

# 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, good 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.*

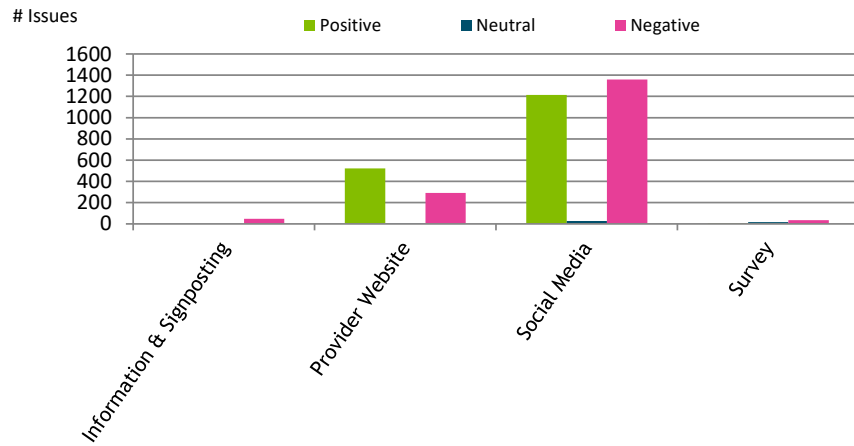
*The Pinn Medical Centre and Roxbourne Medical Centre receive a notable volume and ratio of negative feedback, while comments about GP Direct are broadly complimentary.*

**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.

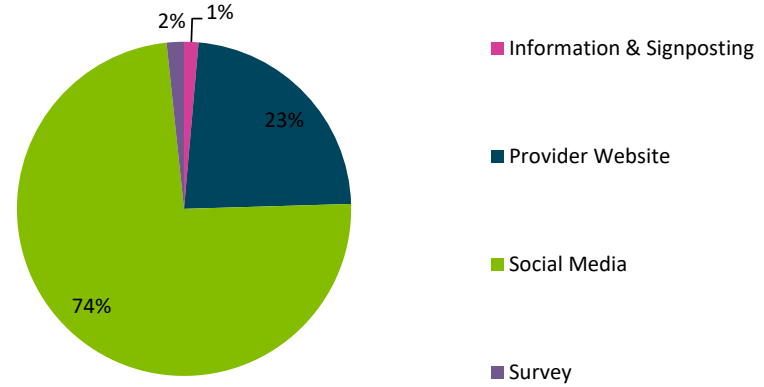
# 1. Data Source and Conditions/Topics



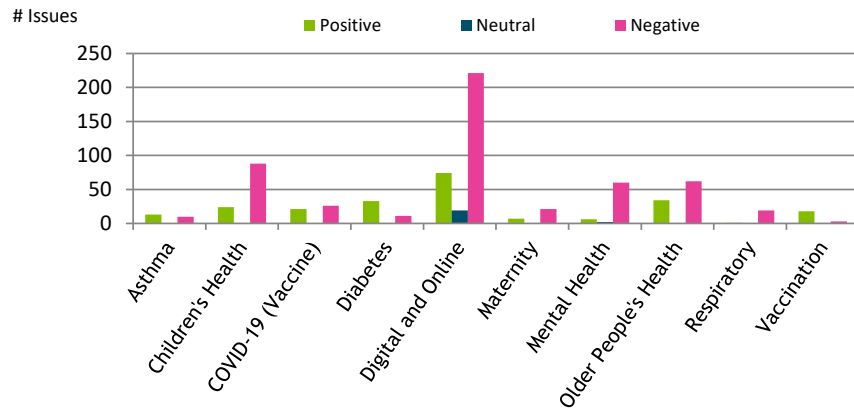
## 1.1 Source



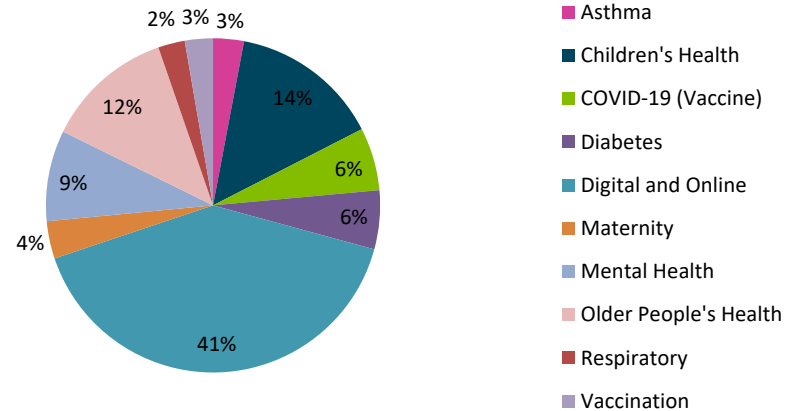
Sources providing the most comments overall



## 1.2 Stated medical conditions/topics



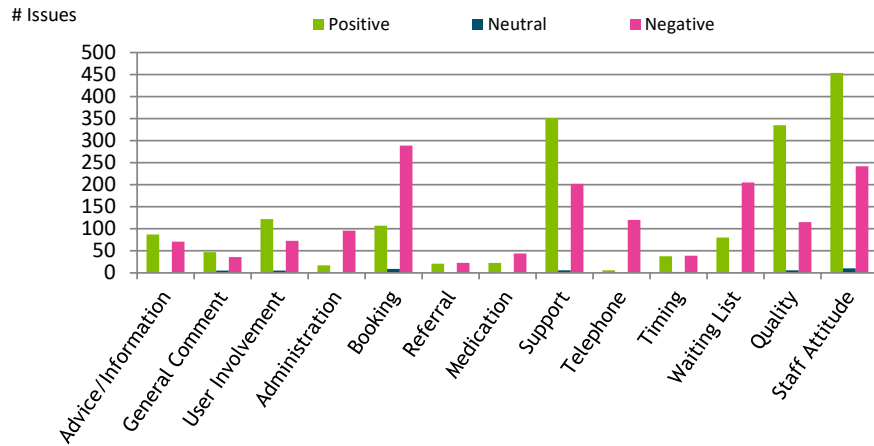
Medical conditions/topics receiving the most comments overall



