

The Experience of GP Services

A trends analysis report by Healthwatch Hackney, 11 April 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 April 2022 - 31 March 2023

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 1,554 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, compassionate treatment and care, with good levels of support and involvement. According to feedback, patients would like greater levels of service access and communication.

Overall sentiment is 69% positive, 29% negative and 2% neutral.

Trends...

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

Richmond Road Medical Centre, Queensbridge Group Practice and Spring Hill Practice receive 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 down by 8% on waiting lists, and by 1% on ability to book appointments, while increasing by 7% on telephone access.

Richmond Road Medical Centre receives a notable volume and ratio of positive feedback.

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate the vast majority of people receive good quality, compassionate treatment and nursing care, with good levels of support. Ability to see a clinician in person (choice) is an issue for some.

Trends...

This quarter, complaints are down by 2% on treatment and care, while increasing by 2% on staff attitude.

Richmond Road Medical Centre, Queensbridge Group Practice and Spring Hill Practice receive a notable volume and ratio of positive comments.

Administration and Communication (Pages 9-10)

Many people complain of general administration, with staff training and ability to obtain test results also cited as issues. Patients would like greater levels of communication service-wide and more reliable access to translation, comments suggest.

Trends...

Complaints about communication have increased by 7%, while increasing by 6% on administration, feedback suggests.

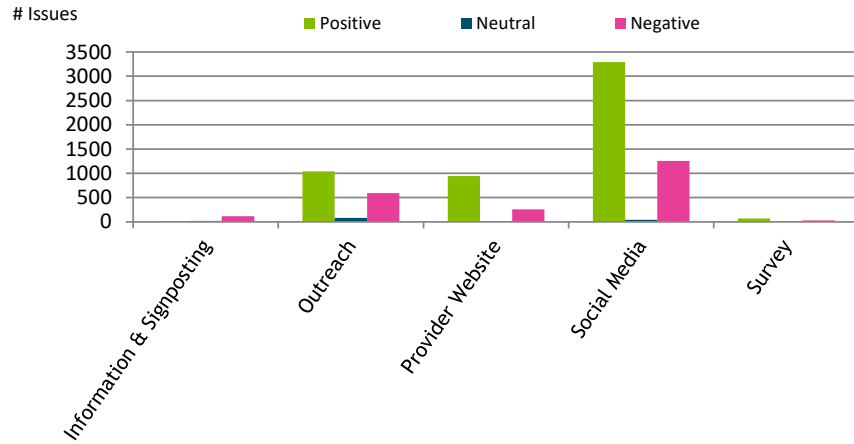
Richmond Road Medical Centre, Queensbridge Group Practice and Spring Hill Practice receive a notable volume and ratio of positive comments.

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.

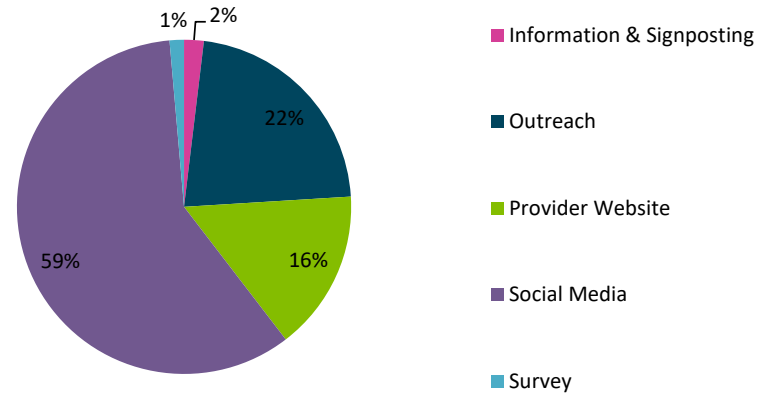
1. Data Source and Conditions/Topics



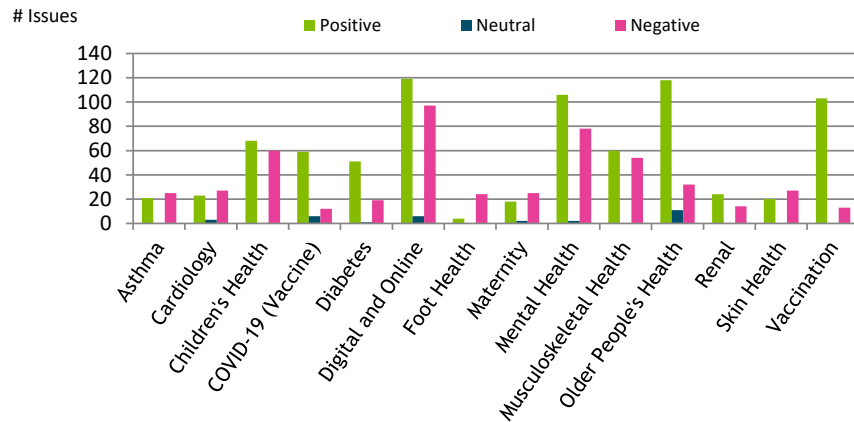
1.1 Source



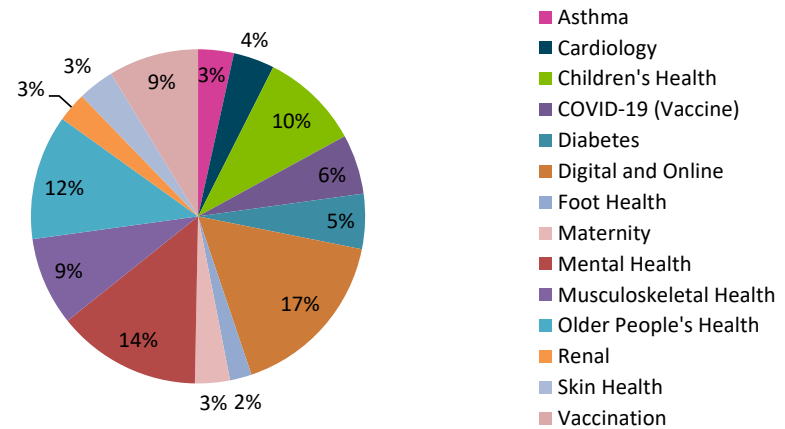
Sources providing the most comments overall



