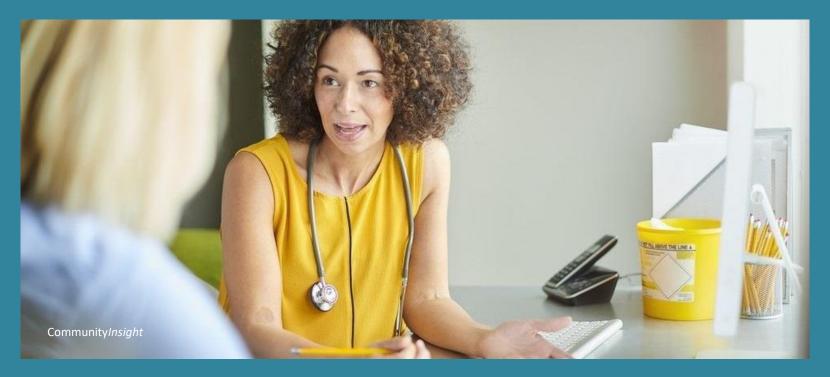
# The Experience of GP Services

A trends analysis report by Healthwatch Harrow, 17 October 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 October 2021 - 30 September 2022** 



# Index and overview of findings

# Data Source (Page 4)

This report is based on the experience of 755 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 50% positive, 46% negative and 4% neutral, comments suggest.

Trends...

According to feedback, overall satisfaction has improved marginally by 2% this quarter.

GP Direct receives a notable volume and ratio of positive comments.

# 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 are up by 2% on booking and telephone access, while decreasing by 8% on online systems.

On service access, sentiment at most practices is negative overall. The Pinn Medical Centre receives 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, satisfaction has improved by 7%, according to comments. Complaints are down by 6% on staff attitude and support.

GP Direct receives 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.

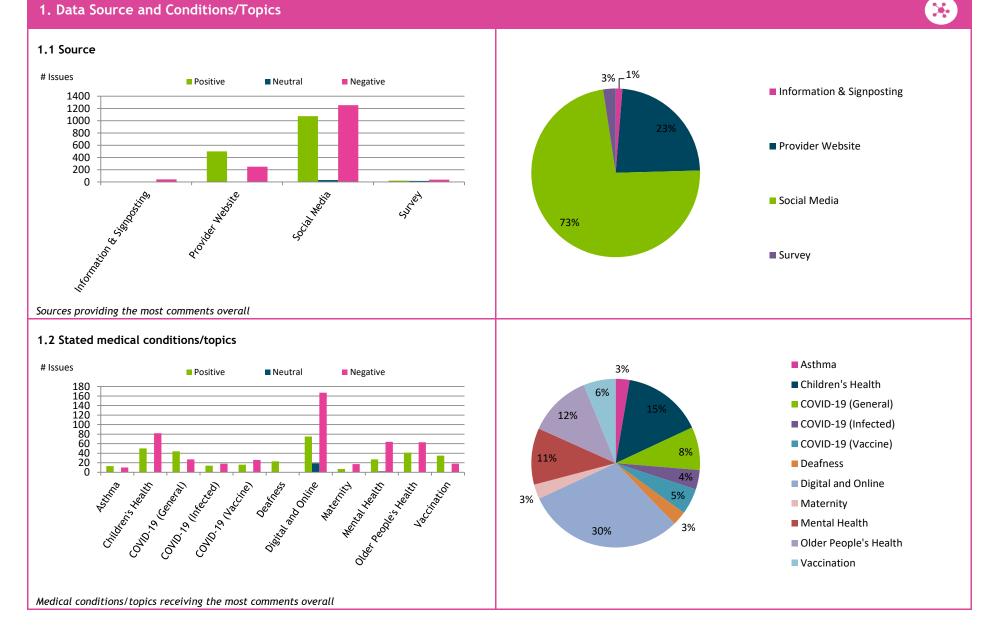
Trends...

Complaints about communication have decreased by 15% this quarter, while increasing by 6% on administration.

