The Experience of GP Services

A trends analysis report by Healthwatch Harrow, 23 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 805 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, comments suggest. According to feedback, patients would like greater levels of service access, communication, empathy and support.

Overall sentiment is 49% positive, 49% negative and 2% neutral, comments suggest.

Trends...

According to feedback, overall satisfaction has declined marginally by 1% this quarter.

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

Service Access (Page 6)

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

Trends...

This quarter, complaints are down by 10% on booking, however just 2% of comments about telephones and 9% about online systems are positive overall.

On service access, sentiment at most practices is negative overall.

Clinical Treatment and Staff Attitude (Pages 7-8)

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

Trends...

This quarter, satisfaction has declined marginally by 1%, according to comments. Complaints are up by 3% 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 or obtain repeat prescriptions are also cited as issues.

Trends....

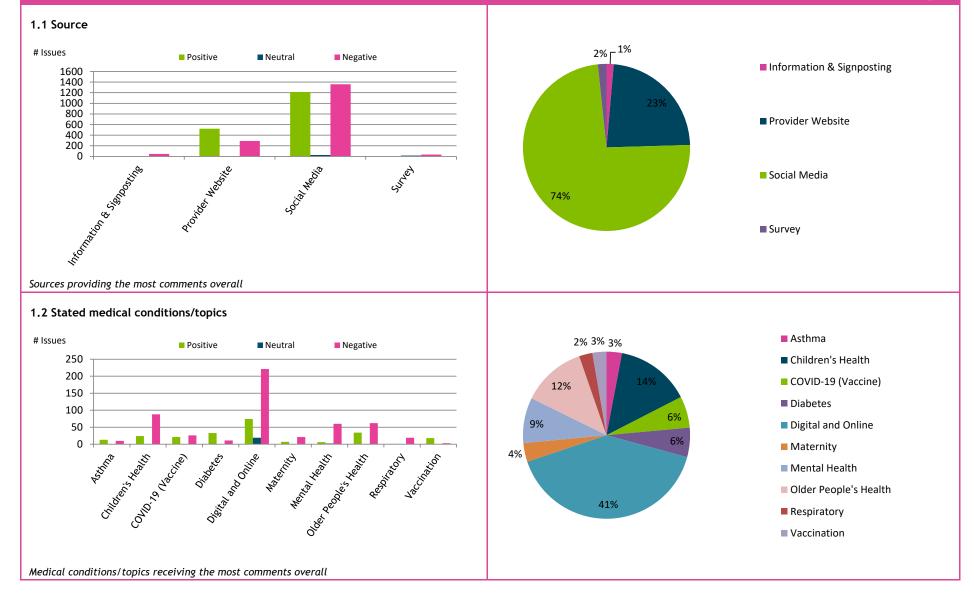
Complaints about administration have decreased by 4%, while increasing by 7% on communication.

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.

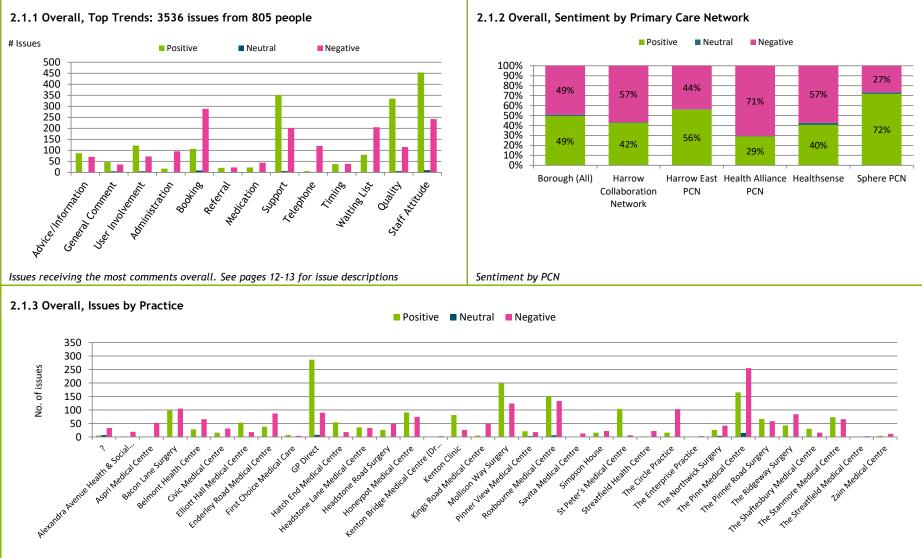
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics

