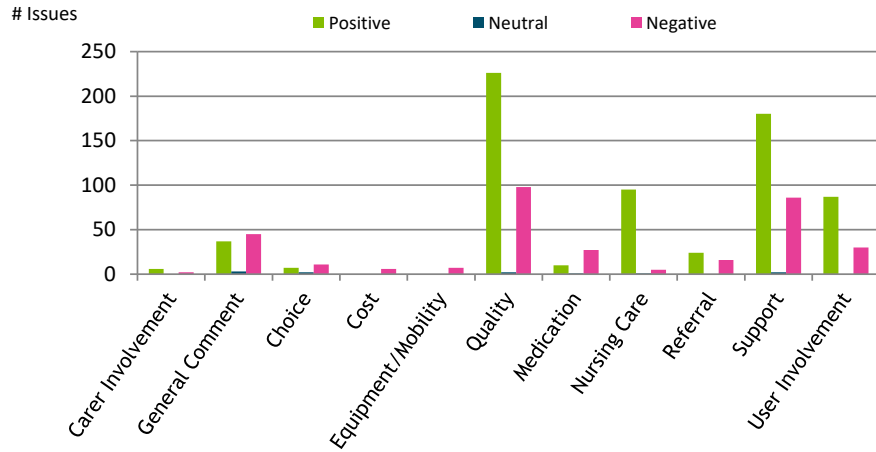


Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

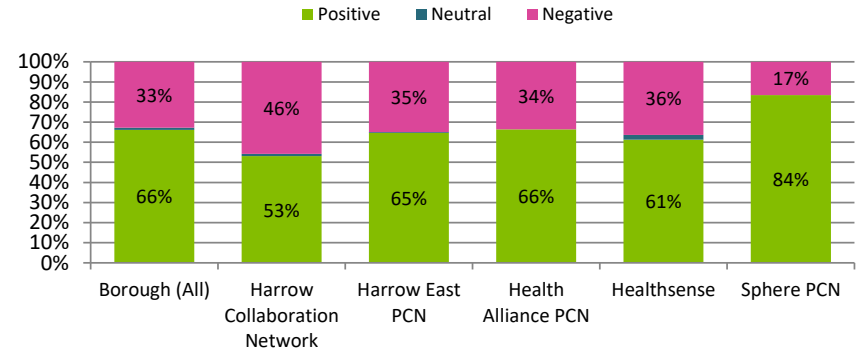


### 2.3.1 Treatment: 1016 issues detected



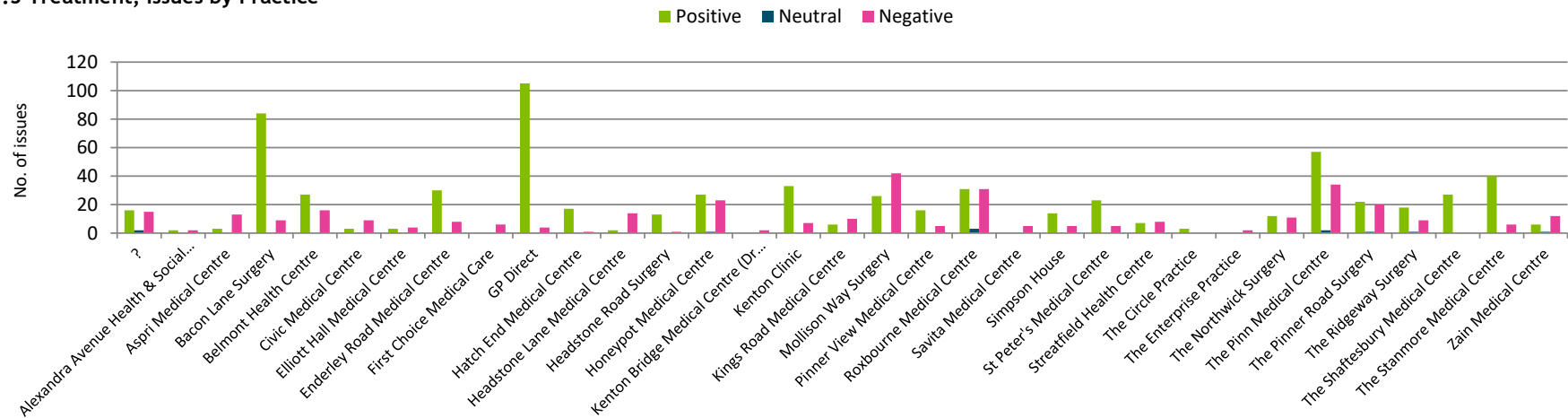
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