## 2.1 Overall Themes and Sentiment

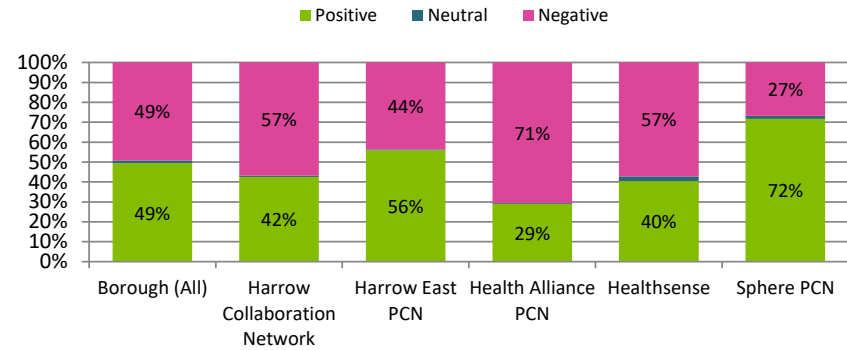


### 2.1.1 Overall, Top Trends: 3536 issues from 805 people



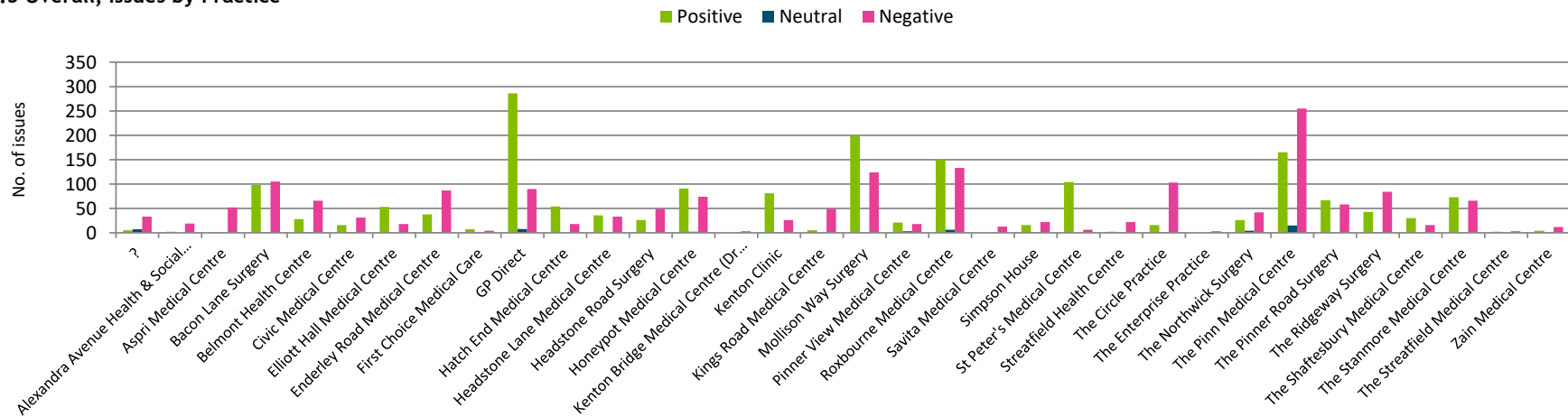
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

