The Experience of GP Services

A trends analysis report by Healthwatch Tower Hamlets, 12 January 2023



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 January - 31 December 2022



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 1,277 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

Top Themes (Page 5)

A broad majority of people receive good quality treatment and nursing care. According to feedback, patients would like greater levels of service access, communication, empathy, involvement and support.

Overall sentiment is 44% positive, 54% negative and 2% neutral.

Trends...

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

Goodmans Fields Medical Practice and Jubilee Street Practice receive a notable volume 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...

Satisfaction on service access has declined by 2%, comments suggest. Complaints are up by 5% on ability to book appointments, by 3% on waiting times and by 3% on telephone access.

Comments suggest satisfaction at most practices is noticeably negative overall.

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment and nursing care, however support is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

Comments suggest satisfaction has improved by 1% on treatment and care with no change recorded on staff attitude.

Goodmans Fields Medical Practice, Island Health and Jubilee Street Practice 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 obtain prescriptions and test results are also cited as issues.

Trends...

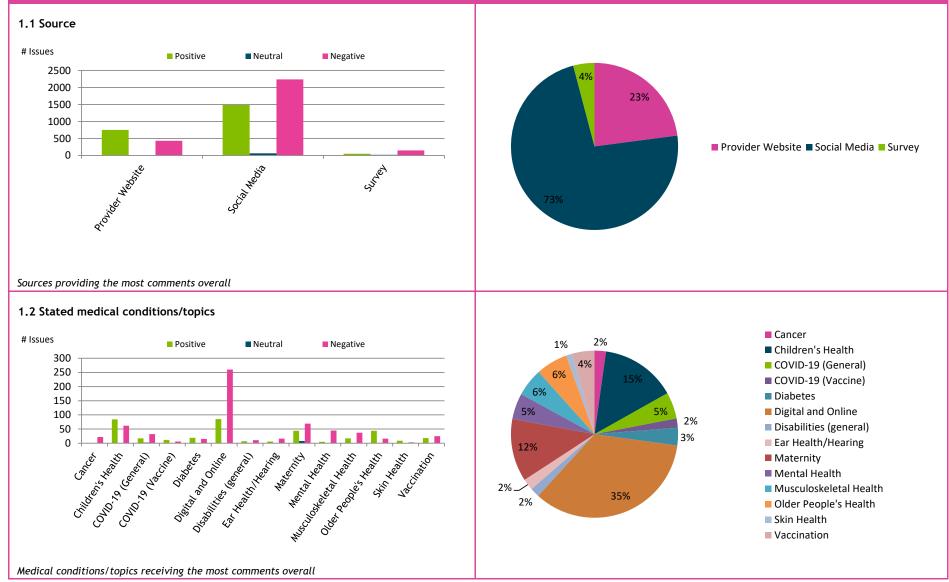
Complaints about administration have increased by 2% this quarter, while increasing by 1% on communication.

Goodmans Fields Medical Practice, Island Health and Jubilee Street Practice receive a notable volume and ratio of positive comments.

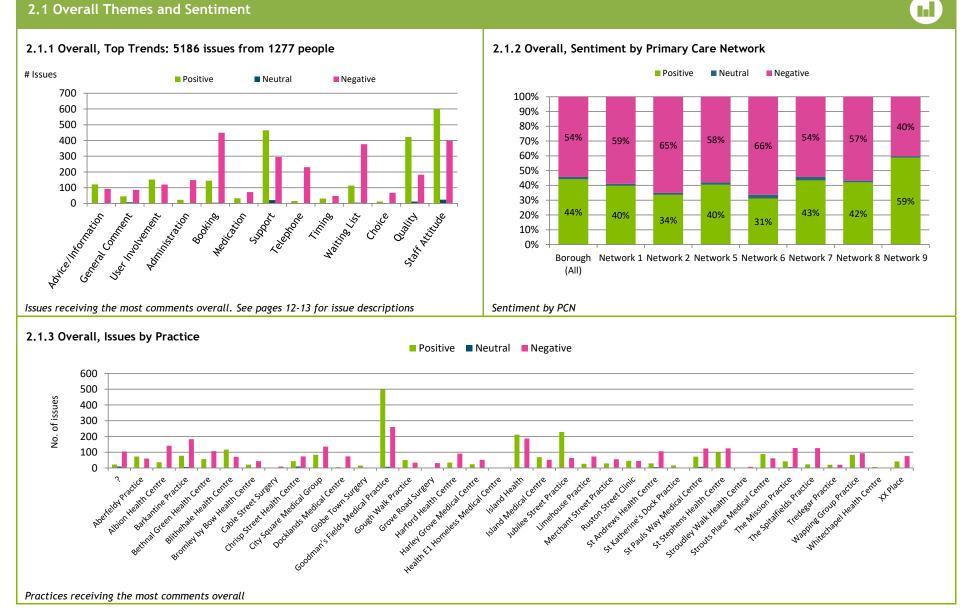
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics