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2.1 Overall Themes and Sentiment



Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 817 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 250 100% 90% 200 80% 80% 70% 60% 50% 40% 30% 20% 10% 54% 76% 74% 150 79% 83% 87% 100 46% 50 24% 23% 21% 15% 12% 0% 0 on the second state to be with the second state to be a second state to Borough (All) Harrow East Health Alliance Healthsense Sphere PCN Harrow 800 1110 800 Collaboration PCN PCN 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 140 120 100 No. of issues 80 60 40 20 0 The states our Medical centre anue Heath & Social. Astiwestcalcentre Ellot Hall We deal Centre Enderer Road head calcentre Hard End Medical Centre Headsone the Medical Cantle Horemot we deal centre King Real Medical Lentre Pinner Wen Medical Centre Rostourne Medical Centre 5-pere 5 medical centre Sreafed Heath Centre the pine food sugery The stamoe we deal cante 88mont Health Contre Cure medical centre FIRSCHORE MERICAL CAFE Southa Medical Centre The Northwide Surgery the tim we deal centre Baconanesureen Headfore Road Surgery Mollion Wol Suffer The Circle Practice The Bidgewon Surgery Tain webica centre Alexandrat Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 1066 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 250 100% 90% 11% 34% 33% 200 80% 38% 47% 54% 70% 60% 50% 40% 30% 20% 10% 0% 150 85% 100 64% 64% 62% 51% 46% 50 Not de de la construction de la The state of the s 0 A Line of the second se Solution of the second to solution the solution of th Contraction of the second Borough (All) Harrow East Health Alliance Healthsense Sphere PCN Harrow Croice Collaboration PCN 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 140 120 No. of issues 100 80 60 40 20 tenton Bittle Weddal Centre 191. 0 pineeven headed centre speed we deal centre enve Health & Social. Ellot Hall Medica Centre Enderer Road wederal centre First Clove weddel care Hard End Medica Lentre Headstone Ine Medical Cantle Heatione Road Street Horenot Netra Centre King Real Medica Centre Rokoune Metica Centre Southa Medical Centre Steafed Heath Centre The streated we deal centre Benot Heatt centre The tree prote Produce The Northwide Surgery the phy we deal centre The states by we dealer we the same event of centre Aspineotial centre Bacontane Surgery civic Medical Centre Notionwaysureen The Cicle Practice the nime nod suger Tain Medical Centre Alexandra Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 701 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 250 100% 90% 19% 24% 35% 36% 200 80% 46% 70% 60% 50% 40% 30% 20% 10% 0% 62% 150 100 76% 79% 64% 62% 53% 38% 50 0 A SS CONTRACTOR Borough (All) Harrow East Health Alliance Healthsense Sphere PCN ili UC Harrow HI Sec Collaboration PCN 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 weden cente IV. venue Health & Social. 0 Ellot Hall Medica Centre Enderley Road Medical Centre pinner Wern Medical Centre Roxbourne Medica Centre 5 pere headed centre the phy we deal centre Aspinedical centre First Clobe weddel care Harr End Medica Centre Headstone lare Medica Conve Horenot Netra Centre tine Road Medica Lentre sreafed teath centre Bemont Health Centre Heatsone Road Surgery saina Medical Centre The Northwide Subert The States Dry Neural Centre the same events cente Bacontane Surgery Civic Medical Centre Molison Way Surgery The Cicle Practice the pine head sugery The Ridgewon Surgery Tain Medical Contre Alexandrat Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 551 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 140 100% 90% 120 80% 38% 43% 100 70% 60% 50% 40% 30% 20% 10% 0% 58% 61% 66% 72% 80 60 62% 57% 40 41% 39% 28% 31% 20 0 Composition of the second Cate of the contract of the co Health & Step Media Media and the second Addining the state Mandal Mandal People Stration Stobory . Borough (All) Harrow East Health Alliance Healthsense Sphere PCN Harrow Collaboration PCN PCN 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 70 60 50 No. of issues 40 30 20 10 0 Endered Road Needed Centre stpere tweeted centre The Statesbury Media Leave enve Health & Social. Aspinediatente Ellot Hall Medica Centre FIRS-CHORE MERICAL CAFE King Road Medical Centre Pinne Vew Medica Centre Rokourre Metica Centre Sreafed Health Centre the same we head cante Belmont Health Centre Hach Fid Medica Centre Headstone lae Medica Centre Horenot we dra Centre Southe Medical Contre The Northind Surgery the phy we deal centre The streamed head head cante Bacontane Surgery civic medical centre Heatione Road Surgery Nollion Wol Suffert The Lide Practice the time tood surgery The Rideeworkstreen Tain Medical Contre Alexandra Practices receiving the most comments overall