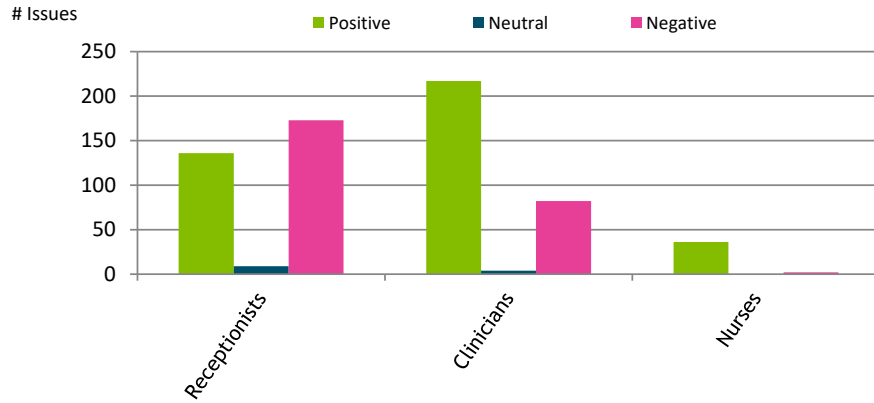


Practices receiving the most comments overall

## 2.4 Staff Attitude

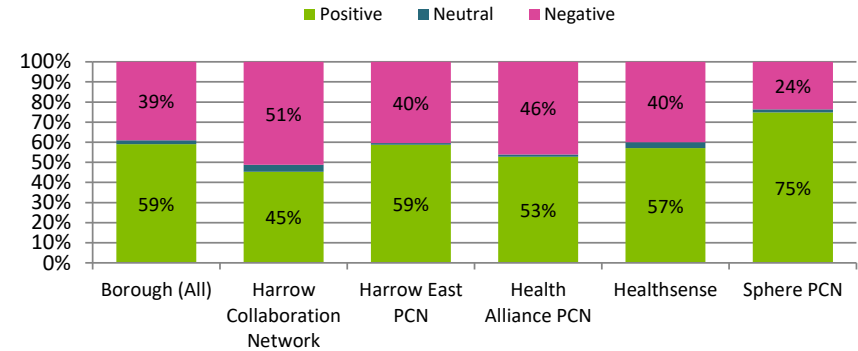


### 2.4.1 Staff Attitude: 659 issues detected



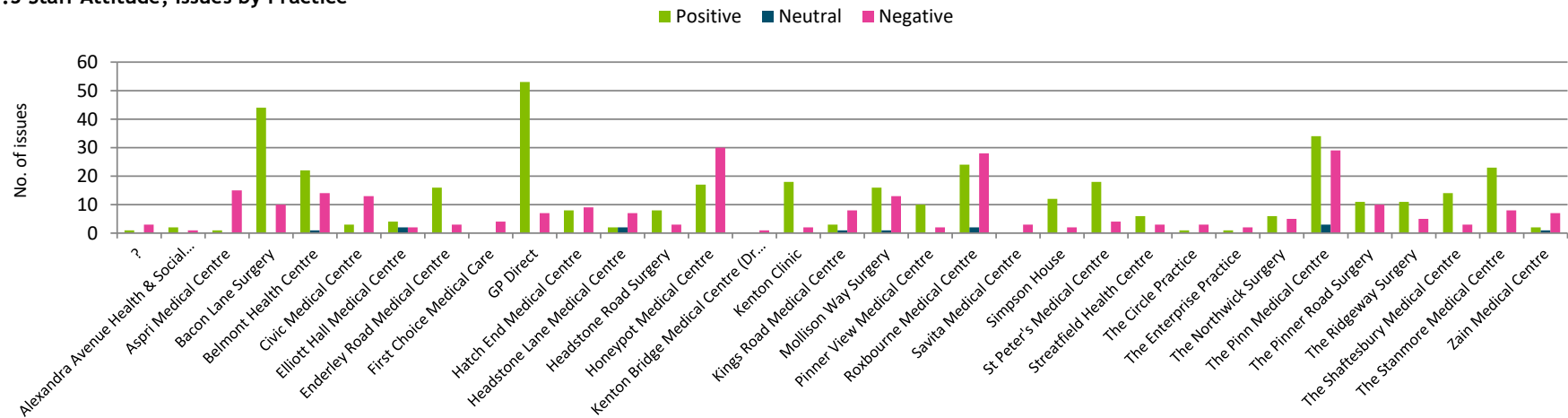
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