1.2 Stated medical conditions/topics



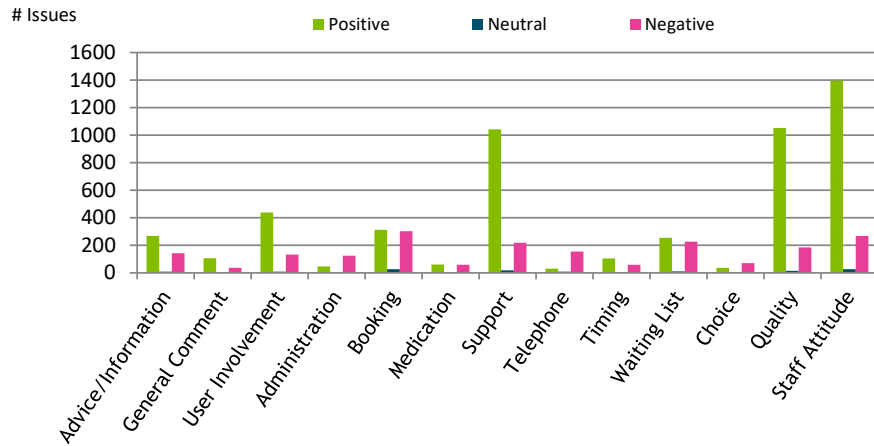
Medical conditions/topics receiving the most comments overall



2.1 Overall Themes and Sentiment

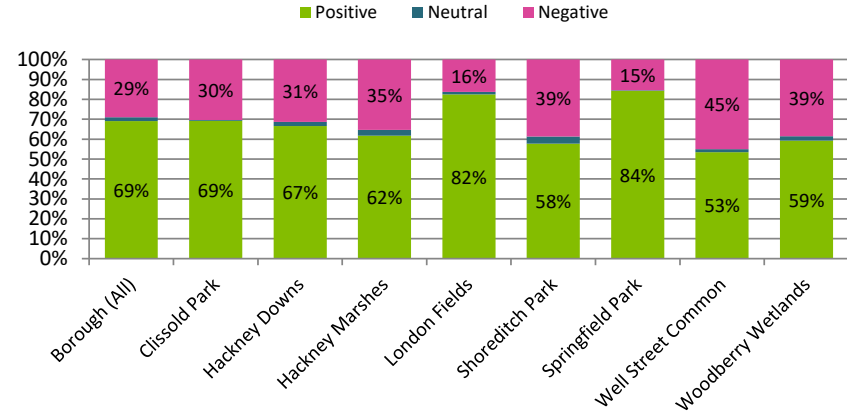


2.1.1 Overall, Top Trends: 7844 issues from 1554 people



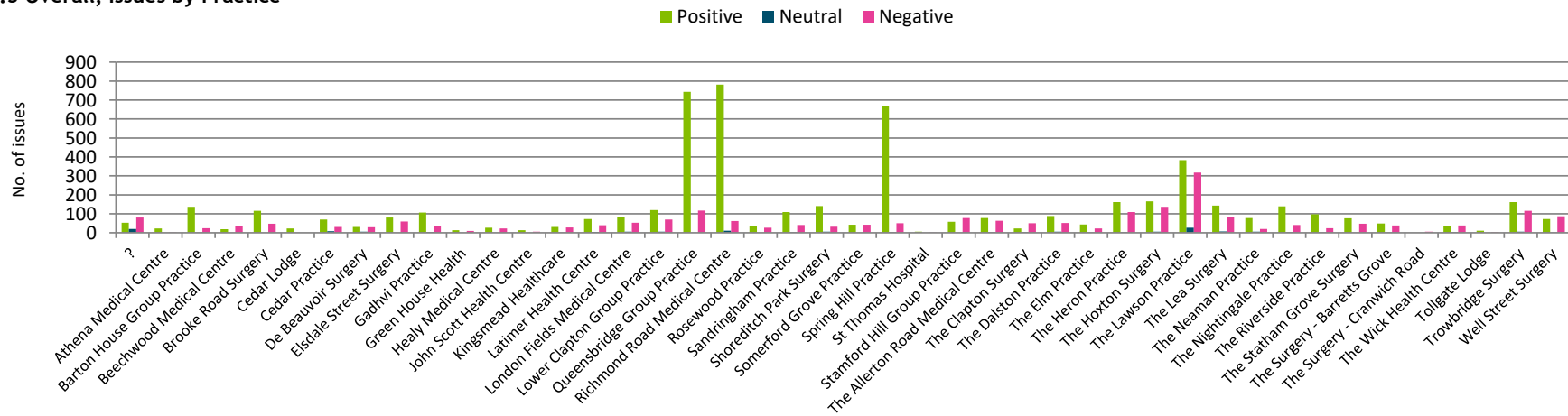
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