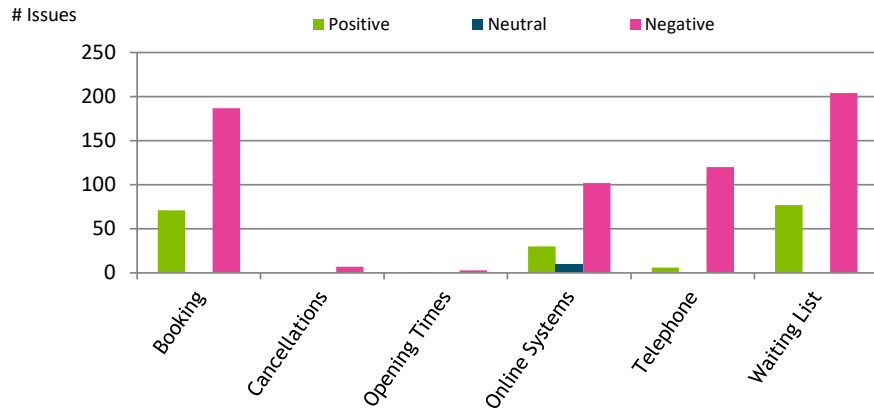


Practices receiving the most comments overall

## 2.2 Service Access

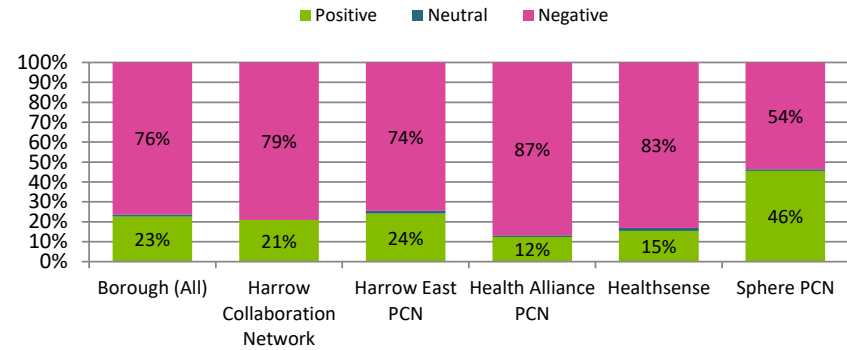


### 2.2.1 Service Access: 817 issues detected



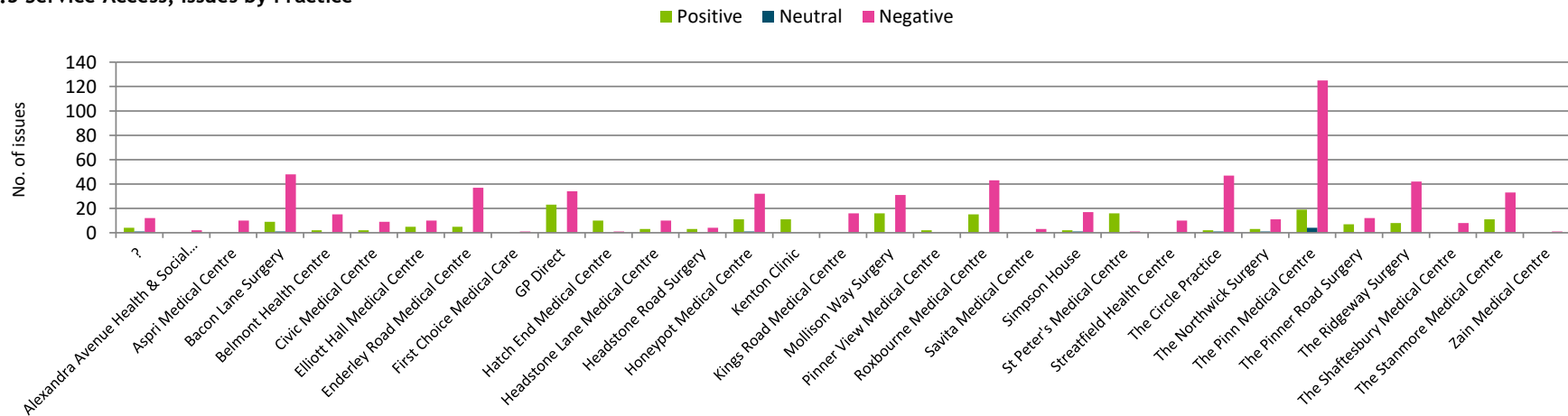
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

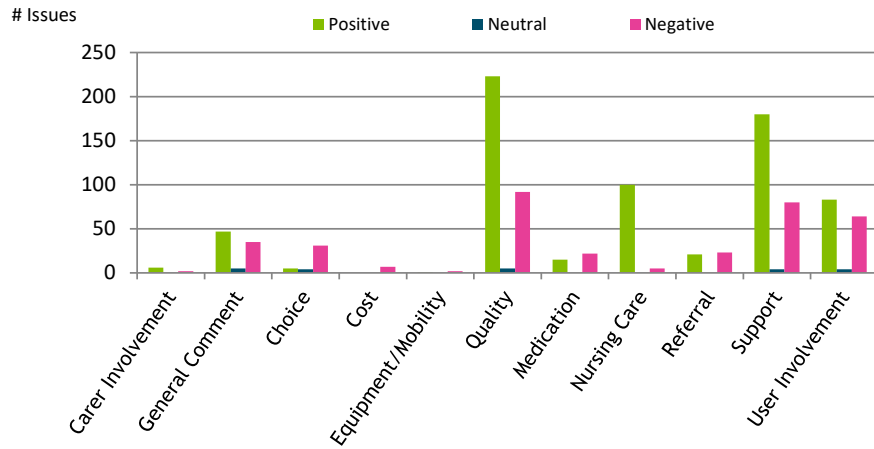


Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

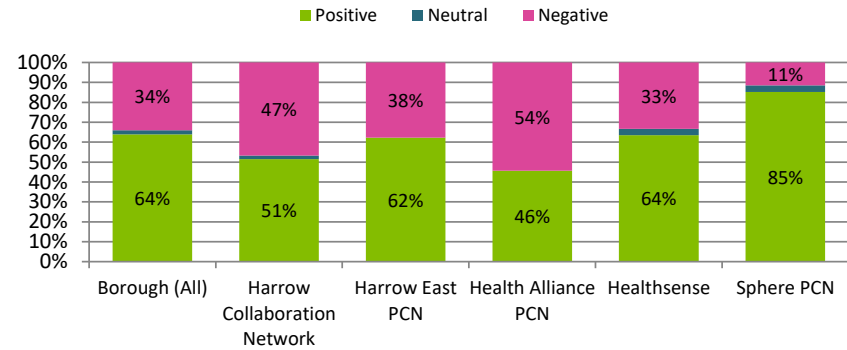


### 2.3.1 Treatment: 1066 issues detected



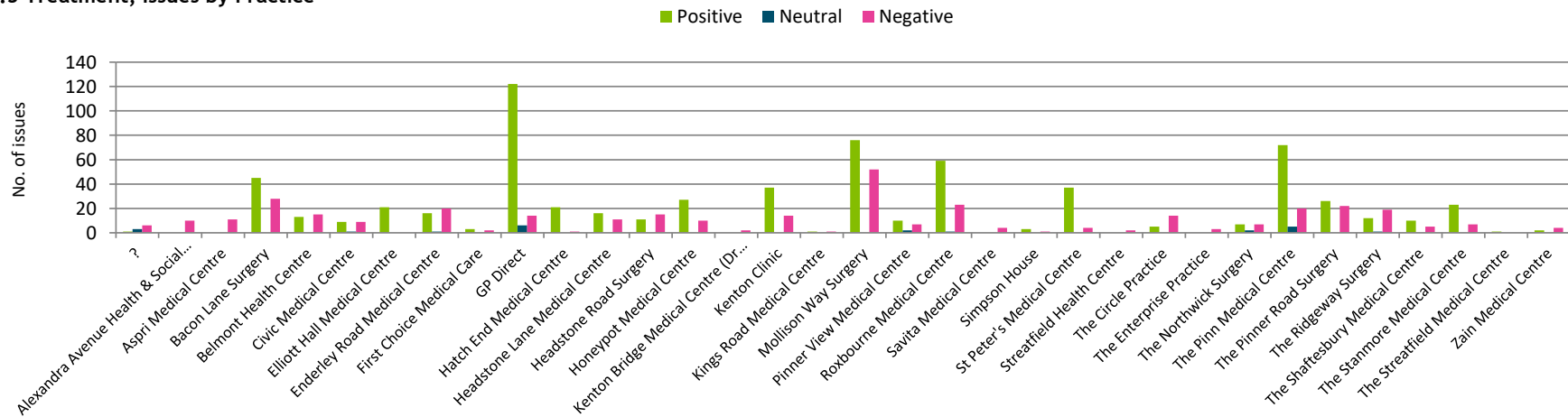
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