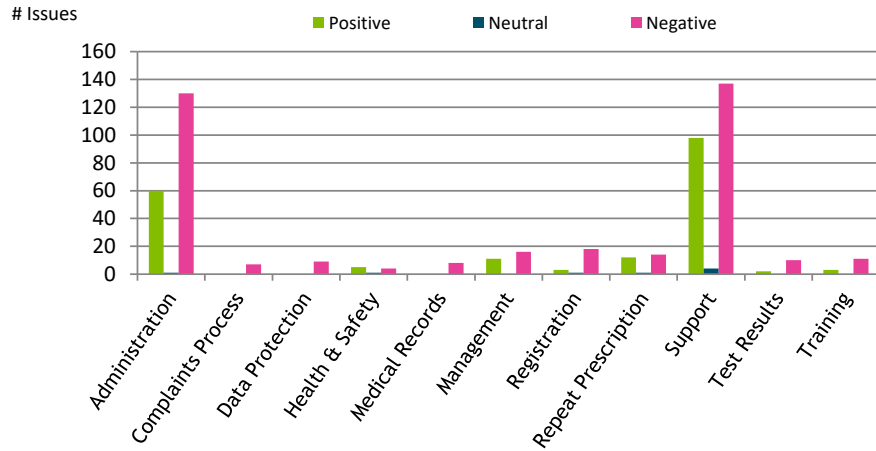
Practices receiving the most comments overall



## 2.5 Administration

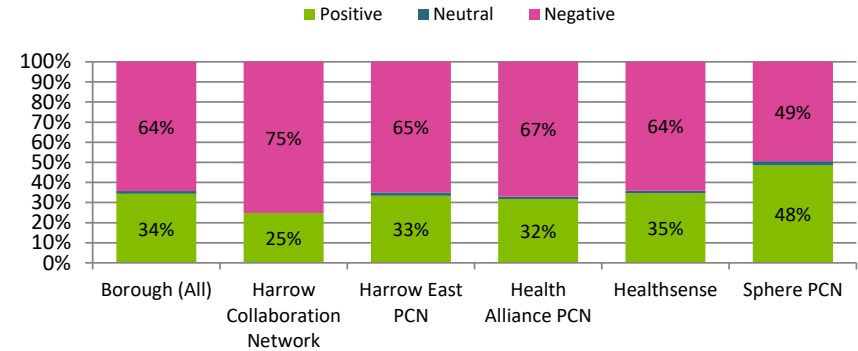


### 2.5.1 Administration: 566 issues detected



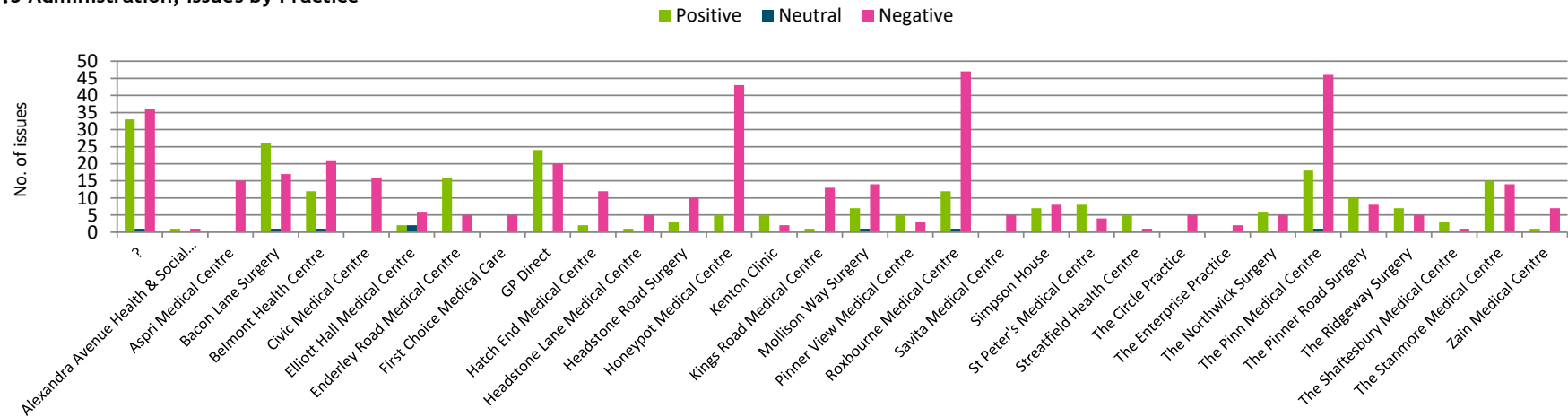
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