2.1.3 Overall, Issues by Practice

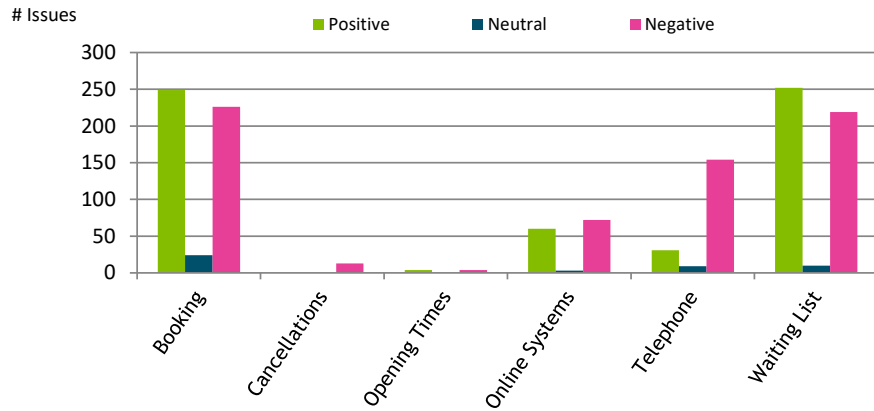


Practices receiving the most comments overall

2.2 Service Access

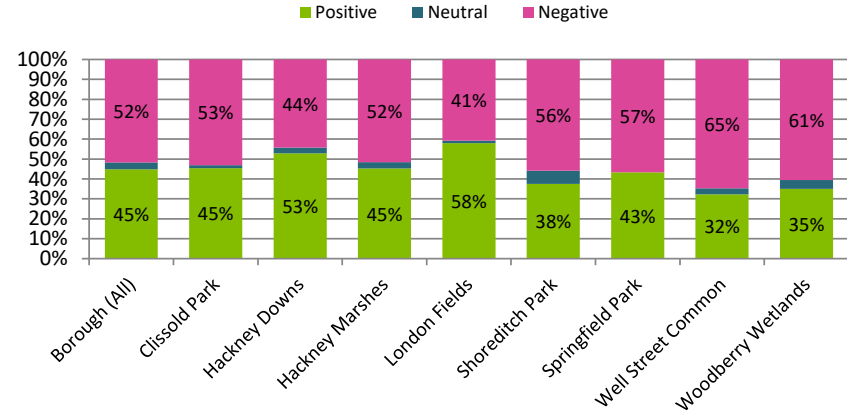


2.2.1 Service Access: 1330 issues detected



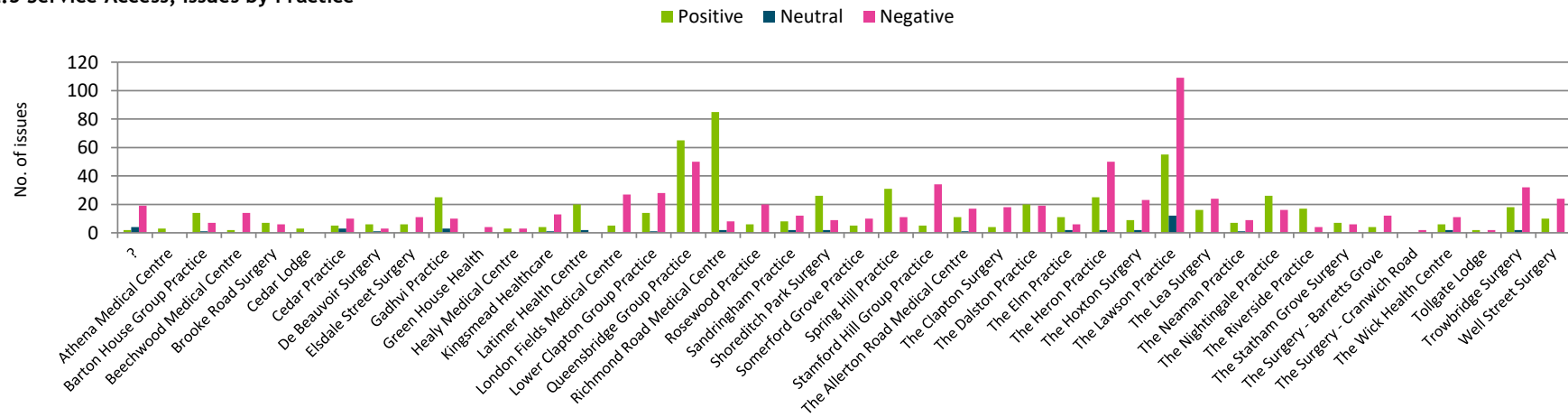
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