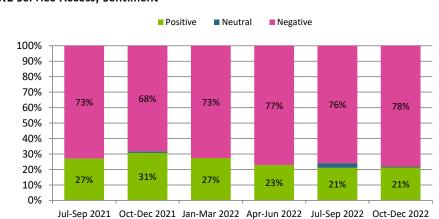
2.6 Communication

2.6.1 Communication: 169 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 100 100% 90% 80% 90 14% 80 47% 49% 80% 70% 60% 50% 40% 30% 20% 10% 0% 54% 70 63% 71% 60 50 86% 40 30 1 53% 51% 46% 38% 20 29% 10 Careford Contraction of the second 0 Borough (All) Harrow East Health Alliance Healthsense Sphere PCN Harrow Collaboration PCN 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 25 20 No. of issues 15 10 5 0 Headstone late Medica Centre speet weich centre Cvic Medical Centre Ellot Hal Medical Centre Erderer hood we deal canve Hard End Wedde Centre Heatione tool Superv Horenot we drait centre King Real Medica Centre River Ven Medical Centre Rokoure Metra Lentre Southa Medical Contre The Northwid Surgery the same we deal cante The streamed we drad Centre 88mont Health Centre Molisonwaysurger the phy we deal centre The States buy Medical Centre Aspinnedical Centre Baconiane Surgery The Lide Pradice the pinner pood superv The Ridgewon Sufern Lain Medical Centre Practices receiving the most comments overall

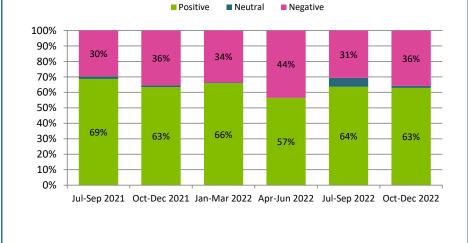
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 80% 46% 46% 50% 51% 50% 52% 70% 60% 50% 40% 30% 53% 49% 49% 50% 49% 48% 20% 10% 0% Jul-Sep 2021 Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022

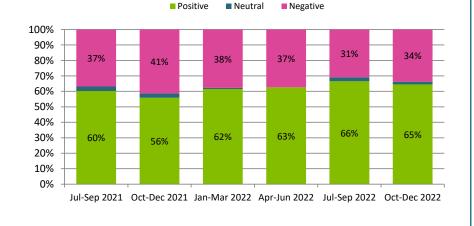
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment



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3.2 Service Access, Sentiment