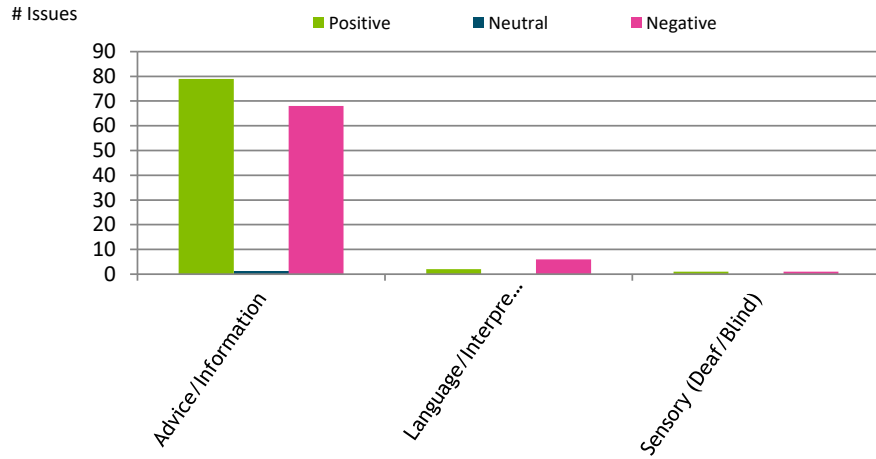


Practices receiving the most comments overall

## 2.6 Communication

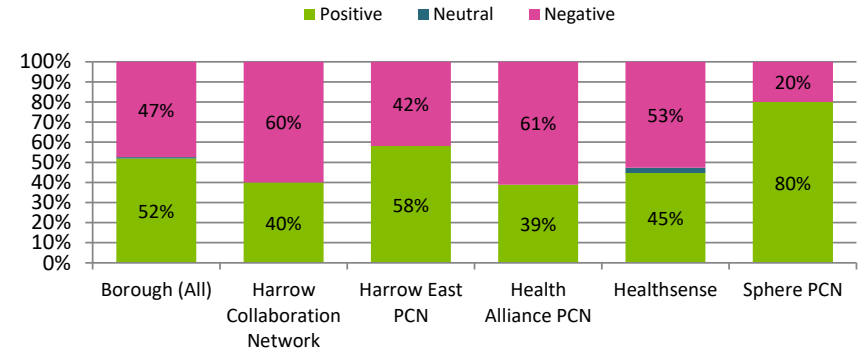


### 2.6.1 Communication: 158 issues detected



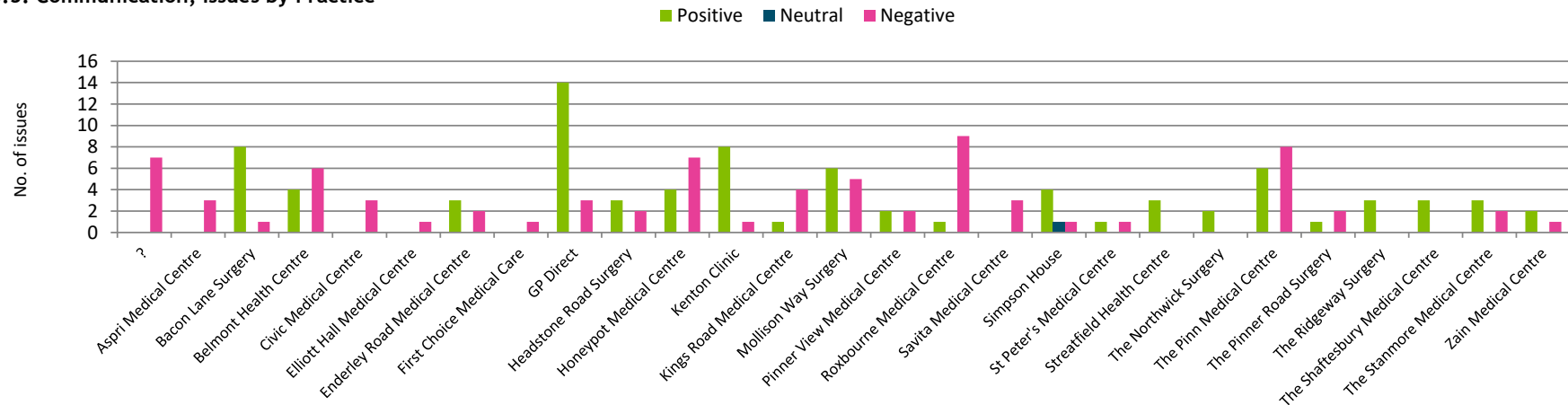
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