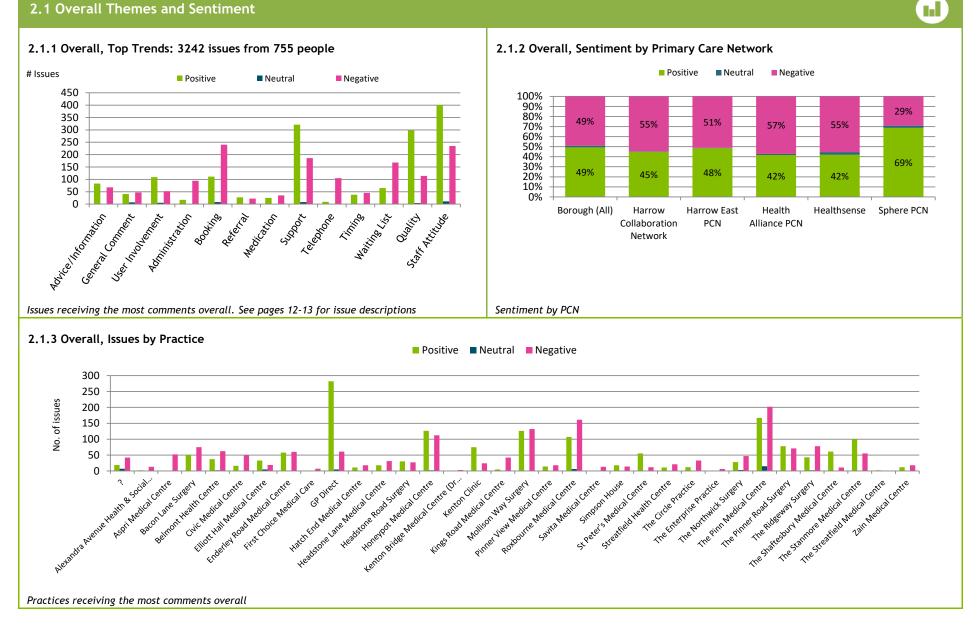
The Pinn Medical Centre and Roxbourne Medical Centre receive a notable volume and ratio of negative feedback, while comments about GP Direct are broadly complimentary.

**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



### 2.1 Overall Themes and Sentiment



## 2.2 Service Access

#### 2.2.1 Service Access: 706 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 180 100% 160 90% 80% 140 57% 70% 120 73% 71% 60% 50% 77% 80% 81% 100 80 40% 60 30% 20% 41% 40 29% 25% 10% 19% 21% 18% 20 0% 0 Store of the state 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 ŏ Ellot Hall We deal Centre troeter hood we died centre First Choice Medical Care Hach Feb Webled Carlie Headstone Line Medical Cantre Honemotivelica Centre ting Roat Netica Centre pine ven nedalaterte Rohoune nedicatente 5-peee 5 wederal centre Steafed Heath Centre the phy we deal centre the pine tood superior The states bury Medical contre the stamoe we deal centre meteathe social. Aspinedial centre 88mont Health Centre Civic medica centre source medical centre Baconane Suger Headsone Road Streen NotionWassieer The Citle Practice The Northwide Surgery The Ridgewon Surgert tain Medical Centre Alexandra Ave 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: 1032 issues detected # Issues Positive Neutral Negative Positive Neutral Negative 250 100% 90% 19% 34% 33% 200 80% 38% 41% 45% 70% 60% 50% 150 40% 79% 100 64% 30% 62% 63% 59% 55% 20% 50 10% 0% The start of the s Not the second 0 to the second se and the second s Port of the second State Collin Borough (All) Healthsense Sphere PCN Harrow Harrow East Health ice. PCN Alliance PCN Collaboration 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 140 120 100 No. of issues 80 60 40 20 tenton Bittle Medica Centre 101. 0 Enderer Road wederal centre Had End Nedical Centre Headsone the Melical Cante Heatsone Road Streen Horenot Nealed Centre Pime Ven Medical Centre Roadoure weited caute Steafed teath centre The states buy we wat a centre the stamoe we deal cante venue Health Social. Aspinedialente tilot tal media centre First Croite Medical Care une Road Medical Centre Southa Medical Centre 5 Peer's Nedica Centre The streaded head caute 881mont Health Centre Cwic Medical Centre NotionWolsuperi the little practice The there are pretice The Northwide Suffery The Pinn we deal Centre the pine tood suger Baconanesuser Lain Medica Centre Alexandra Av Practices receiving the most comments overall

