

The Experience of GP Services

A trends analysis report by Healthwatch Harrow, 17 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 924 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 56% positive, 43% negative and 1% neutral, comments suggest.

Trends...

According to feedback, overall satisfaction has improved significantly - by 20% this quarter.

GP Direct and the Pinn Medical Centre receive 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 12% on booking, by 8% on telephone access and by a significant 33% on waiting times.

On service access, sentiment at most practices remains 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, complaints are down by 14% on support, and by 13% on staff attitude.

GP Direct, the Pinn Medical Centre and Mollison Way Surgery 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 register or obtain repeat prescriptions are also cited as issues.

Trends...

Complaints about communication have decreased by 17%, while decreasing by 12% on administration.

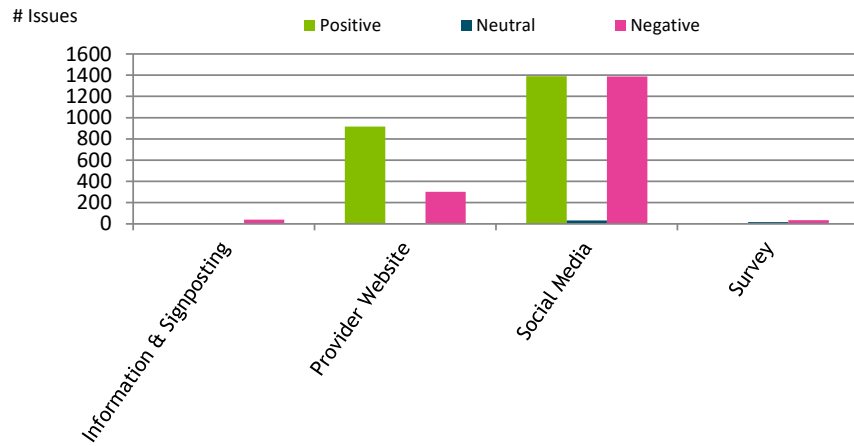
The Pinn Medical Centre and GP Direct receive a notable volume and ratio of positive feedback.

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.

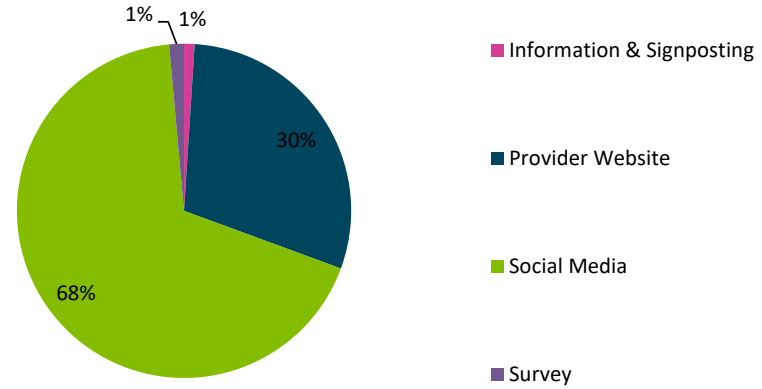
1. Data Source and Conditions/Topics



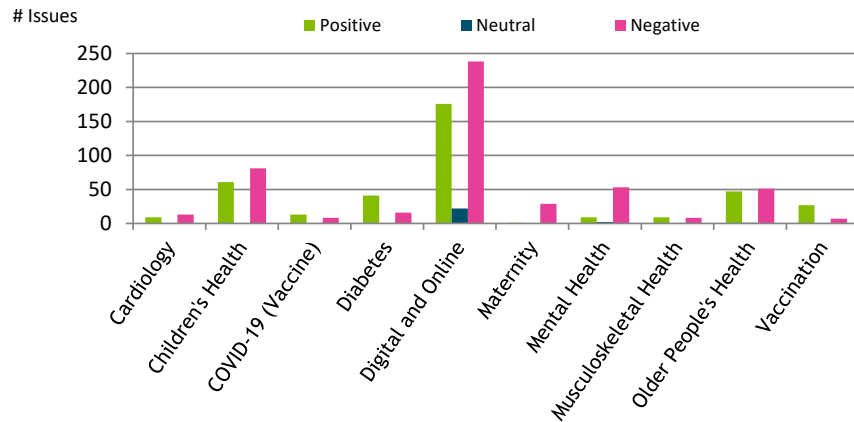
1.1 Source



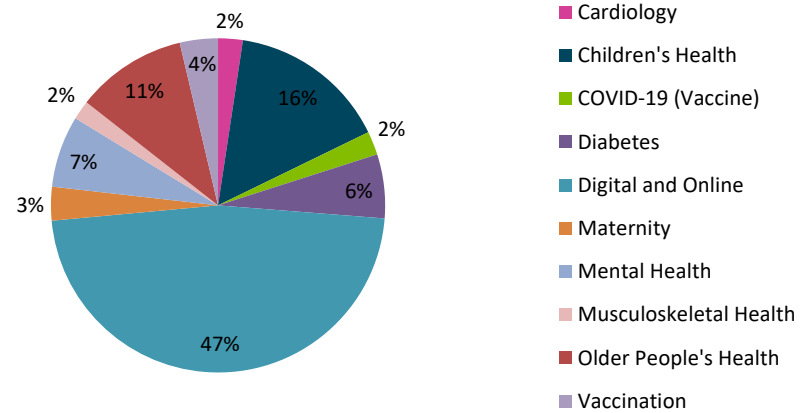
Sources providing the most comments overall