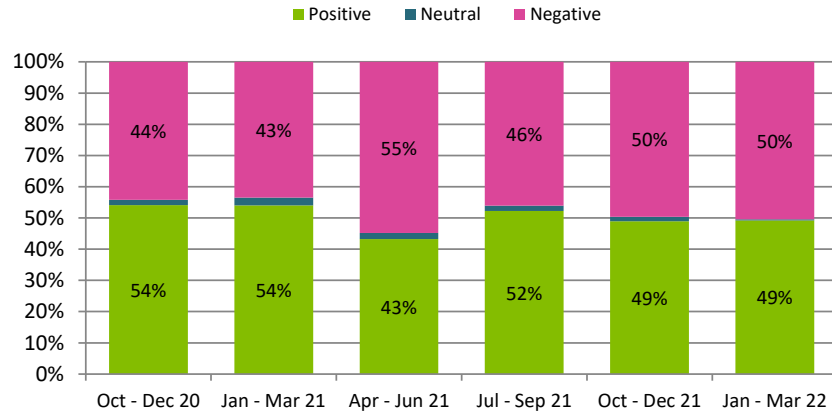


Practices receiving the most comments overall

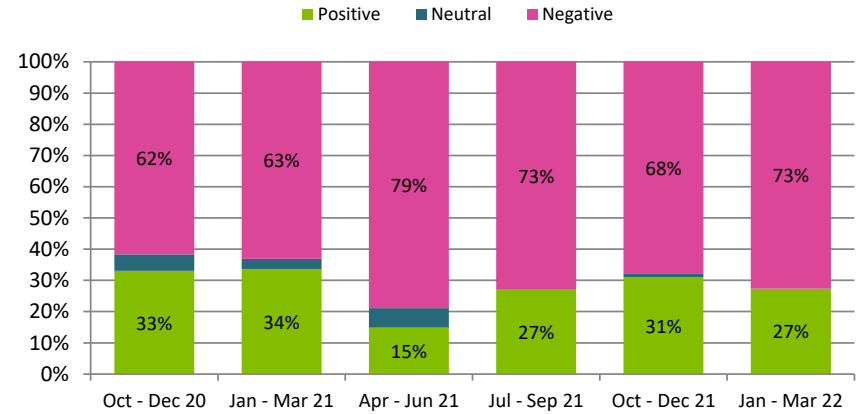
### 3. Timeline: 18 Month Tracker



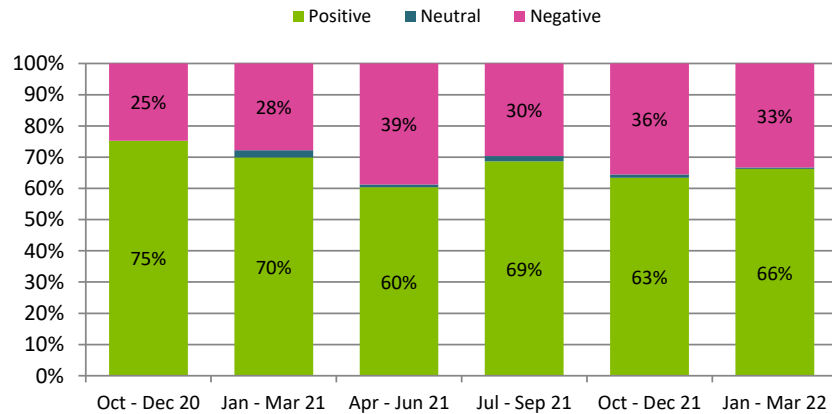
#### 3.1 Overall Sentiment



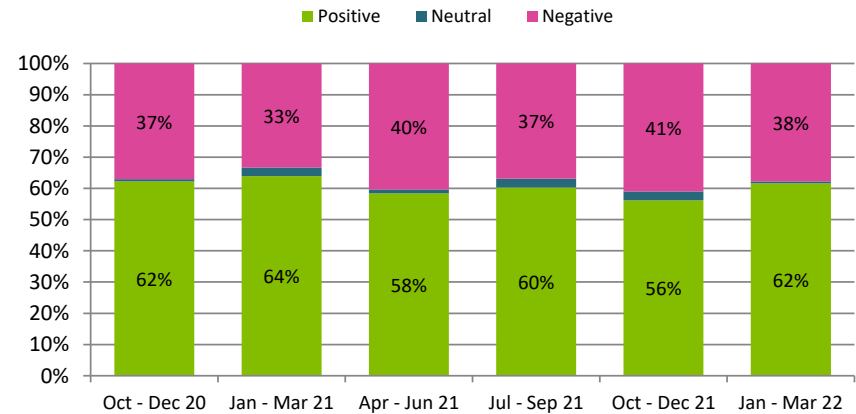
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