2.2.3 Service Access, Issues by Practice

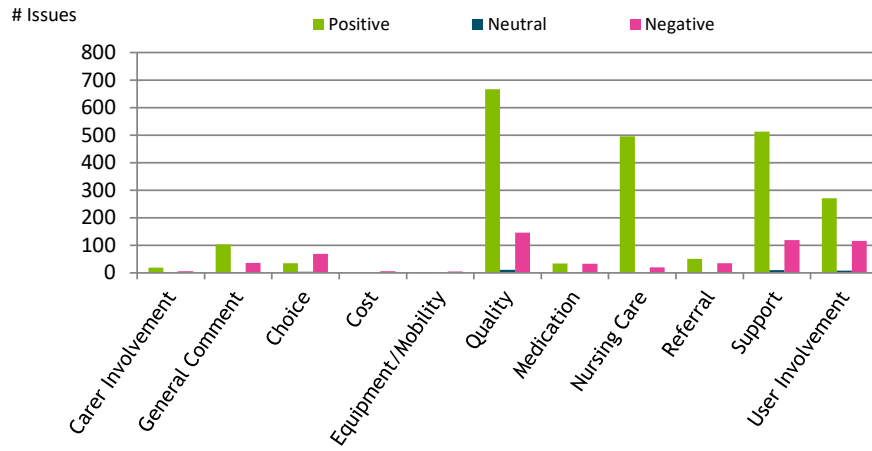


Practices receiving the most comments overall

2.3 Clinical Treatment and Care

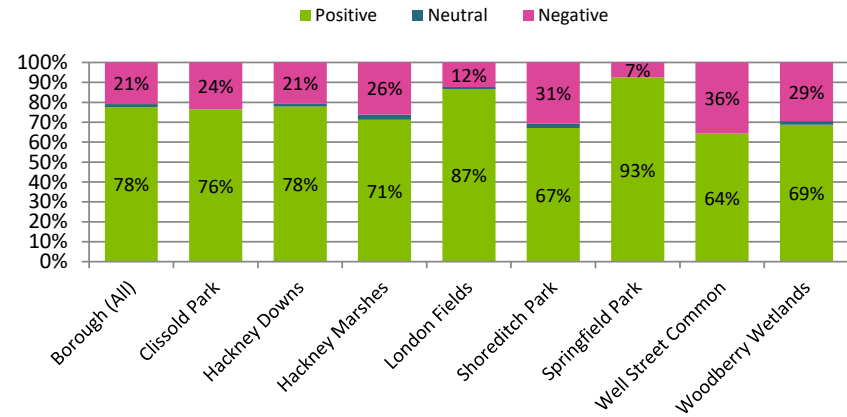


2.3.1 Treatment: 2822 issues detected



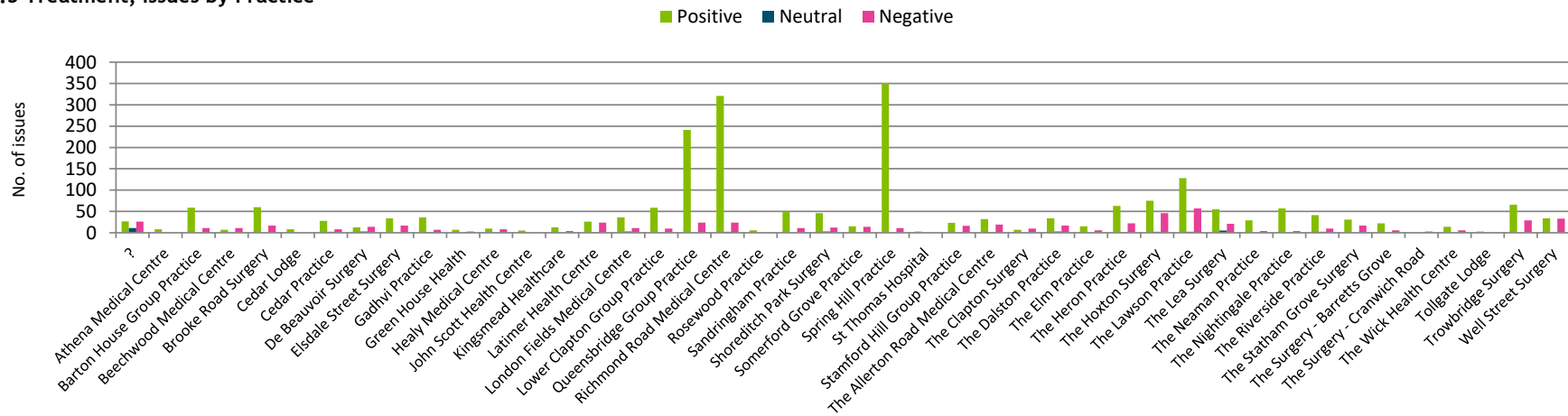
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

2.3.3 Treatment, Issues by Practice

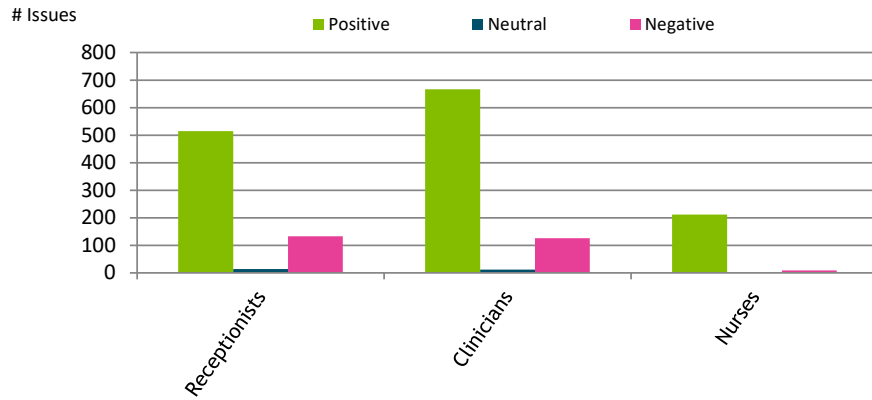


Practices receiving the most comments overall

2.4 Staff Attitude

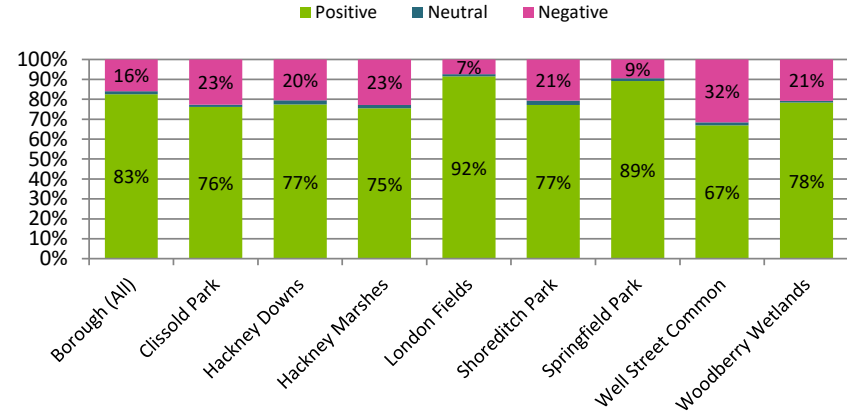


2.4.1 Staff Attitude: 1688 issues detected



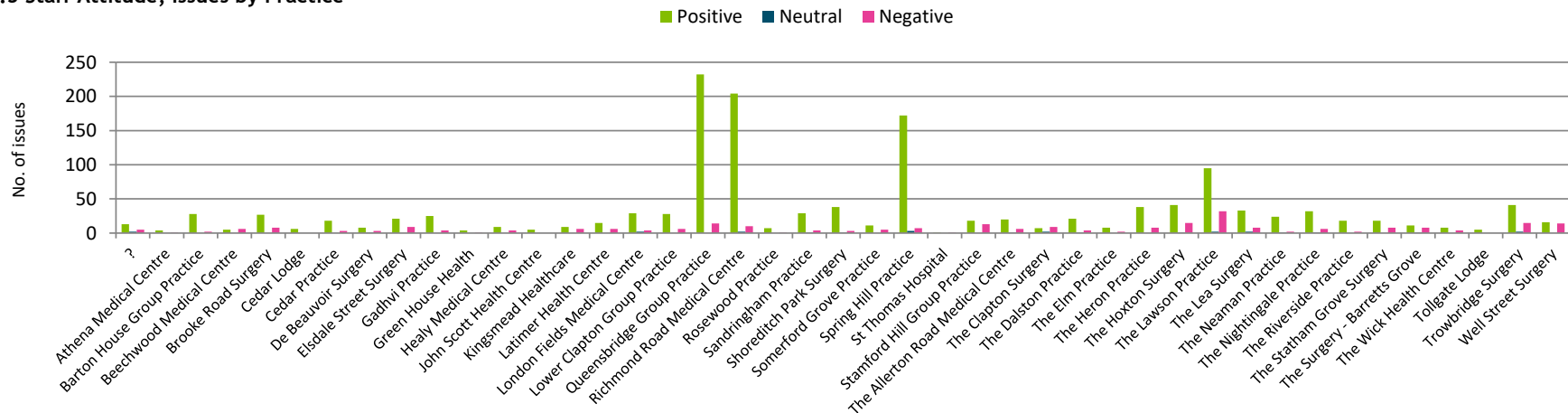
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