1.2 Stated medical conditions/topics



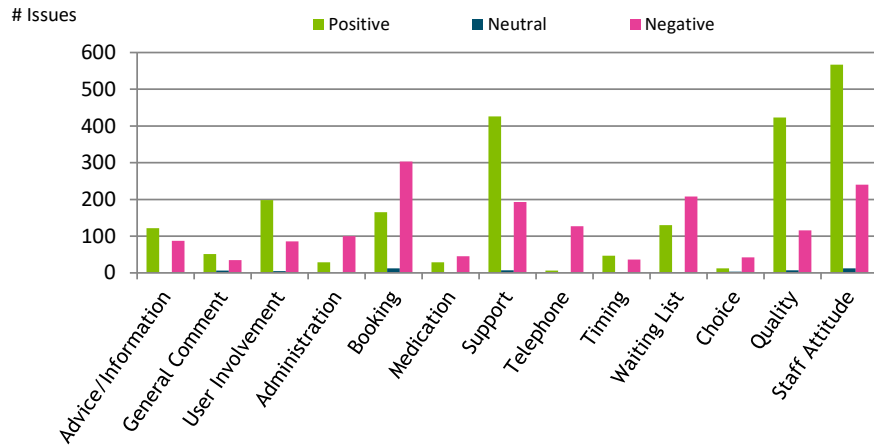
Medical conditions/topics receiving the most comments overall



2.1 Overall Themes and Sentiment

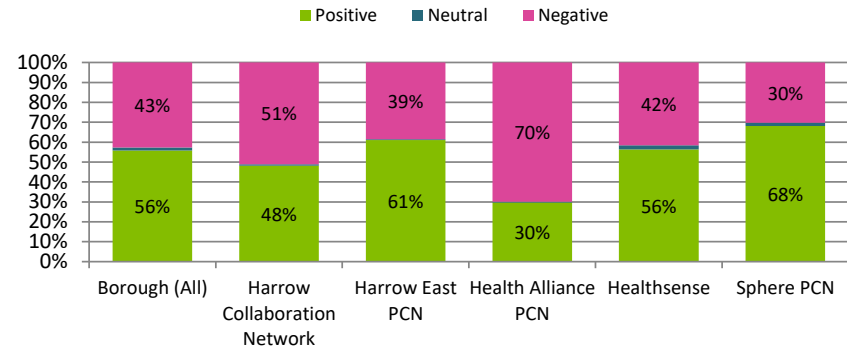


2.1.1 Overall, Top Trends: 4139 issues from 924 people



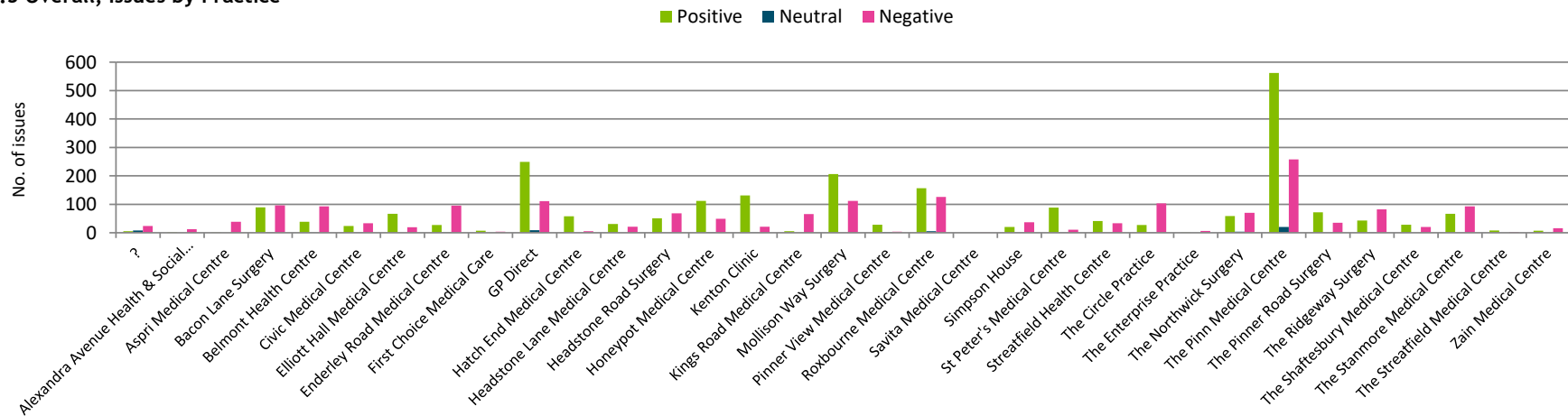
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