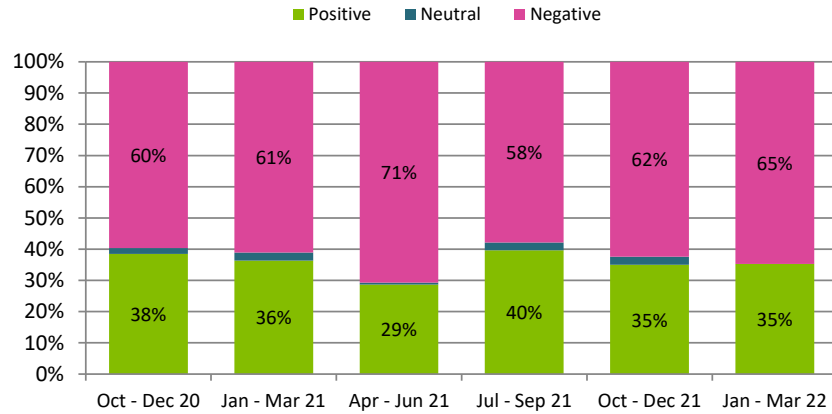
#### 3.4 Staff Attitude, Sentiment



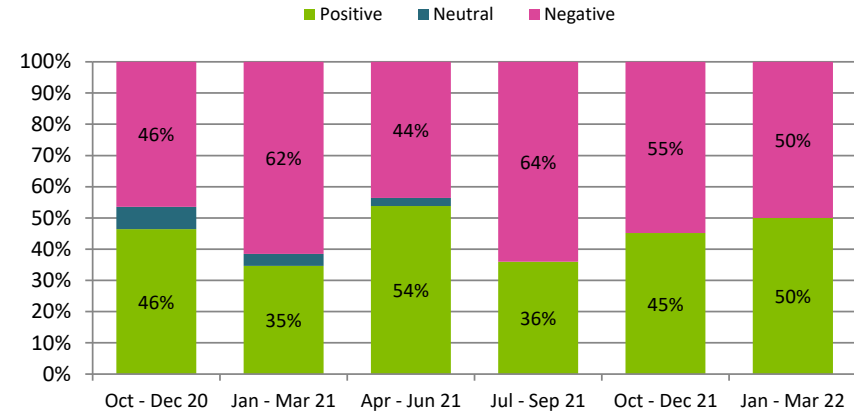
### 3. Timeline: 18 Month Tracker



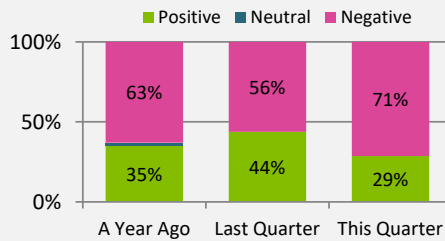
#### 3.5 Administration, Sentiment



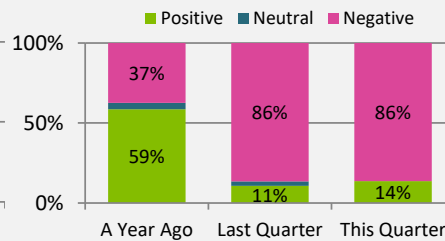
#### 3.6 Communication, Sentiment



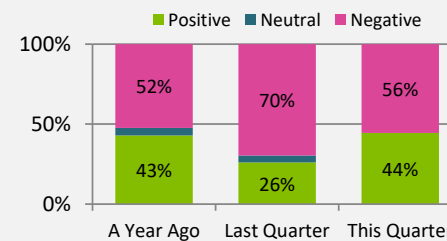
#### 3.7 Booking, Snapshot



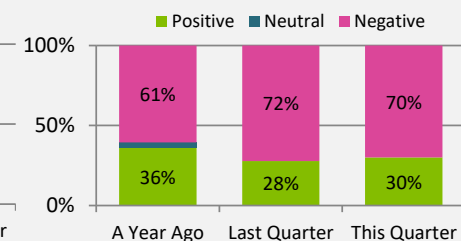