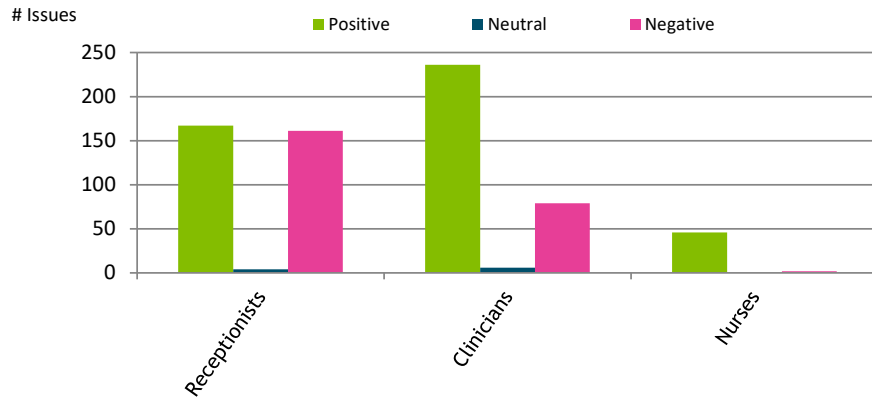


Practices receiving the most comments overall

## 2.4 Staff Attitude

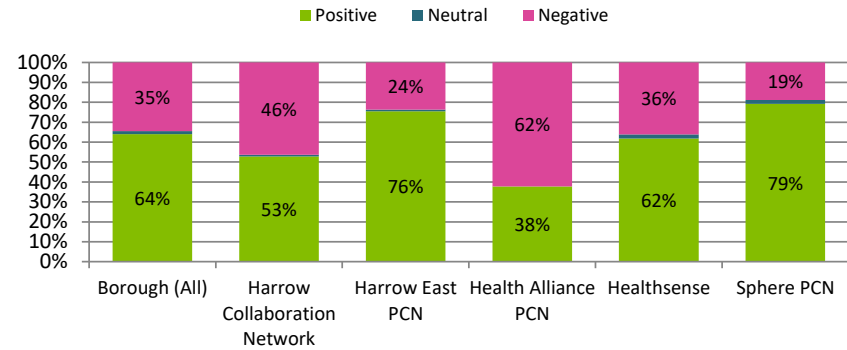


### 2.4.1 Staff Attitude: 701 issues detected



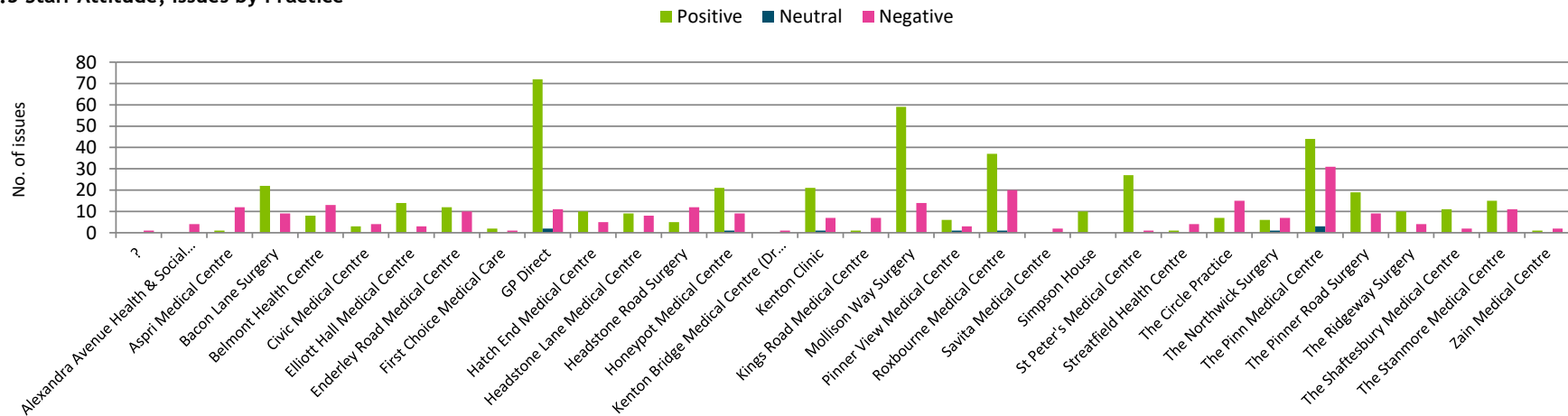
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