2.1.3 Overall, Issues by Practice

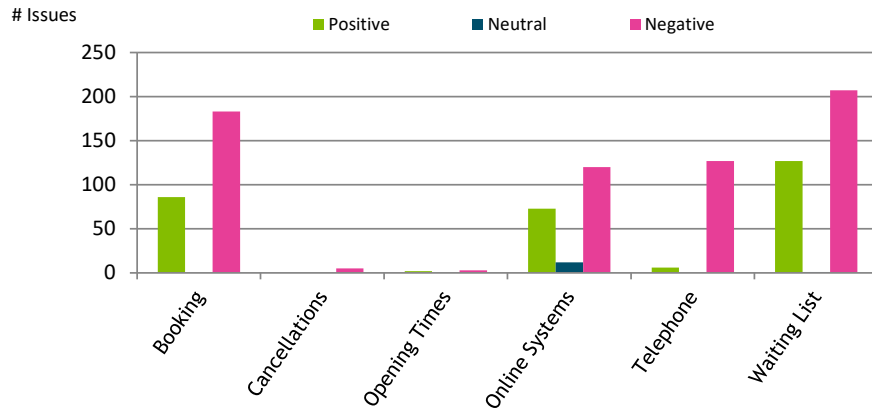


Practices receiving the most comments overall

2.2 Service Access

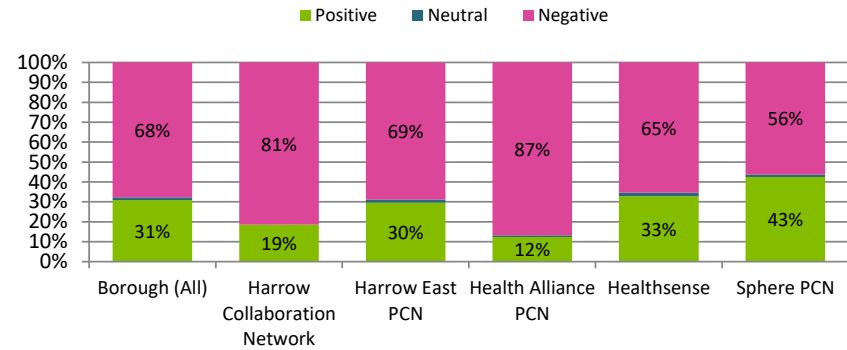


2.2.1 Service Access: 952 issues detected



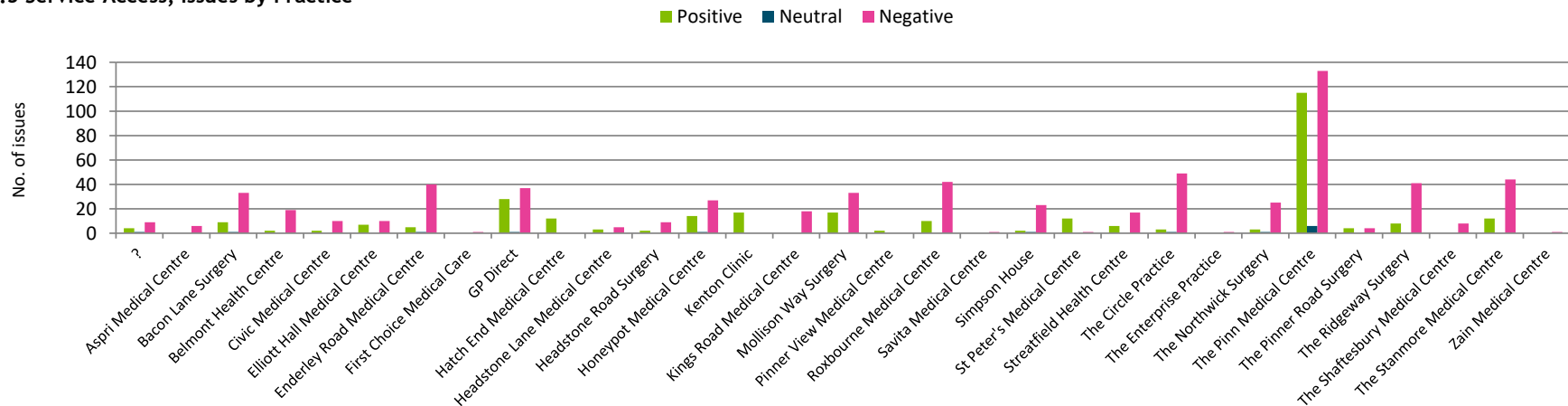
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