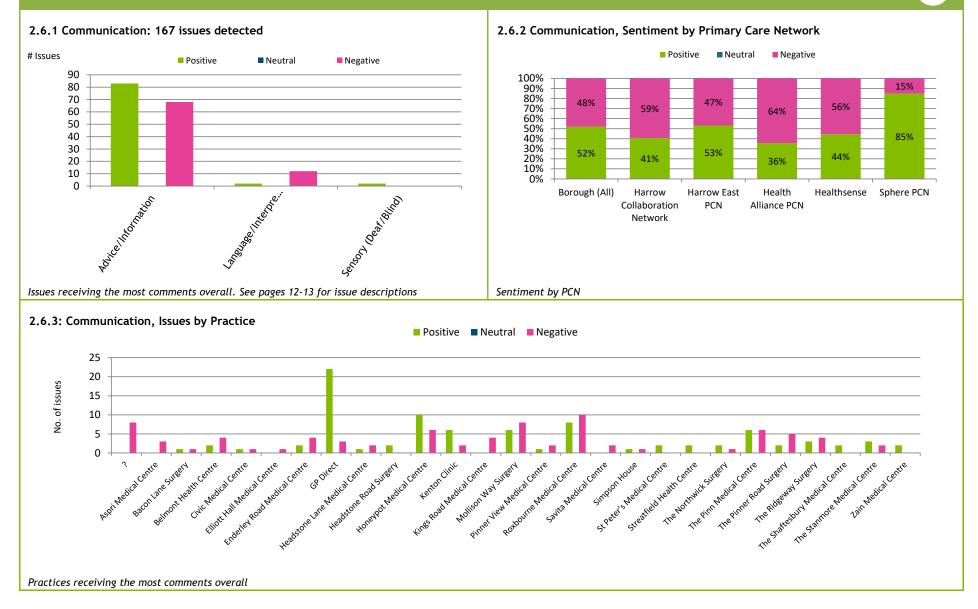
### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 641 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 250 100% 90% 19% 33% 200 80% 37% 39% 48% 51% 70% 60% 50% 40% 150 79% 100 67% 30% 62% 58% 51% 47% 20% 50 10% 0% 0 ese contraction of the second initial states 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 80 70 60 No. of issues 50 40 30 20 10 kenon Bites weddal cente IV. 0 Headstone Internetical Centre Aspin Weddra Centre Ellot Hall Medica Centre Enderer Road Medical Centre FIRSCHORE MERCENCE Had Frankelia Centre Horenon Nedical Centre tine not helica centre Dime view needed centre Bothourse Medical Centre 51 Peres Intelical Centre Steafed Heath Centre The States our Medical Centre the stampe we deal cante one Heath osocial. Bemontheastreastre Cvic Medical Centre Heatrone Road Surgery Soite Medical Centre The little Practice the pine tood sugery NotionWassieer The Northwide Surgery the tim we deal cante Baconlane Sugar The Rideewon Sufery Lain Medica Centre Practices receiving the most comments overall

#### 2.5 Administration

#### 2.5.1 Administration: 471 issues detected 2.5.2 Administration, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 120 100% 90% 100 80% 46% 54% 70% 60% 61% 80 67% 67% 60% 50% 60 40% 40 30% 52% 46% 20% 40% 38% 31% 30% 20 10% 0% 0 Really & Sher Not of the second secon Rose House Pert Asserties 1 diling Contraction of the second or or or of the Administration of the second People South Strate Stood Standard Borough (All) Healthsense Sphere PCN Harrow Harrow East Health Wongson on PCN Alliance PCN Collaboration Network Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 50 45 40 35 30 25 20 15 10 No. of issues 5 ŏ Aspinedra centre Ellot Hall Medica Centre Enderer Road Medical Centre FIRSCHORE MERCENCE Headstone Lake Medica Centre Horenot weater Centre Priver view needed contre Roadourne Medica Centre 5 peres medical centre Steafed Heath Centre The States Dur Medical Centre the stampe we deal cante enve Health a Social. Civic Medical Centre Hath Fish Medical Centre Heatsone nead surgery tine Road Medical Centre southa medical contre The treepie Pactice the pine tood sugery Bemont Health Centre NOUSONWOJUBER The Citle Practice The Northwide Surgery The Pinn we deal centre Bacontane Surgery The Ridgewon Sufferi Lain Medica Centre Practices receiving the most comments overall

### 2.6 Communication

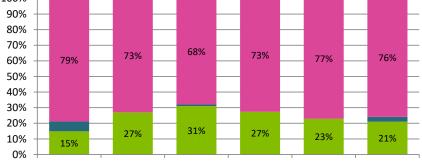


## 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 80% 46% 46% 50% 50% 52% 55% 70% 60% 50% 40% 30% 52% 50% 49% 49% 48% 44% 20% 10% 0% Oct - Dec 20 Jan - Mar 21 Apr - Jun 21 Jul - Sep 21 Oct - Dec 21 Jan - Mar 22

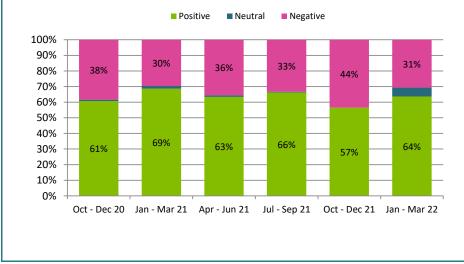
#### 3.1 Overall Sentiment





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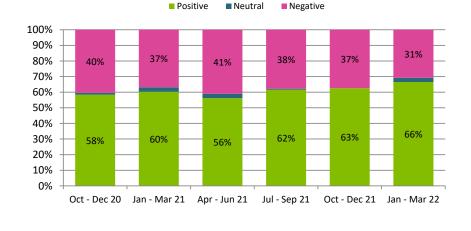
Oct - Dec 20 Jan - Mar 21 Apr - Jun 21 Jul - Sep 21 Oct - Dec 21 Jan - Mar 22