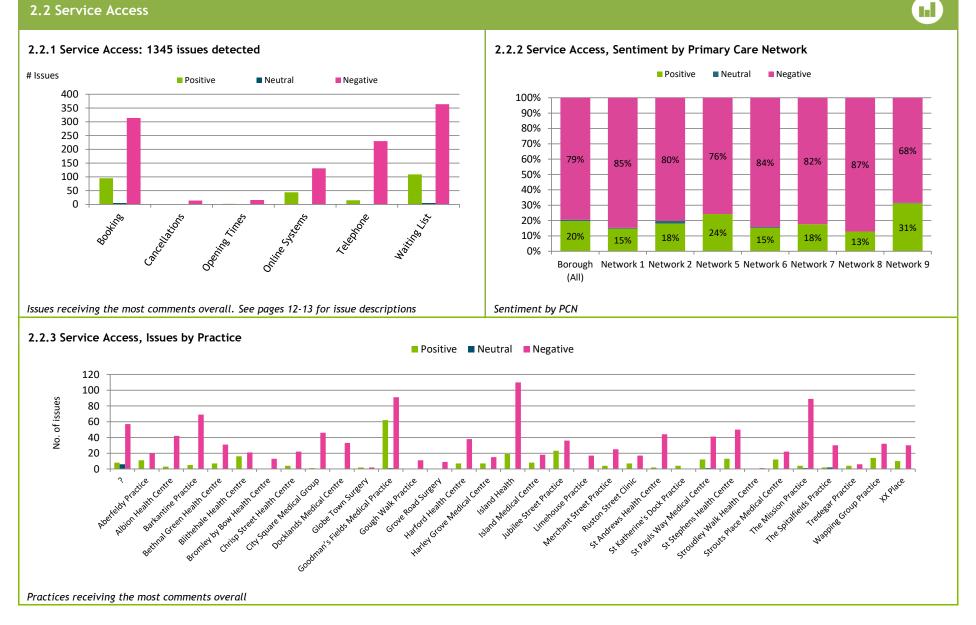




2.1 Overall Themes and Sentiment



2.2 Service Access



2.3 Clinical Treatment and Care

2.3.1 Treatment: 1494 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 300 100% 250 90% 31% 80% 200 41% 46% 51% 55% 70% 57% 150 60% 100 50% 50 40% Neticial Haring Locology Less 68% 0 30% Contraction of the second second the second second Polo Alexandre 56% 59% Cope of Company Cloud croice 51% 45% 43% 20% 40% 10% 0% Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All) 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 0 Goodman's feels Medica Provide Bettrad Geen Health Centre Bitterae teath centre Bronter Dr Bon Heath Centre Chrisp Street Health Centre City Suble Medica GOUR Dothers Weslin Lentre Hater Gove Medical Centre 51 Kathenie's Dock Province Stoude way teath cante Strouts Pace weeked centre Goust walk Partice Hatoo Heatricatte 51 Autensteath centre 5 Parts Wor Medial Centre 555ephersheath centre The Mission Practice Wapping Goup Practice white tare heart cante heretedy Practice Abion Health Centre Grove Road Surgery 15land Health Hand Medical Contre unite street Protice Linehouse Practice Weddansteethadice Ruston Steet Chil The Spitasterie Practice Tredesa Practice #Place Practices receiving the most comments overall