#### 3.8 Telephone, Snapshot



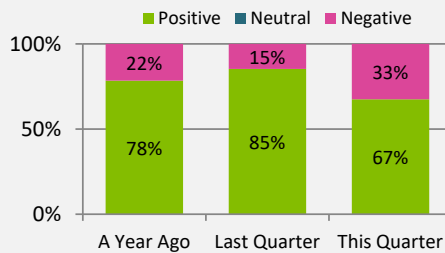
#### 3.9 Online Access, Snapshot



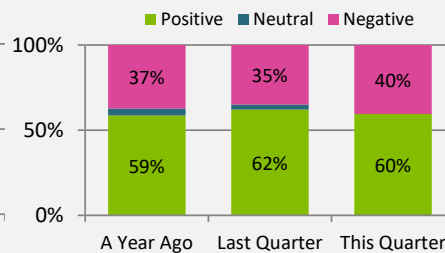
#### 3.10 Waiting List, Snapshot



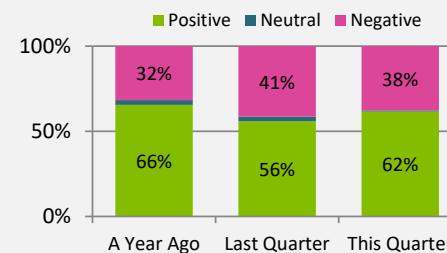
#### 3.11 Involvement Snapshot



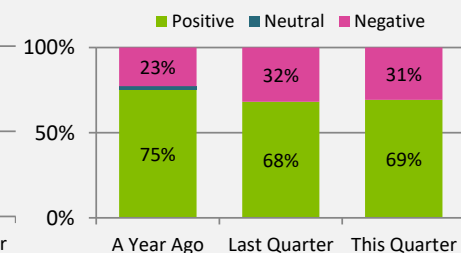
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



#### 3.14 Quality, Snapshot

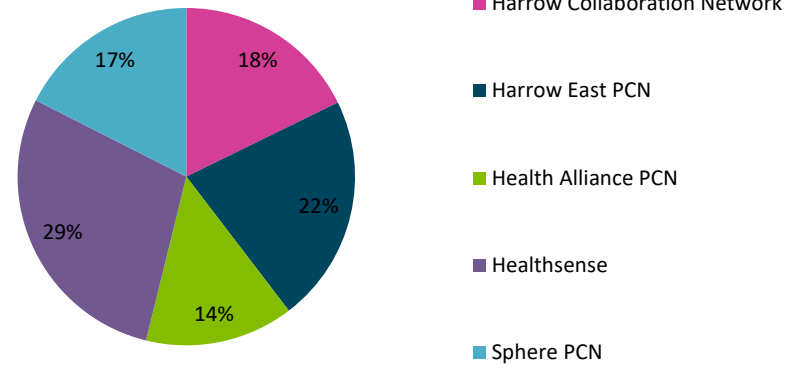
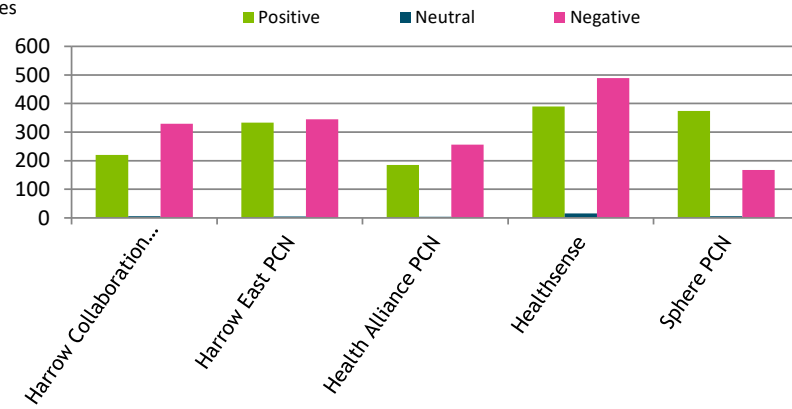