#### 3.3 Treatment and Care, Sentiment

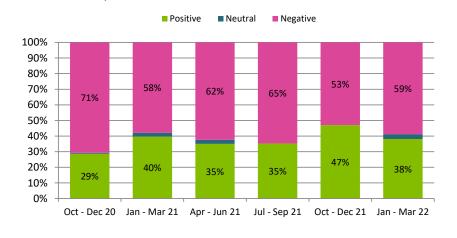
3.4 Staff Attitude, Sentiment

3.2 Service Access, Sentiment

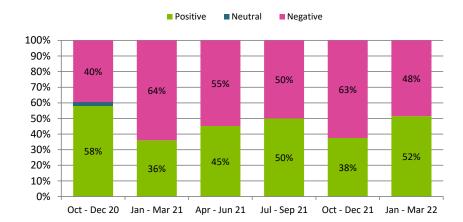


## 3. Timeline: 18 Month Tracker

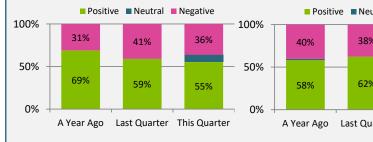
#### 3.5 Administration, Sentiment



#### 3.6 Communication, Sentiment

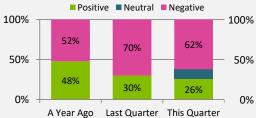


#### 3.7 Booking, Snapshot 3.8 Telephone, Snapshot ■ Positive ■ Neutral ■ Negative ■ Positive ■ Neutral ■ Negative 100% 100% 40% 73% 75% 77% 95% 50% 50% 97% 58% 25% 27% 23% 0% 0% A Year Ago Last Quarter This Quarter A Year Ago Last Quarter This Quarter 3.11 Involvement Snapshot 3.12 Support, Snapshot

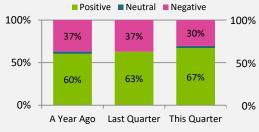




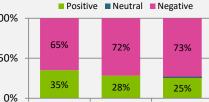
#### 3.9 Online Access, Snapshot



### 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
Patients/Carers	Advice/Information	Communication, including access to advice and information.	83	0	68	151
	Carer Involvement	Involvement of carers, friends or family members.	10	0	5	15
	General Comment	A generalised statement (ie; "The doctor was good.")	41	7	47	95
	User Involvement	Involvement of the service user.	109	5	52	166
Systems	Administration	Administrative processes and delivery.	17	0	94	111
	Booking	Ability to book, reschedule or cancel appointments.	111	8	240	359
	Cancellations	Cancellation of appointment by the service provider.	0	0	6	6
	Data Protection	General data protection (including GDPR).	1	1	10	12
	Referral	Referral to a service.	27	0	22	49
	Medical Records	Management of medical records.	0	0	7	7
	Medication	Prescription and management of medicines.	25	0	35	60
	Opening Times	Opening times of a service.	1	0	5	6
	Planning	Leadership and general organisation.	6	0	11	17
	Registration	Ability to register for a service.	3	0	18	21
	Support	Levels of support provided.	321	8	186	515
	Telephone	Ability to contact a service by telephone.	9	1	105	115
	Timing	Physical timing (ie; length of wait at appointments).	38	1	45	84
	Waiting List	Length of wait while on a list.	65	1	168	234
Values	Choice	General choice.	7	4	27	38
	Cost	General cost.	0	0	6	6
	Language	Language, including terminology.	2	0	12	14
	Nutrition	Provision of sustainance.	0	0	0	0
	Privacy	Privacy, personal space and property.	2	0	8	10
	Quality	General quality of a service, or staff.	298	4	114	416
	Sensory	Deaf/blind or other sensory issues.	2	0	0	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).		2	0	3	5	
Environment/Layout	Physical environment of a service.		11	2	10	23	
Equipment	General equipment issues.		2	1	5	8	
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	5	5	
Hygiene	Levels of hygiene and general cleanliness.		3	0	1	4	
Mobility	Physical mobility to, from and within services.		1	0	1	2	
Travel/Parking	Ability to travel or park.		1	0	0	1	
Omission	General omission (ie; transport did not arrive).		1	0	23	24	
Security/Conduct	General security of a service, including conduct of staff.		0	0	0	0	
Staff Attitude	Attitude, compassion and empathy of staff.		400	11	235	646	
Complaints	Ability to log and resolve a complaint.		0	0	3	3	
Staff Training	Training of staff.		0	0	7	7	
Staffing Levels	General availability of staff.		0	0	5	5	
		Total:	1599	54	1589	3242	

# Community Insight CRM