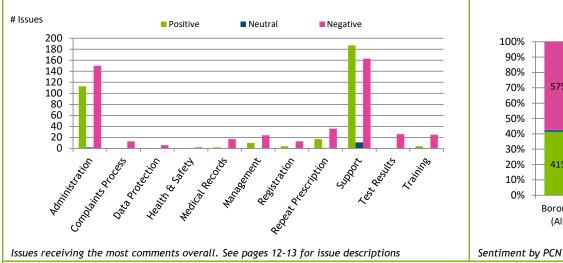
2.4 Staff Attitude

2.4.1 Staff Attitude: 1021 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 350 100% 300 90% 33% 250 80% 43% 44% 46% 51% 54% 200 70% 150 60% 100 50% 50 40% 71% 0 65% 30% Person and a state of the state 59% Unit Construction of the second 54% 55% 51% HUS-SS 44% 45% 20% 10% 0% Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All) 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 140 120 100 No. of issues 80 60 40 20 0 Goodman 5 feels Medica Practice Health Thomas we had cante Chille Street Health Centre CIN SUPP Medica GOUR Stoude Wak teath centre Stouts Pace Medical Centre Bettrad Geen Health Centre Bromer preserve and cente Doctants weited centre Gough Walt Practice Hatod Heath centre Hater Gove weden centre Hand Medical Centre STANDENS HEAlth Centre 5-Kateneesbook Protice 5 Pauls Wor Medical Cantle 5.5ephenteetheath centre whitedate heath centre Abertedy Practice Abion Health Centre Bitterae teath centre cate stree sufferi Grove Road Surgery unlee steel Practice Limehouse Practice Weither Steel Practice Ruson steet linic The Mission Practice The Spidstell Produce Tredeea Practice Wapping GOUP Practice \$t place

Practices receiving the most comments overall

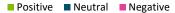
2.5 Administration

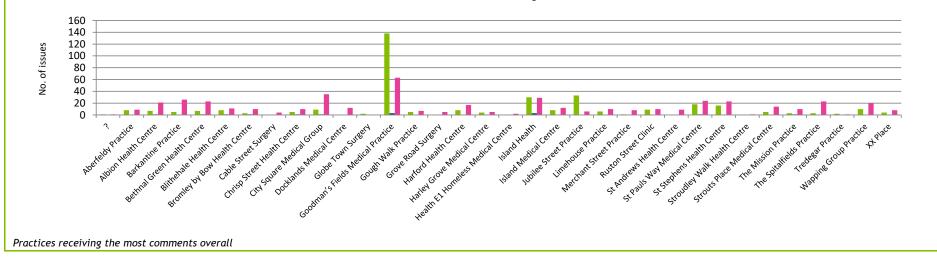
2.5.1 Administration: 829 issues detected



2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative 100% 90% 80% 70% 57% 59% 59% 579 63% 68% 71% 74% 60% 50% 40% 30% 20% 41% 41% 39% 419 34% 30% 26% 23% 10% 0% Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All)

2.5.3 Administration, Issues by Practice





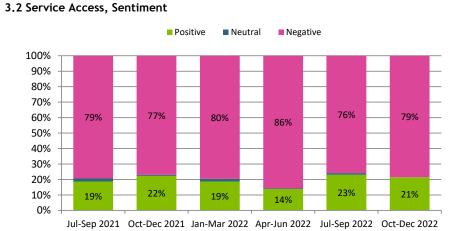
2.6 Communication



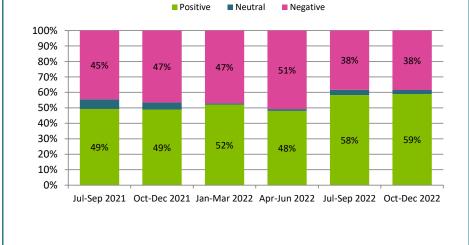
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 80% 51% 53% 57% 70% 60% 60% 59% 60% 50% 40% 30% 47% 45% 42% 20% 40% 36% 38% 10% 0% Jul-Sep 2021 Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022

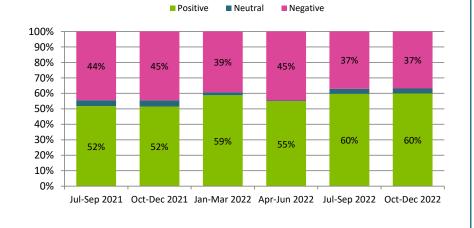
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment



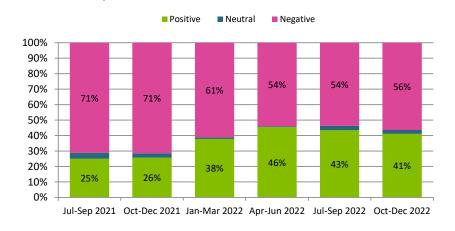
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3. Timeline: 18 Month Tracker