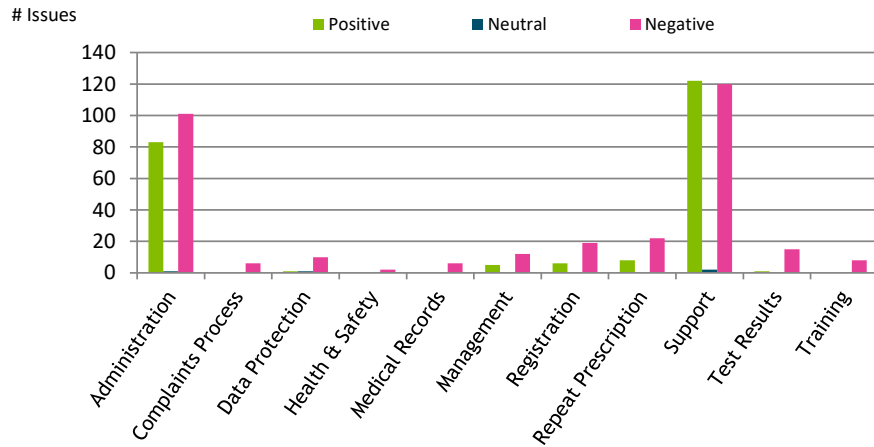
Practices receiving the most comments overall



## 2.5 Administration

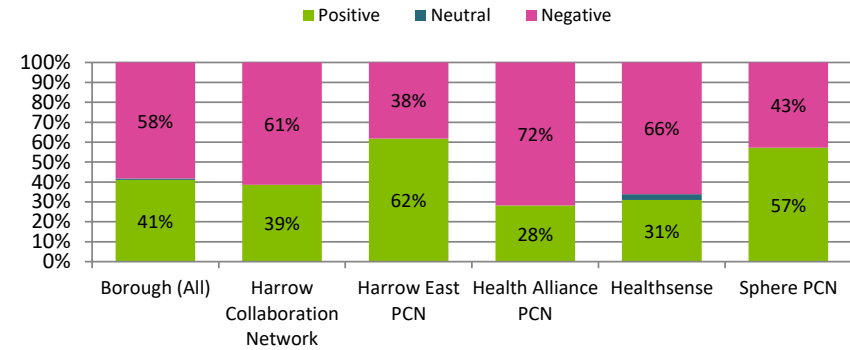


### 2.5.1 Administration: 551 issues detected



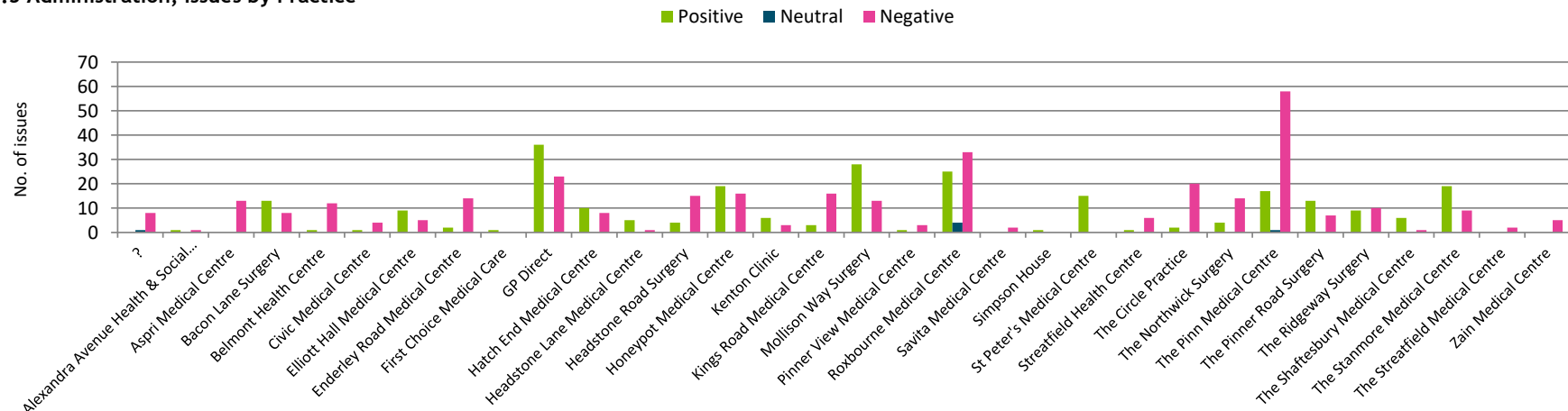
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