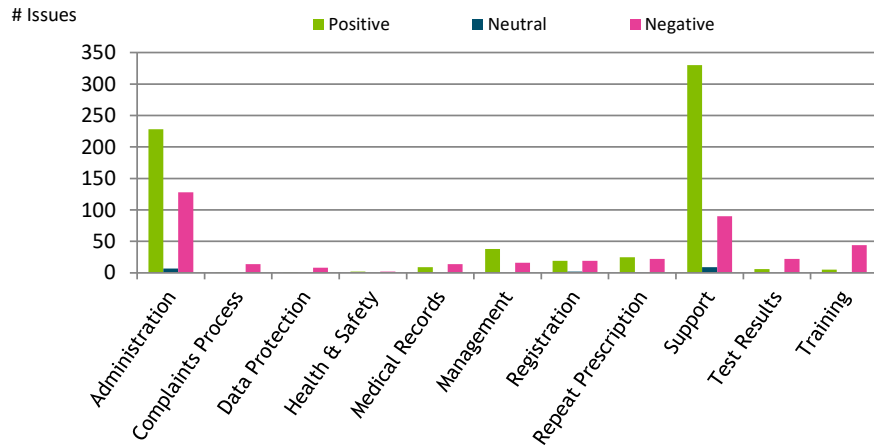


Practices receiving the most comments overall

2.5 Administration

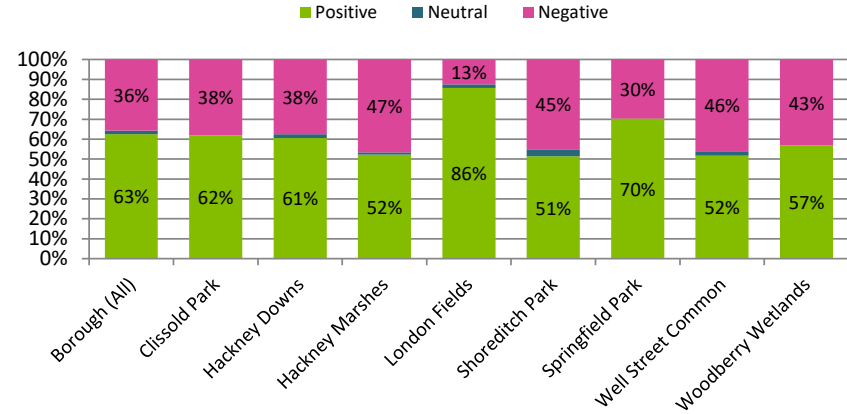


2.5.1 Administration: 1062 issues detected



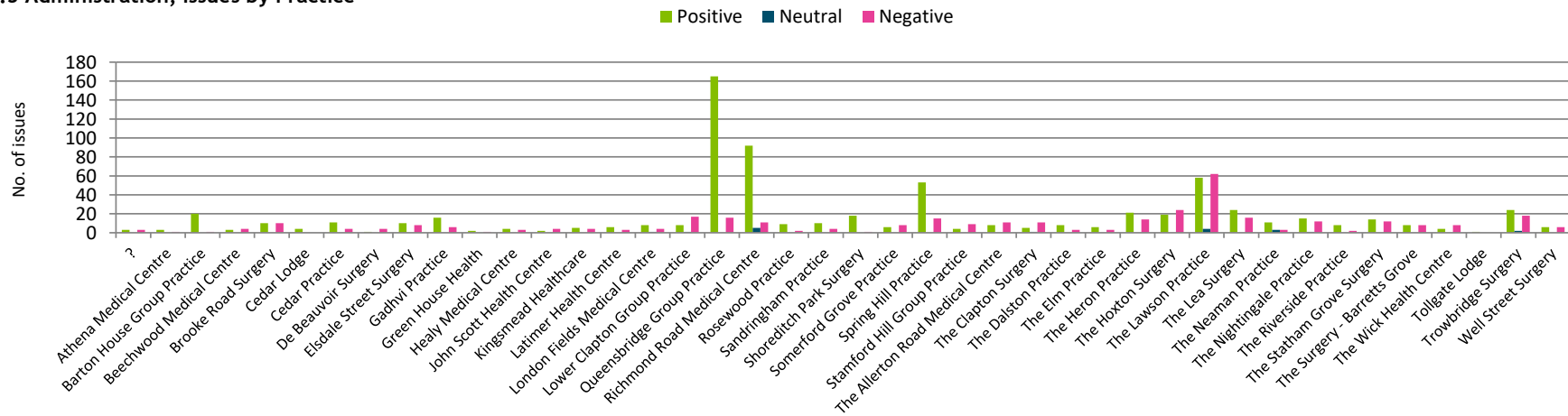
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