## 4. Volume by Primary Care Network



### 4.1 PCN

# Issues



## 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> | 79       | 1       | 68       | 148   |
|                 | Carer Involvement                      | <i>Involvement of carers, friends or family members.</i>          | 9        | 0       | 6        | 15    |
|                 | General Comment                        | <i>A generalised statement (ie; "The doctor was good.")</i>       | 47       | 3       | 49       | 99    |
|                 | User Involvement                       | <i>Involvement of the service user.</i>                           | 104      | 0       | 40       | 144   |
| Systems         | Administration                         | <i>Administrative processes and delivery.</i>                     | 18       | 1       | 125      | 144   |
|                 | Booking                                | <i>Ability to book, reschedule or cancel appointments.</i>        | 110      | 11      | 219      | 340   |
|                 | 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       | 9        | 9     |
|                 | Referral                               | <i>Referral to a service.</i>                                     | 24       | 0       | 16       | 40    |
|                 | Medical Records                        | <i>Management of medical records.</i>                             | 0        | 0       | 9        | 9     |
|                 | Medication                             | <i>Prescription and management of medicines.</i>                  | 22       | 2       | 41       | 65    |
|                 | Opening Times                          | <i>Opening times of a service.</i>                                | 1        | 0       | 7        | 8     |
|                 | Planning                               | <i>Leadership and general organisation.</i>                       | 16       | 0       | 16       | 32    |
|                 | Registration                           | <i>Ability to register for a service.</i>                         | 36       | 1       | 45       | 82    |
|                 | Support                                | <i>Levels of support provided.</i>                                | 317      | 6       | 229      | 552   |
|                 | Telephone                              | <i>Ability to contact a service by telephone.</i>                 | 7        | 1       | 116      | 124   |
|                 | Timing                                 | <i>Physical timing (ie; length of wait at appointments).</i>      | 48       | 2       | 47       | 97    |
| Waiting List    | <i>Length of wait while on a list.</i> | 65  | 0        | 165     | 230      |       |
| Values          | Choice                                 | <i>General choice.</i>  | 7        | 2       | 14       | 23    |
|                 | Cost                                   | <i>General cost.</i>  | 0        | 0       | 8        | 8     |
|                 | Language                               | <i>Language, including terminology.</i>                           | 2        | 0       | 6        | 8     |
|                 | Nutrition                              | <i>Provision of sustenance.</i>                                   | 0        | 0       | 0        | 0     |
|                 | Privacy                                | <i>Privacy, personal space and property.</i>                      | 1        | 0       | 5        | 6     |
|                 | Quality                                | <i>General quality of a service, or staff.</i>                    | 320      | 3       | 117      | 440   |
|                 | Sensory                                | <i>Deaf/blind or other sensory issues.</i>                        | 1        | 0       | 1        | 2     |
|                 | 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> | 1        | 0           | 2         | 3           |
|             | Environment/Layout | <i>Physical environment of a service.</i>                          | 5        | 1           | 13        | 19          |
|             | Equipment          | <i>General equipment issues.</i>                                   | 1        | 0           | 9         | 10          |
|             | Hazard             | <i>General hazard to safety (ie; a hospital wide infection).</i>   | 5        | 1           | 4         | 10          |
|             | Hygiene            | <i>Levels of hygiene and general cleanliness.</i>                  | 7        | 0           | 4         | 11          |
|             | Mobility           | <i>Physical mobility to, from and within services.</i>             | 0        | 0           | 1         | 1           |
|             | Travel/Parking     | <i>Ability to travel or park.</i>                                  | 2        | 0           | 1         | 3           |
| Staff       | Omission           | <i>General omission (ie; transport did not arrive).</i>            | 1        | 0           | 13        | 14          |
|             | Security/Conduct   | <i>General security of a service, including conduct of staff.</i>  | 1        | 0           | 0         | 1           |
|             | Staff Attitude     | <i>Attitude, compassion and empathy of staff.</i>                  | 390      | 13          | 259       | 662         |
|             | Complaints         | <i>Ability to log and resolve a complaint.</i>                     | 0        | 0           | 7         | 7           |
|             | Staff Training     | <i>Training of staff.</i>  | 3        | 0           | 11        | 14          |
|             | Staffing Levels    | <i>General availability of staff.</i>                              | 1        | 0           | 5         | 6           |
|             | <b>Total:</b>      |  |          | <b>1651</b> | <b>48</b> | <b>1692</b> |