2.2.3 Service Access, Issues by Practice

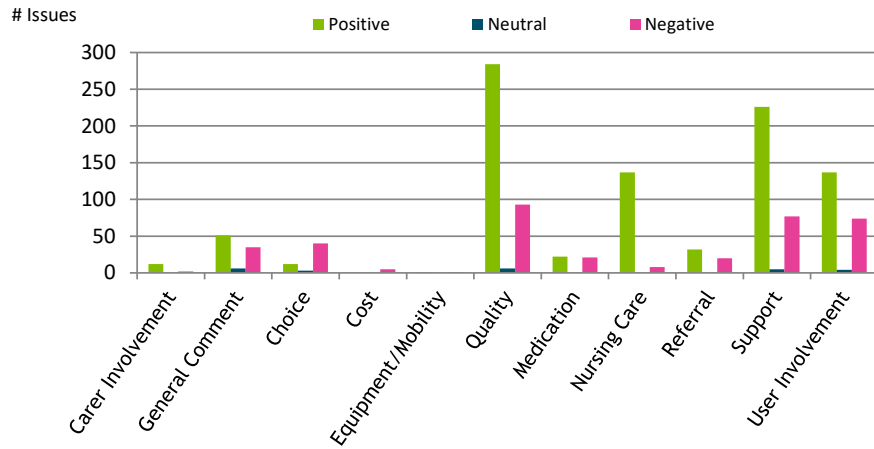


Practices receiving the most comments overall

2.3 Clinical Treatment and Care

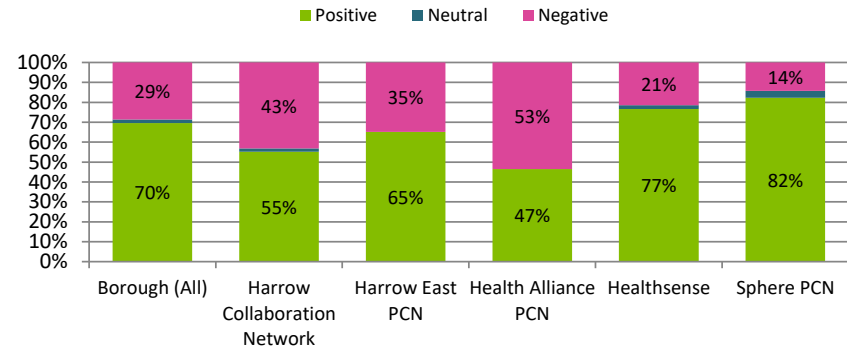


2.3.1 Treatment: 1314 issues detected



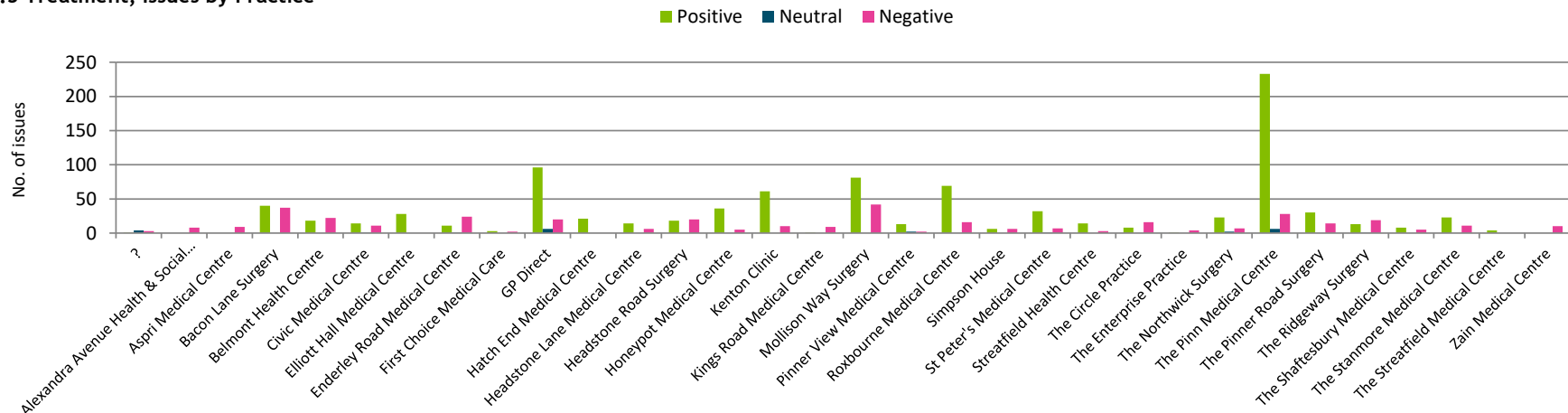
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