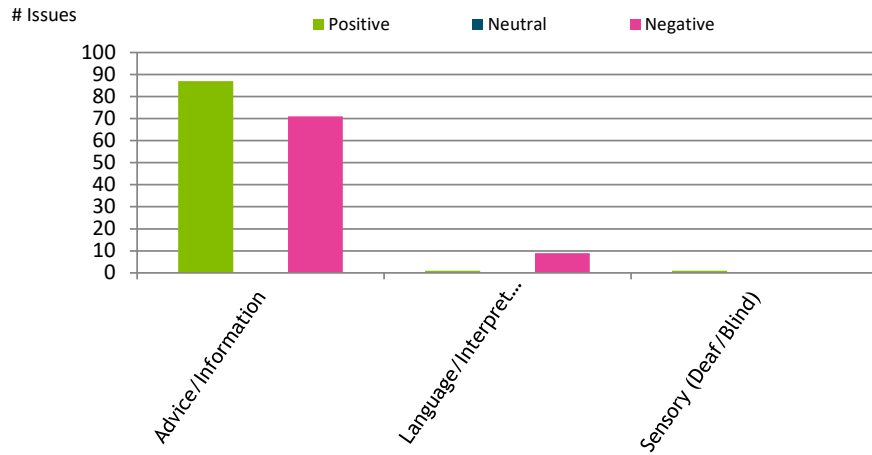


Practices receiving the most comments overall

## 2.6 Communication

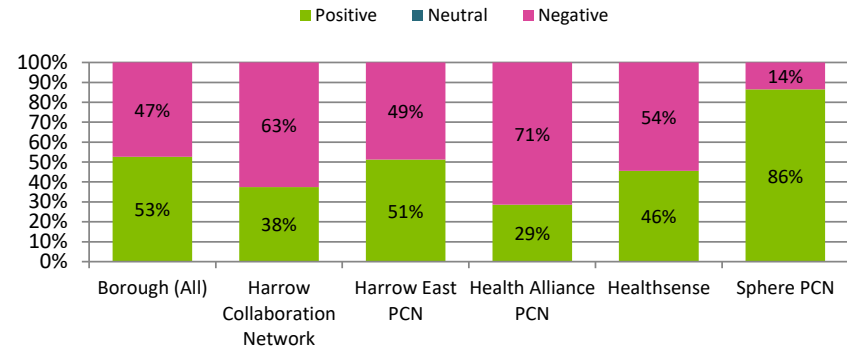


### 2.6.1 Communication: 169 issues detected



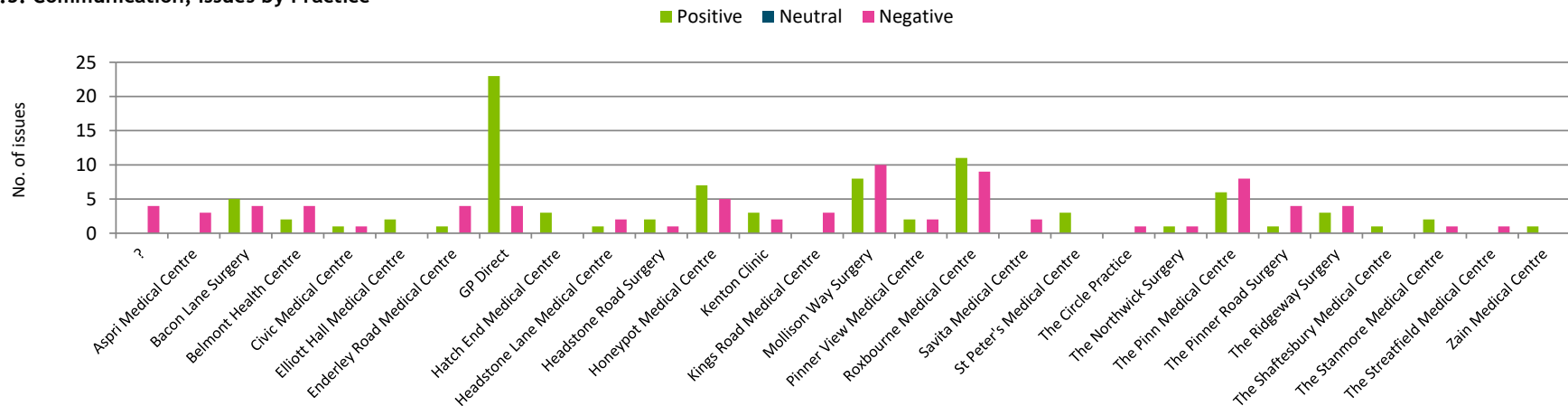
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