2.5.3 Administration, Issues by Practice

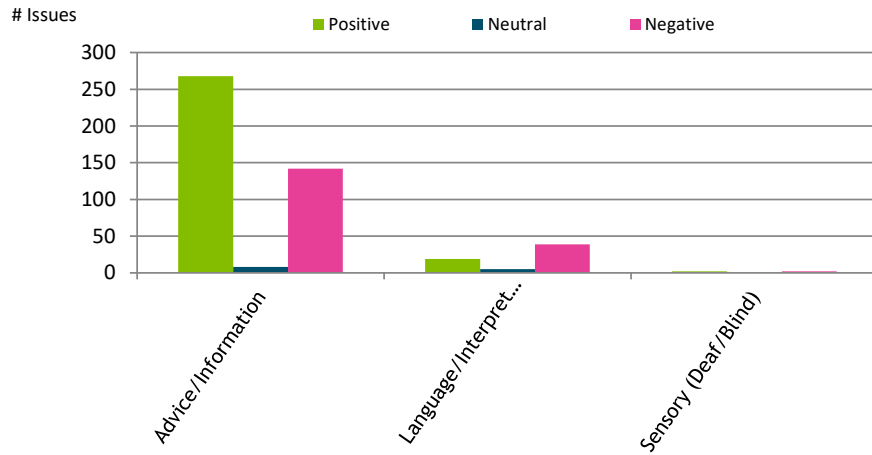


Practices receiving the most comments overall

2.6 Communication

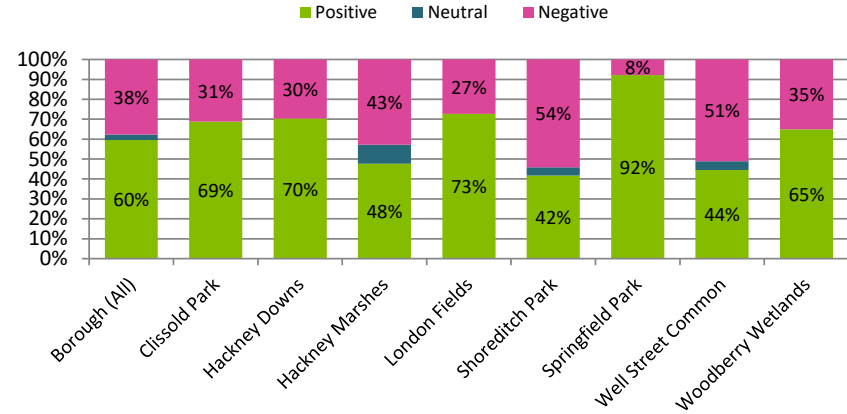


2.6.1 Communication: 485 issues detected



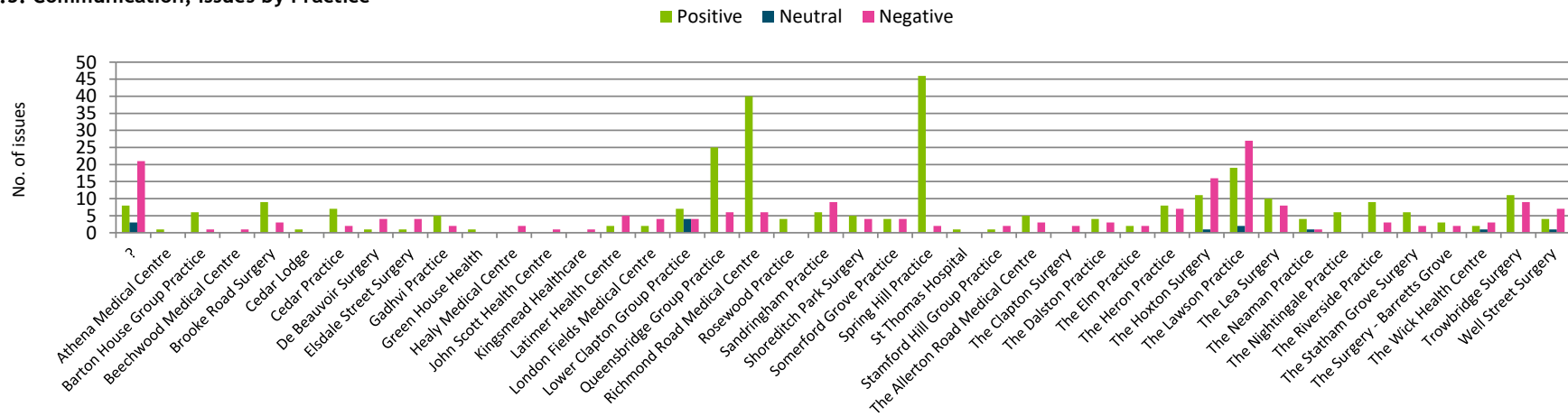
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