2.3.3 Treatment, Issues by Practice

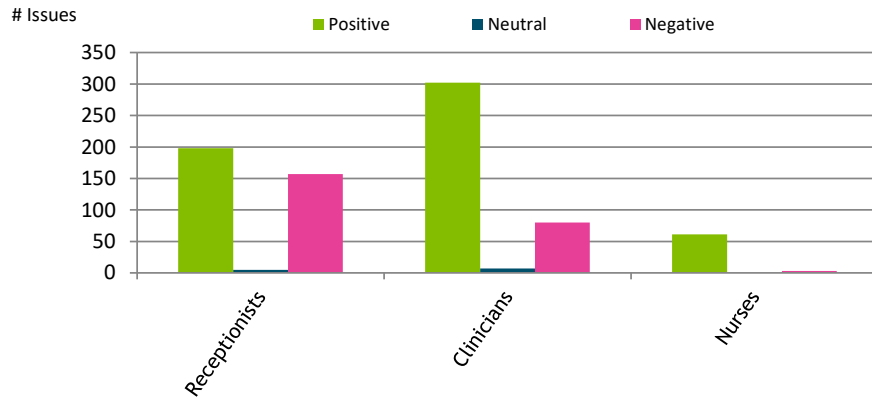


Practices receiving the most comments overall

2.4 Staff Attitude

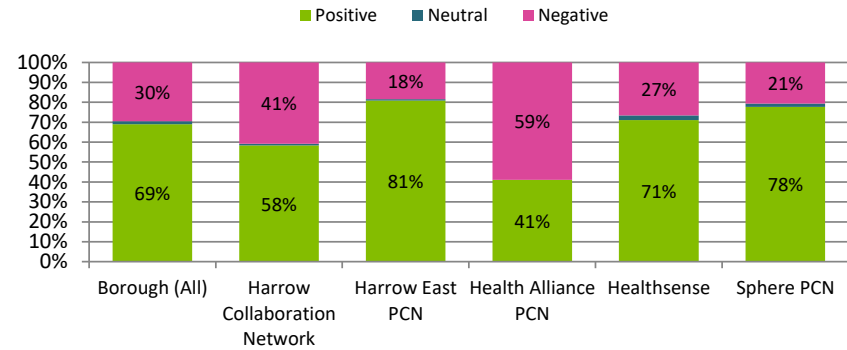


2.4.1 Staff Attitude: 813 issues detected



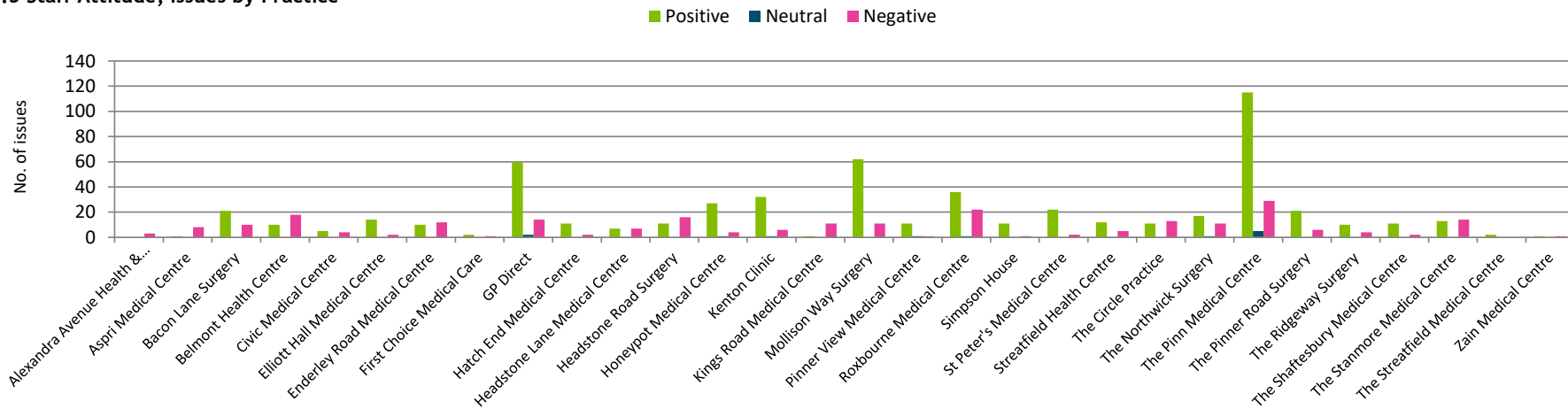
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