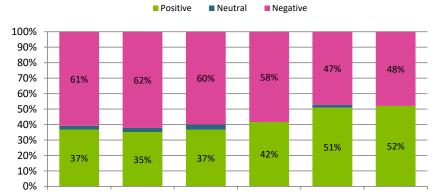
3.5 Administration, Sentiment

0%

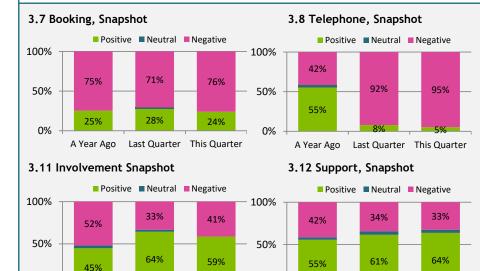
A Year Ago Last Quarter This Quarter



3.6 Communication, Sentiment

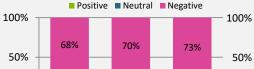


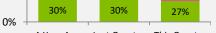
Jul-Sep 2021 Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022



0%

A Year Ago Last Quarter This Quarter

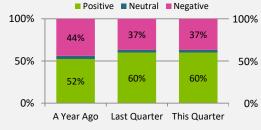




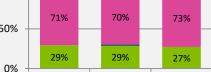
A Year Ago Last Quarter This Quarter

3.13 Staff Attitude, Snapshot

3.9 Online Access, Snapshot



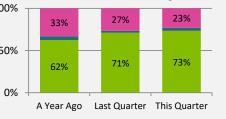




A Year Ago Last Quarter This Quarter

3.14 Quality, Snapshot

■ Positive ■ Neutral ■ Negative



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4. Volume by Primary Care Network





5. Data Table: Number of issues

	•		# Issues				
		Positive	Neutral	Negative	Total		
Advice/Information	Communication, including access to advice and information.	121	2	92	215		
Carer Involvement	Involvement of carers, friends or family members.	11	0	2	13		
General Comment	A generalised statement (ie; "The doctor was good.")	45	7	86	138		
User Involvement	Involvement of the service user.	152	2	120	274		
Administration	Administrative processes and delivery.	23	1	148	172		
Booking /	Ability to book, reschedule or cancel appointments.	145	5	449	599		
Cancellations	Cancellation of appointment by the service provider.	0	0	19	19		
Data Protection	General data protection (including GDPR).	1	0	6	7		
Referral /	Referral to a service.	28	1	32	61		
Medical Records	Management of medical records.	2	0	18	20		
Medication /	Prescription and management of medicines.	33	1	72	106		
Opening Times	Opening times of a service.	2	0	17	19		
Planning I	Leadership and general organisation.	10	0	24	34		
Registration	Ability to register for a service.	4	0	13	17		
Support I	Levels of support provided.	465	21	295	781		
Telephone	Ability to contact a service by telephone.	15	1	230	246		
Timing	Physical timing (ie; length of wait at appointments).	31	1	48	80		
Waiting List	Length of wait while on a list.	113	5	376	494		
Choice	General choice.	12	0	68	80		
Cost	General cost.	0	0	6	6		
Language	Language, including terminology.	2	0	12	14		
Nutrition /	Provision of sustainance.	1	1	0	2		
Privacy /	Privacy, personal space and property.	0	0	6	6		
Quality	General quality of a service, or staff.	423	12	182	617		
Sensory I	Deaf/blind or other sensory issues.	0	0	0	0		
Stimulation	General stimulation, including access to activities.	1	0	1	2		

Systems

Values

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).		3	0	2	5	
Environment/Layout	Physical environment of a service.		27	0	11	38	
Equipment	General equipment issues.		0	0	6	6	
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	2	2	
Hygiene	Levels of hygiene and general cleanliness.		13	0	3	16	
Mobility	Physical mobility to, from and within services.		0	0	1	1	
Travel/Parking	Ability to travel or park.		0	0	1	1	
Omission	General omission (ie; transport did not arrive).		0	0	20	20	
Security/Conduct	General security of a service, including conduct of staff.		3	0	1	4	
Staff Attitude	Attitude, compassion and empathy of staff.		598	24	398	1020	
Complaints	Ability to log and resolve a complaint.		1	0	13	14	
Staff Training	Training of staff.		4	0	25	29	
Staffing Levels	General availability of staff.		0	0	8	8	
		Total:	2289	84	2813	5186	

Community Insight CRM