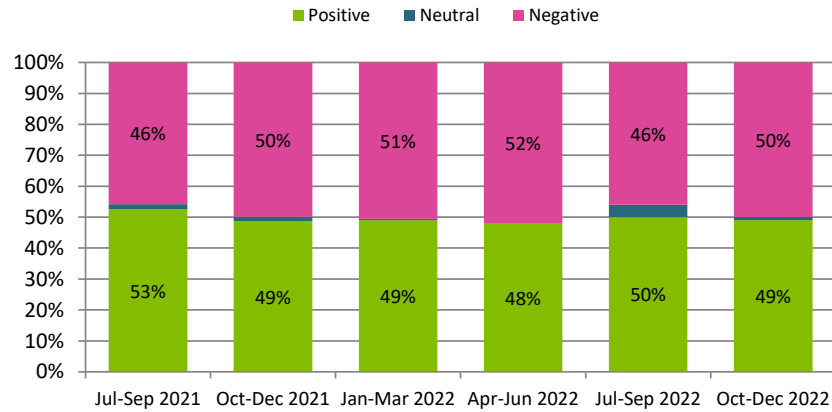


Practices receiving the most comments overall

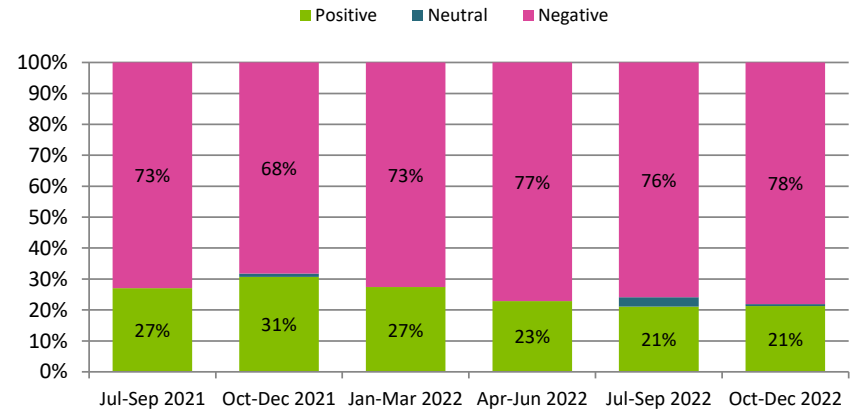
### 3. Timeline: 18 Month Tracker



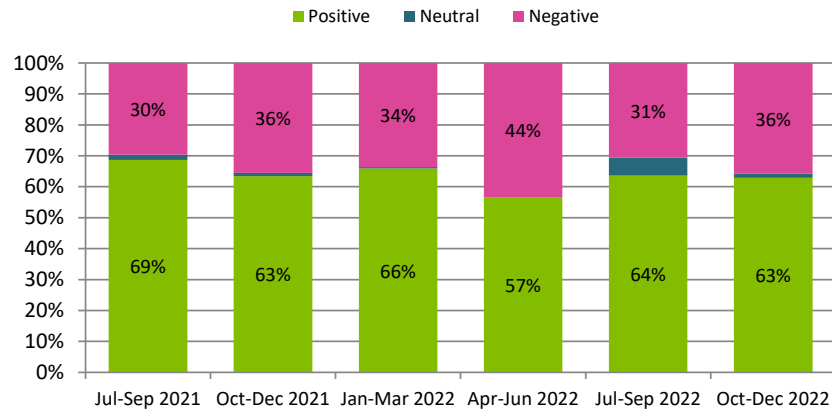
#### 3.1 Overall Sentiment



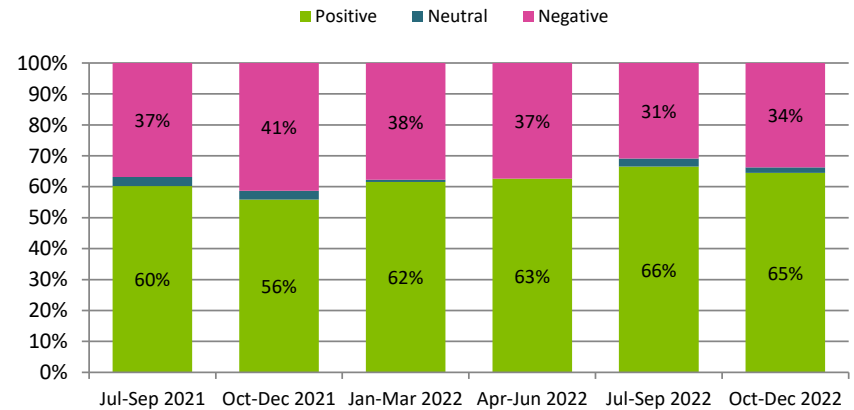
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