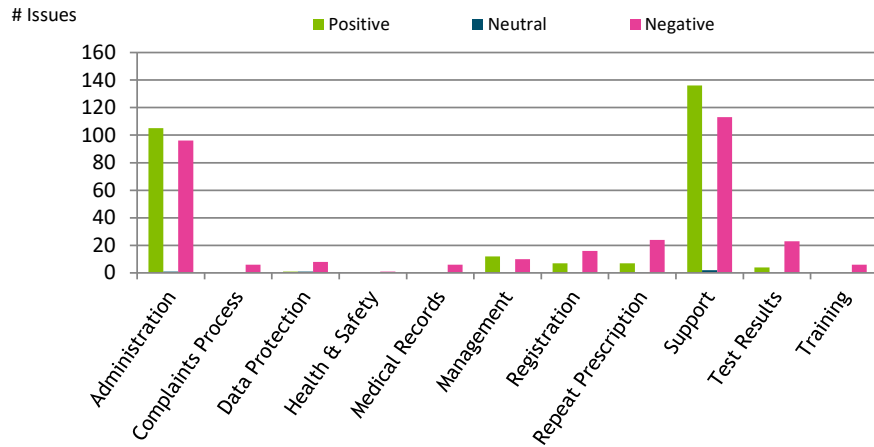


Practices receiving the most comments overall

2.5 Administration

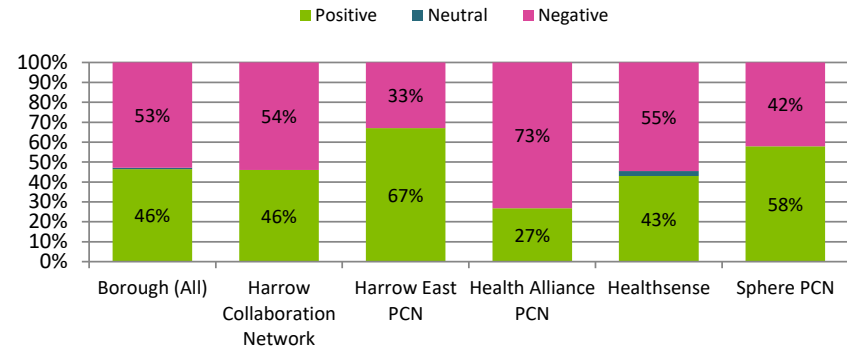


2.5.1 Administration: 585 issues detected



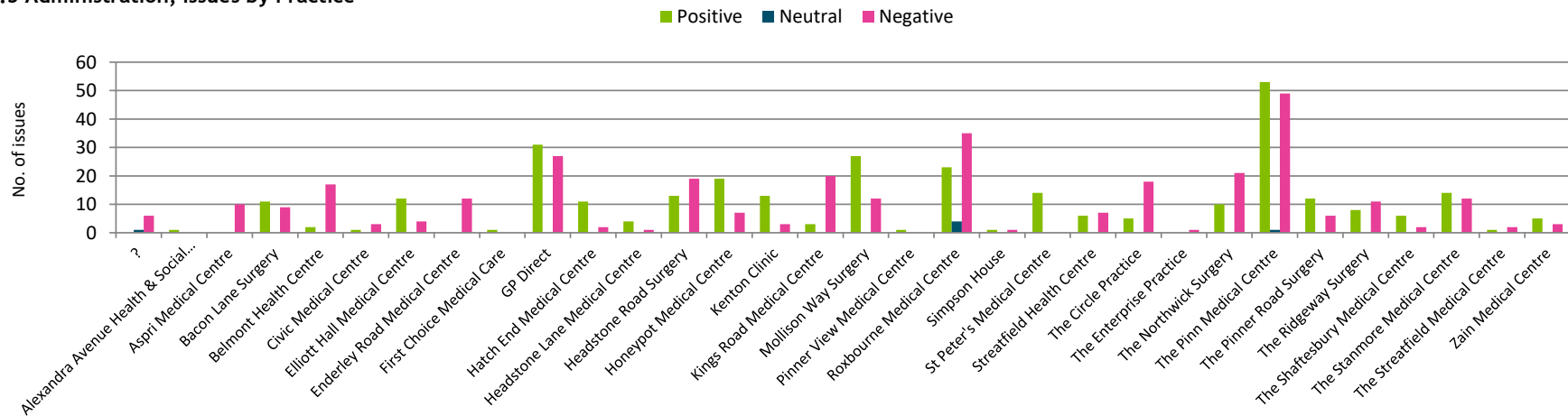
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

2.5.3 Administration, Issues by Practice

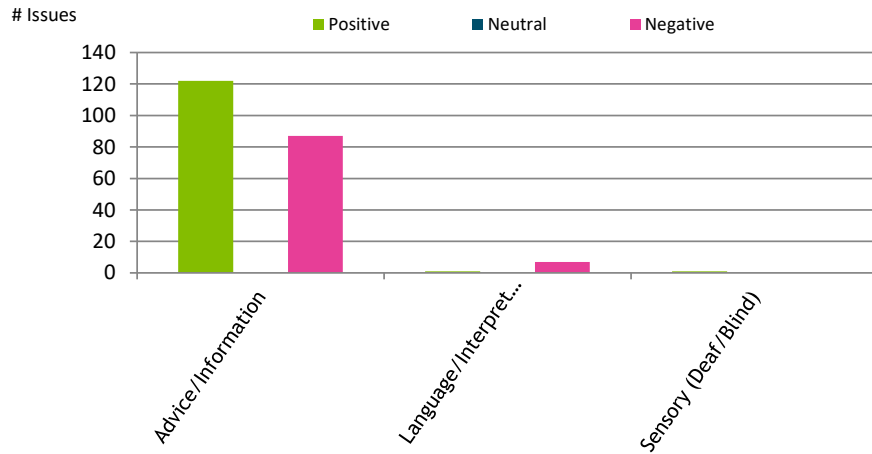


Practices receiving the most comments overall

2.6 Communication

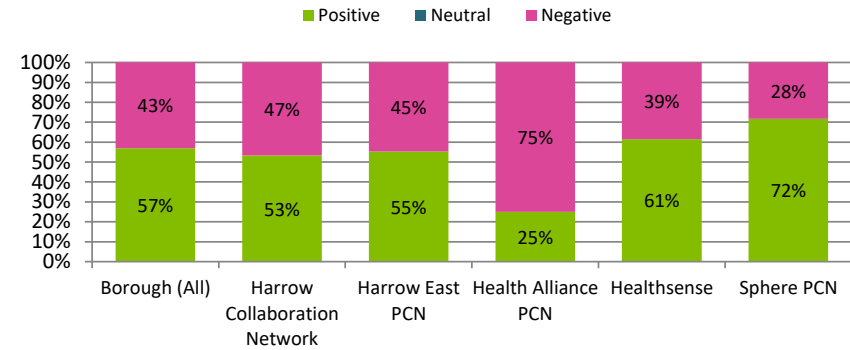


2.6.1 Communication: 218 issues detected



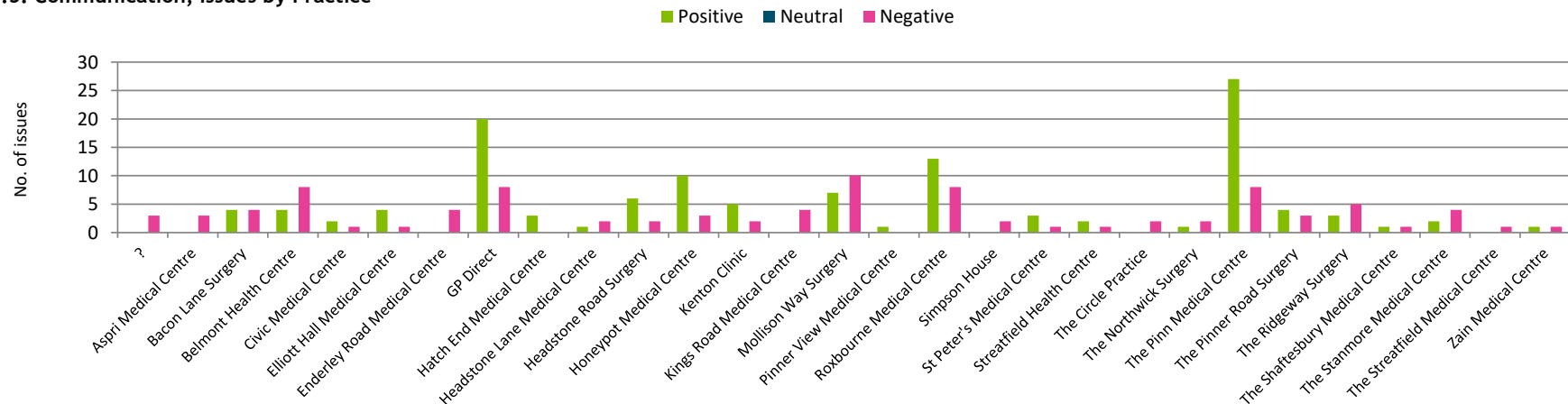
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