2.6.3: Communication, Issues by Practice

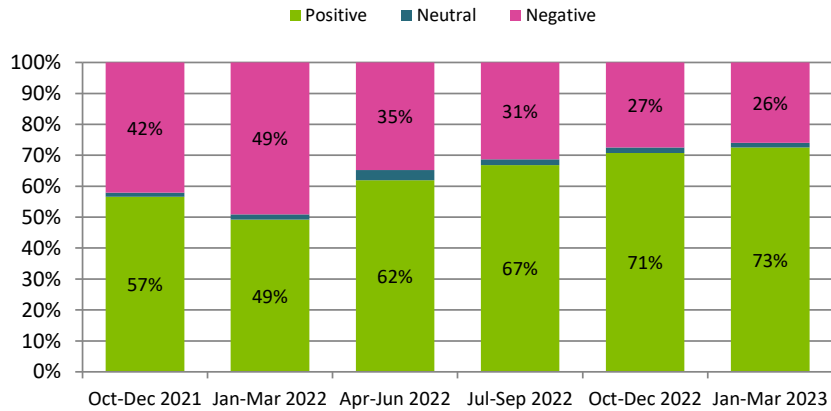


Practices receiving the most comments overall

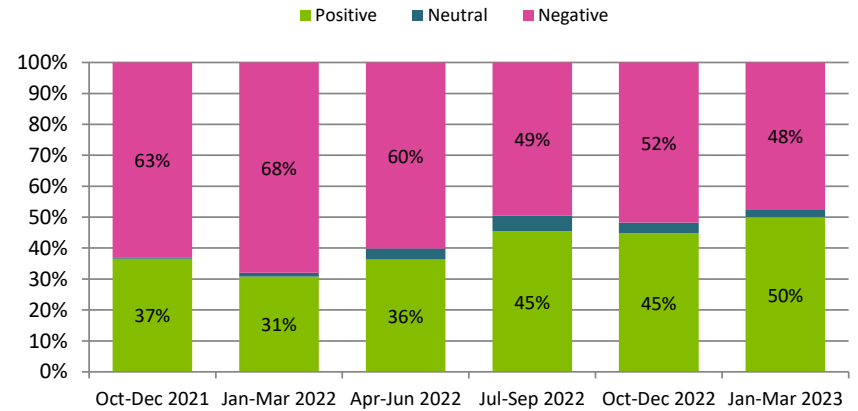
3. Timeline: 18 Month Tracker



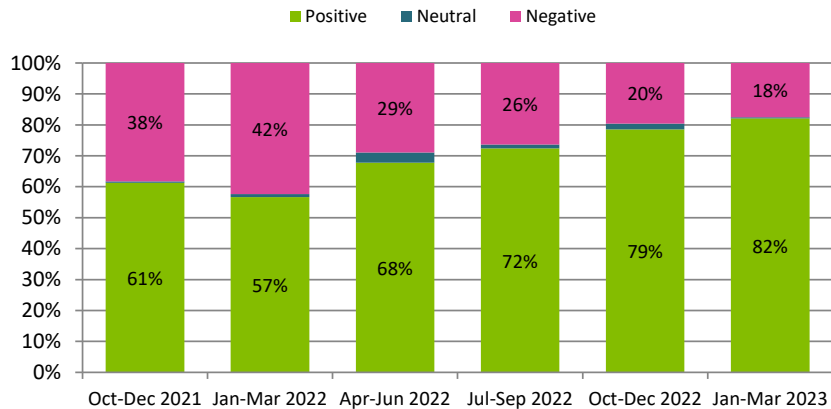
3.1 Overall Sentiment



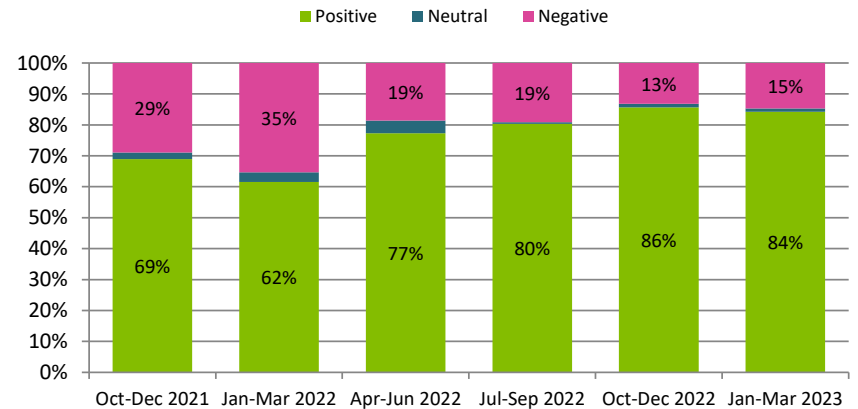
3.2 Service Access, Sentiment



3.3 Treatment and Care, Sentiment



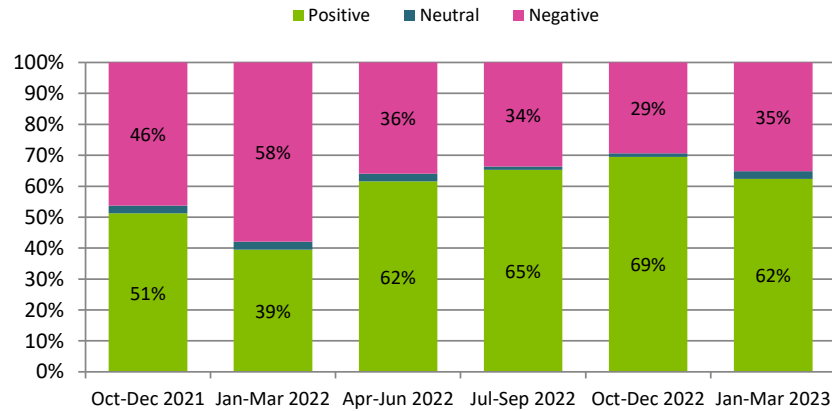
3.4 Staff Attitude, Sentiment



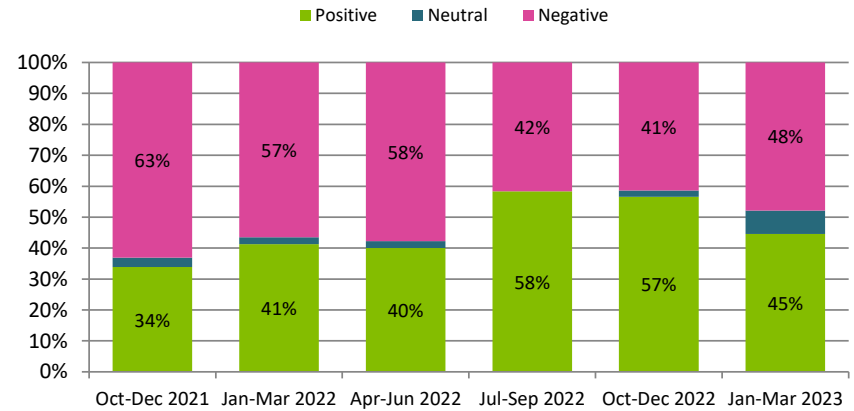
3. Timeline: 18 Month Tracker



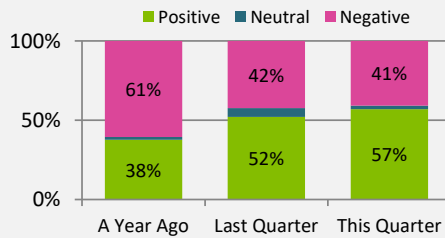
3.5 Administration, Sentiment



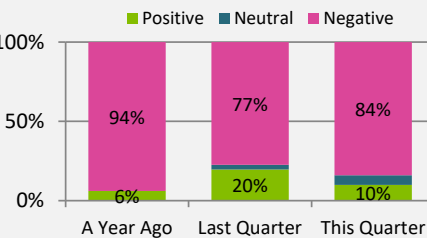
3.6 Communication, Sentiment



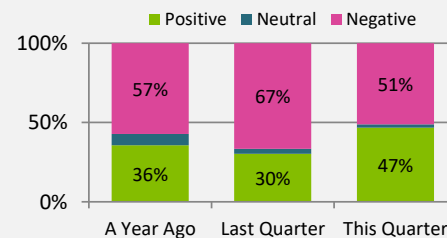
3.7 Booking, Snapshot



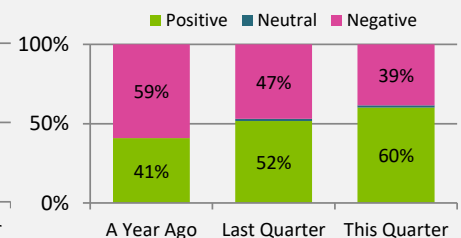
3.8 Telephone, Snapshot



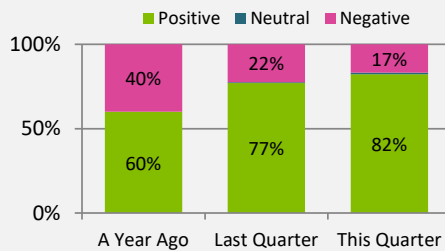
3.9 Online Access, Snapshot



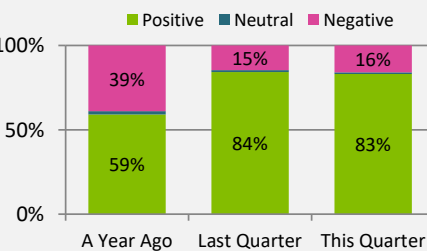
3.10 Waiting List, Snapshot



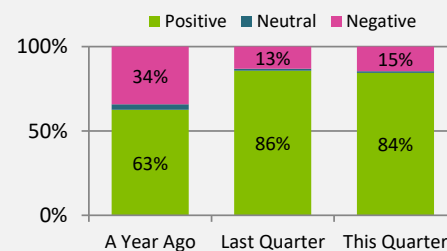
3.11 Involvement Snapshot



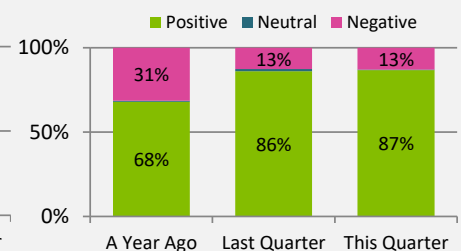
3.12 Support, Snapshot



3.13 Staff Attitude, Snapshot



3.14 Quality, Snapshot

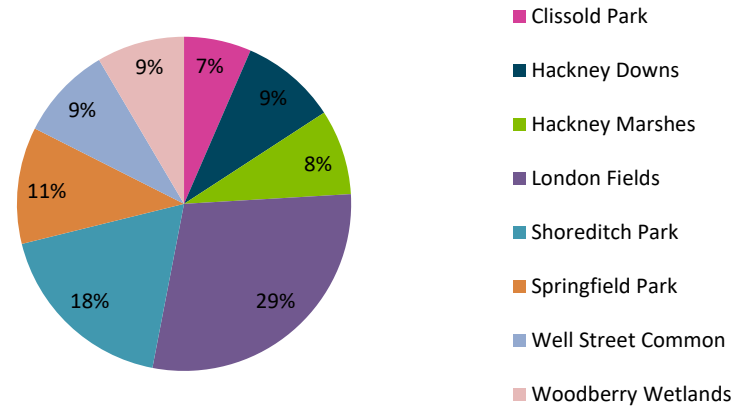
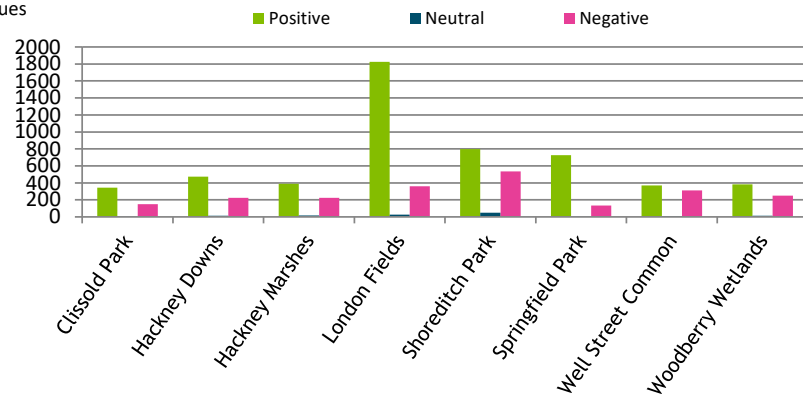


4. Volume by Primary Care Network



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>	268	8	142	418
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	23	1	10	34
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	106	3	36	145
	User Involvement	<i>Involvement of the service user.</i>	438	8	132	578
Systems	Administration	<i>Administrative processes and delivery.</i>	47	3	124	174
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	313	27	302	642
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	16	16
	Data Protection	<i>General data protection (including GDPR).</i>	1	0	9	10
	Referral	<i>Referral to a service.</i>	54	3	35	92