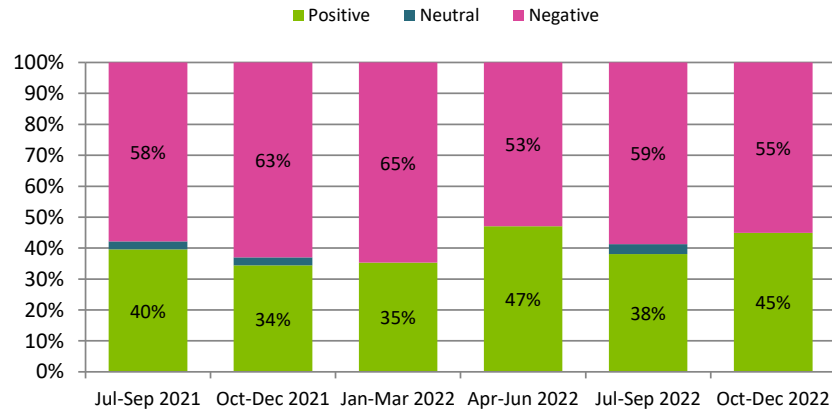
#### 3.4 Staff Attitude, Sentiment



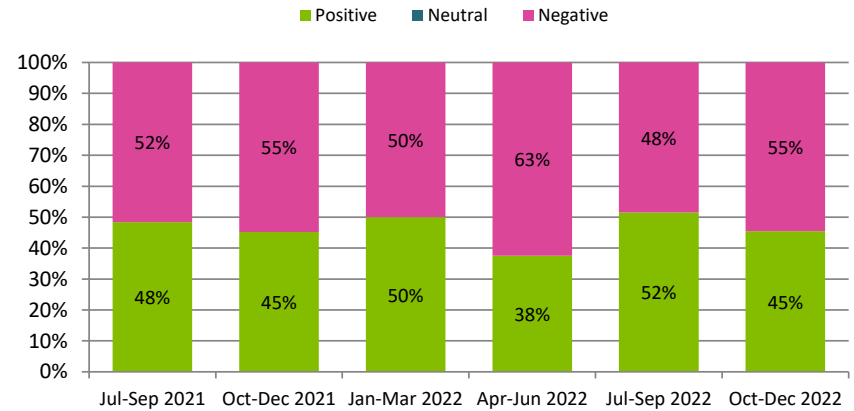
### 3. Timeline: 18 Month Tracker



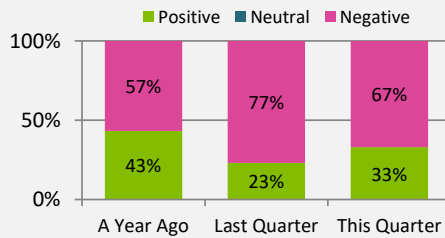
#### 3.5 Administration, Sentiment



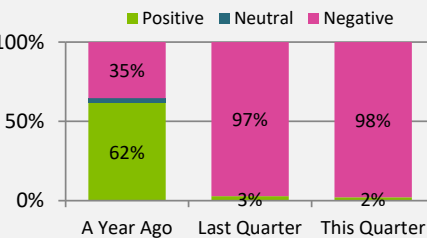
#### 3.6 Communication, Sentiment



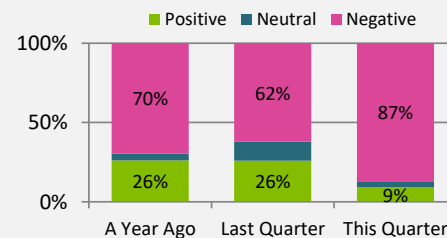
#### 3.7 Booking, Snapshot



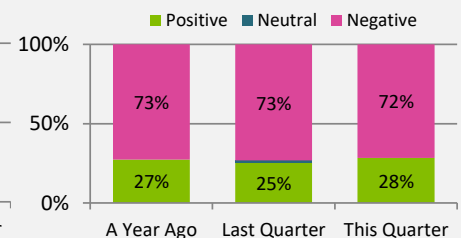
#### 3.8 Telephone, Snapshot



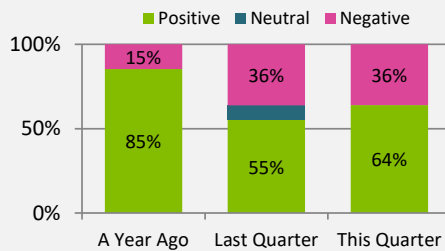
#### 3.9 Online Access, Snapshot



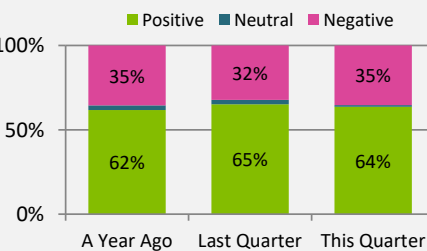
#### 3.10 Waiting List, Snapshot



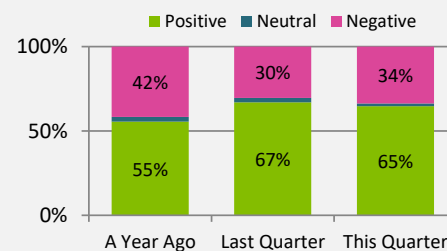
#### 3.11 Involvement Snapshot



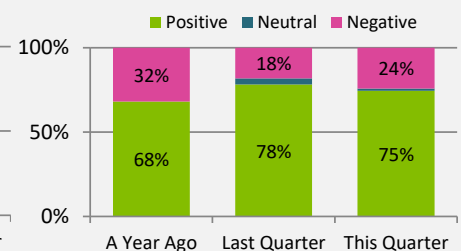
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



#### 3.14 Quality, Snapshot

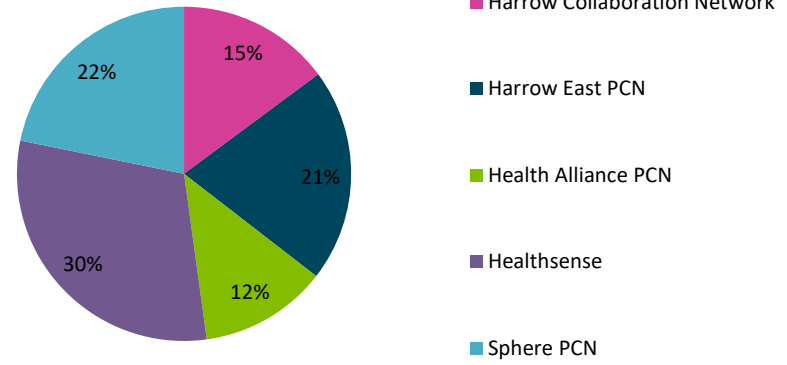
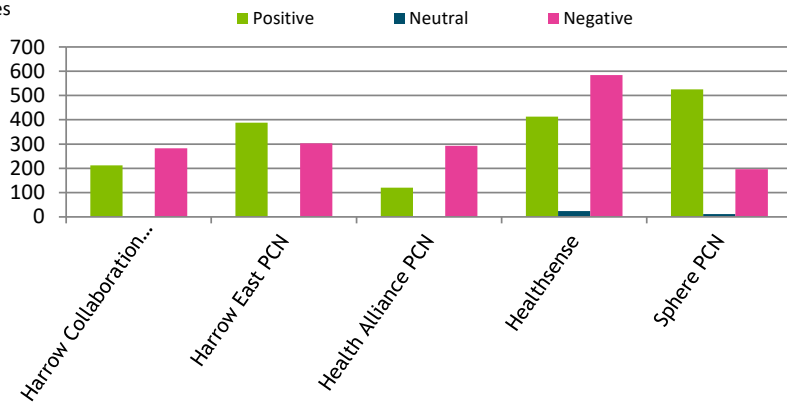


## 4. Volume by Primary Care Network



### 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>	87	0	71	158
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	10	0	5	15
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	47	5	36	88
	User Involvement	<i>Involvement of the service user.</i>	122	5	73	200
Systems	Administration	<i>Administrative processes and delivery.</i>	17	0	96	113
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	107	9	289	405
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	7	7
	Data Protection	<i>General data protection (including GDPR).</i>	1	1	10	12
	Referral	<i>Referral to a service.</i>	21	0	23	44
	Medical Records	<i>Management of medical records.</i>	0	0	6	6
	Medication	<i>Prescription and management of medicines.</i>	23	0	44	67
	Opening Times	<i>Opening times of a service.</i>	1	0	4	5
	Planning	<i>Leadership and general organisation.</i>	6	0	12	18
	Registration	<i>Ability to register for a service.</i>	6	0	19	25
	Support	<i>Levels of support provided.</i>	351	6	202	559
	Telephone	<i>Ability to contact a service by telephone.</i>	6	0	120	126
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	38	2	39	79
	Waiting List	<i>Length of wait while on a list.</i>	80	1	205	286
Values	Choice	<i>General choice.</i>	5	4	33	42
	Cost	<i>General cost.</i>	0	0	9	9
	Language	<i>Language, including terminology.</i>	1	0	9	10
	Nutrition	<i>Provision of sustenance.</i>	0	0	0	0
	Privacy	<i>Privacy, personal space and property.</i>	3	0	11	14
	Quality	<i>General quality of a service, or staff.</i>	335	6	115	456
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	0	1
	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>	3	0	3	6
	Environment/Layout	<i>Physical environment of a service.</i>	13	3	9	25
	Equipment	<i>General equipment issues.</i>	2	1	2	5
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	2	2
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	5	0	0	5
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	1	2
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	17	17
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	0	0
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	454	10	242	706
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	7	7
	Staff Training	<i>Training of staff.</i>	0	0	8	8
	Staffing Levels	<i>General availability of staff.</i>	0	0	8	8
<b>Total:</b>			<b>1746</b>	<b>53</b>	<b>1737</b>	<b>3536</b>