2.6.3: Communication, Issues by Practice

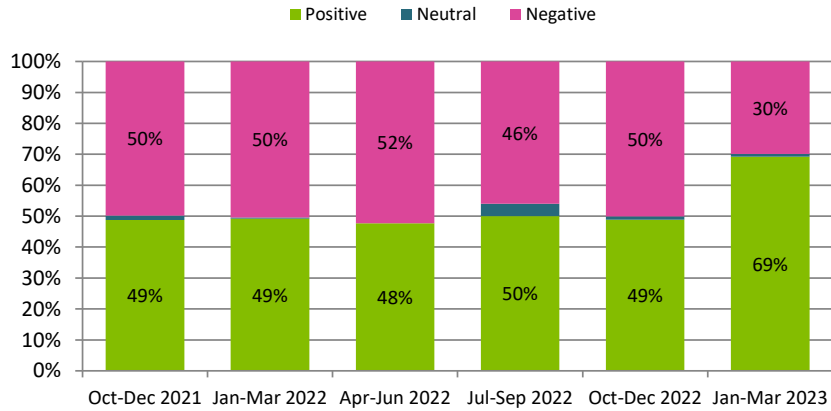


Practices receiving the most comments overall

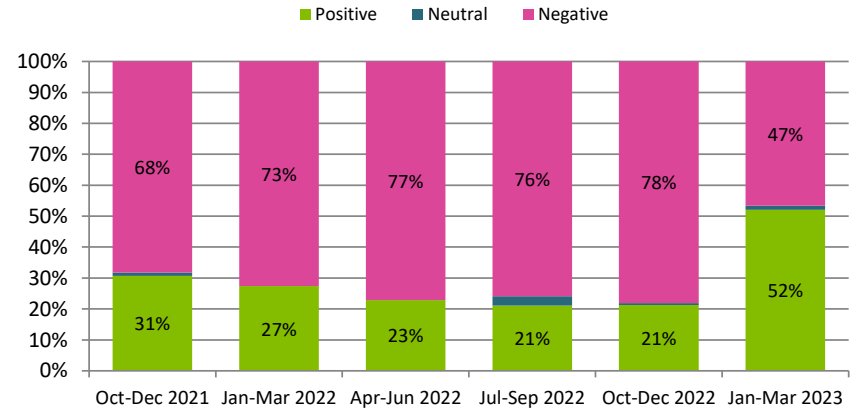
3. Timeline: 18 Month Tracker



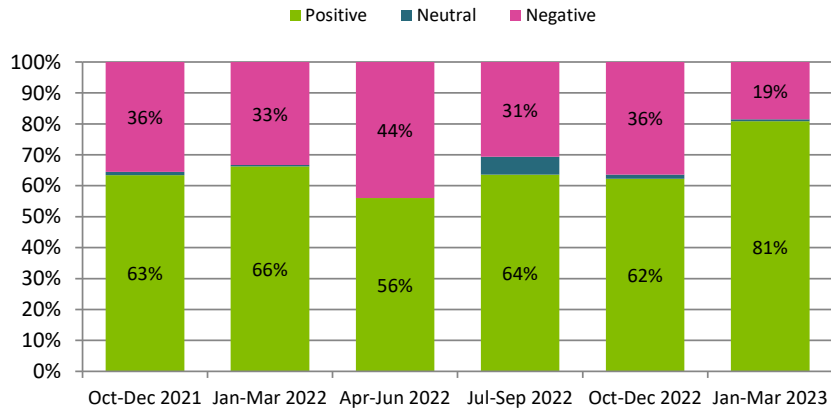
3.1 Overall Sentiment



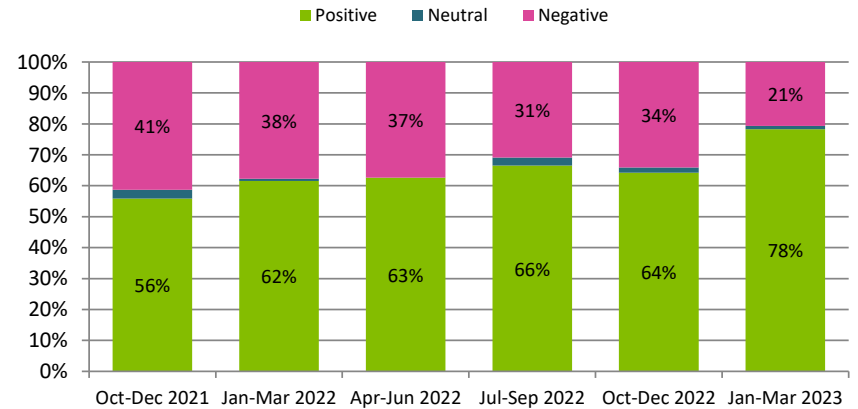
3.2 Service Access, Sentiment



3.3 Treatment and Care, Sentiment



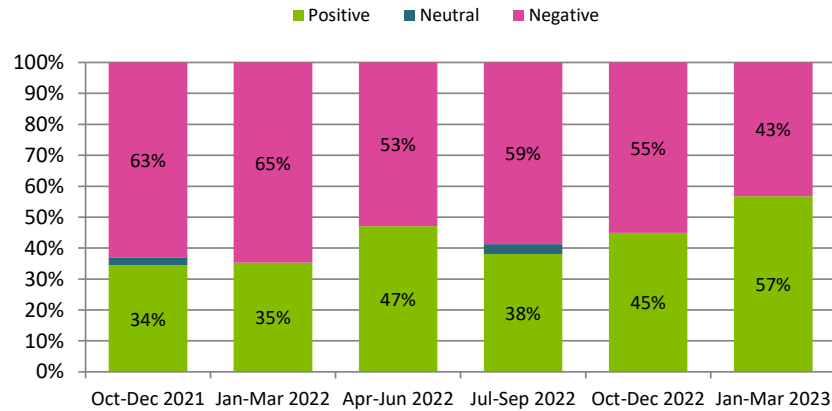
3.4 Staff Attitude, Sentiment



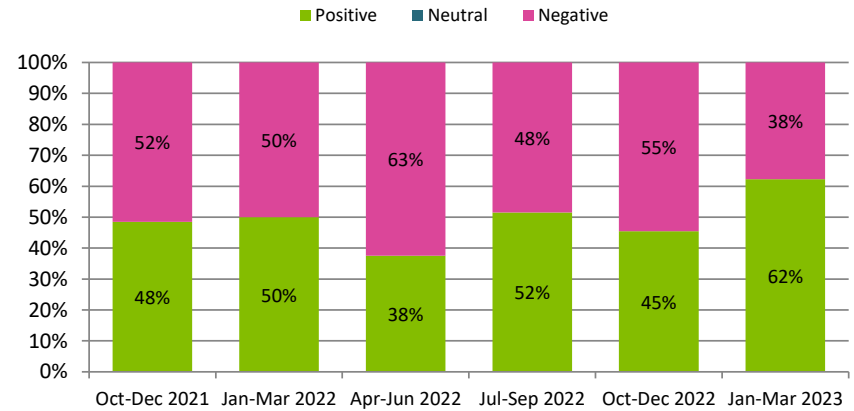