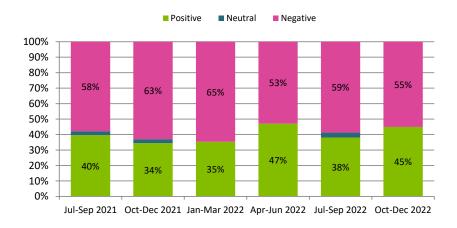


3. Timeline: 18 Month Tracker

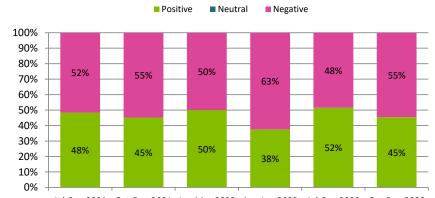
3.5 Administration, Sentiment

0%

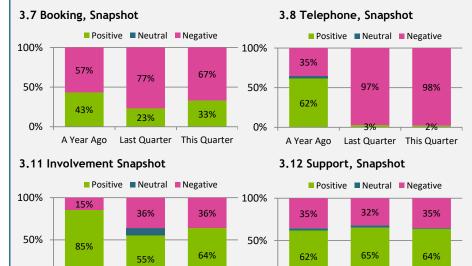
A Year Ago Last Quarter This Quarter



3.6 Communication, Sentiment

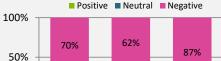


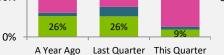
Jul-Sep 2021 Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sep 2022 Oct-Dec 2022



0%

A Year Ago Last Quarter This Quarter





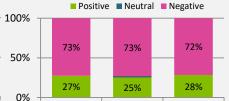
3.13 Staff Attitude, Snapshot

3.9 Online Access, Snapshot



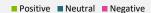


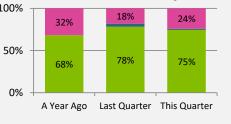
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A Year Ago Last Quarter This Quarter

3.14 Quality, Snapshot





4. Volume by Primary Care Network





5. Data Table: Number of issues

Issue Name	Descriptor	# Issues					
		Positive	Neutral	Negative	Total		
Advice/Information	Communication, including access to advice and information.	87	0	71	158		
Carer Involvement	Involvement of carers, friends or family members.	10	0	5	15		
General Comment	A generalised statement (ie; "The doctor was good.")	47	5	36	88		
User Involvement	Involvement of the service user.	122	5	73	200		
Administration	Administrative processes and delivery.	17	0	96	113		
Booking	Ability to book, reschedule or cancel appointments.	107	9	289	405		
Cancellations	Cancellation of appointment by the service provider.	0	0	7	7		
Data Protection	General data protection (including GDPR).	1	1	10	12		
Referral	Referral to a service.	21	0	23	44		
Medical Records	Management of medical records.	0	0	6	6		
Medication	Prescription and management of medicines.	23	0	44	67		
Opening Times	Opening times of a service.	1	0	4	5		
Planning	Leadership and general organisation.	6	0	12	18		
Registration	Ability to register for a service.	6	0	19	25		
Support	Levels of support provided.	351	6	202	559		
Telephone	Ability to contact a service by telephone.	6	0	120	126		
Timing	Physical timing (ie; length of wait at appointments).	38	2	39	79		
Waiting List	Length of wait while on a list.	80	1	205	286		
Choice	General choice.	5	4	33	42		
Cost	General cost.	0	0	9	9		
Language	Language, including terminology.	1	0	9	10		
Nutrition	Provision of sustainance.	0	0	0	0		
Privacy	Privacy, personal space and property.	3	0	11	14		
Quality	General quality of a service, or staff.	335	6	115	456		
Sensory	Deaf/blind or other sensory issues.	1	0	0	1		
Stimulation	General stimulation, including access to activities.	0	0	0	0		

Values

Patients/Carers

Systems

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	3	6		
Environment/Layout	Physical environment of a service.		13	3	9	25		
Equipment	General equipment issues.		2	1	2	5		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	2	2		
Hygiene	Levels of hygiene and general cleanliness.		5	0	0	5		
Mobility	Physical mobility to, from and within services.		1	0	1	2		
Travel/Parking	Ability to travel or park.		0	0	0	0		
Omission	General omission (ie; transport did not arrive).		0	0	17	17		
Security/Conduct	General security of a service, including conduct of staff.		0	0	0	0		
Staff Attitude	Attitude, compassion and empathy of staff.		454	10	242	706		
Complaints	Ability to log and resolve a complaint.		0	0	7	7		
Staff Training	Training of staff.		0	0	8	8		
Staffing Levels	General availability of staff.		0	0	8	8		
		Total:	1746	53	1737	3536		

Community Insight CRM