	Medical Records	<i>Management of medical records.</i>	9	0	17	26
	Medication	<i>Prescription and management of medicines.</i>	60	1	58	119
	Opening Times	<i>Opening times of a service.</i>	4	0	5	9
	Planning	<i>Leadership and general organisation.</i>	38	0	17	55
	Registration	<i>Ability to register for a service.</i>	19	2	20	41
	Support	<i>Levels of support provided.</i>	1043	19	219	1281
	Telephone	<i>Ability to contact a service by telephone.</i>	31	9	154	194
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	104	5	59	168
	Waiting List	<i>Length of wait while on a list.</i>	254	10	226	490
Values	Choice	<i>General choice.</i>	37	4	70	111
	Cost	<i>General cost.</i>	1	0	9	10
	Language	<i>Language, including terminology.</i>	20	5	39	64
	Nutrition	<i>Provision of sustenance.</i>	0	0	1	1
	Privacy	<i>Privacy, personal space and property.</i>	4	0	13	17
	Quality	<i>General quality of a service, or staff.</i>	1053	15	184	1252
	Sensory	<i>Deaf/blind or other sensory issues.</i>	2	0	2	4
	Stimulation	<i>General stimulation, including access to activities.</i>	10	0	3	13

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>	5	0	6	11
	Environment/Layout	<i>Physical environment of a service.</i>	33	2	5	40
	Equipment	<i>General equipment issues.</i>	2	0	2	4
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	2	0	2	4
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	16	0	1	17
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	4	5
	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	11	11
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	9	0	0	9
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1396	26	269	1691
	Complaints	<i>Ability to log and resolve a complaint.</i>	2	0	14	16
	Staff Training	<i>Training of staff.</i>	5	1	44	50
	Staffing Levels	<i>General availability of staff.</i>	2	3	17	22
Total:			5412	155	2277	7844

Neighbourhoods Map (2020)