3. Timeline: 18 Month Tracker



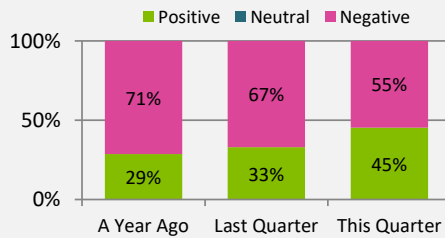
3.5 Administration, Sentiment



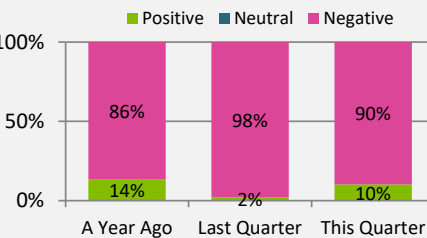
3.6 Communication, Sentiment



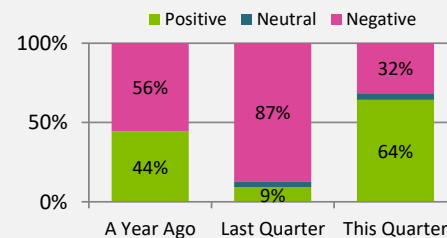
3.7 Booking, Snapshot



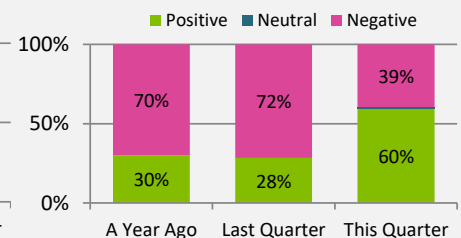
3.8 Telephone, Snapshot



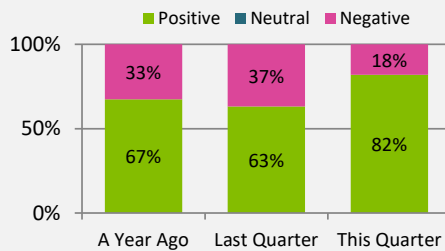
3.9 Online Access, Snapshot



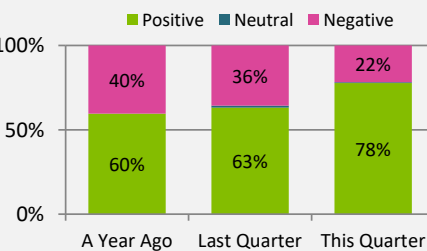
3.10 Waiting List, Snapshot



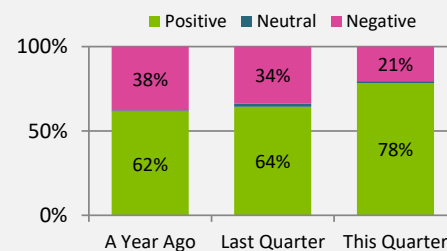
3.11 Involvement Snapshot



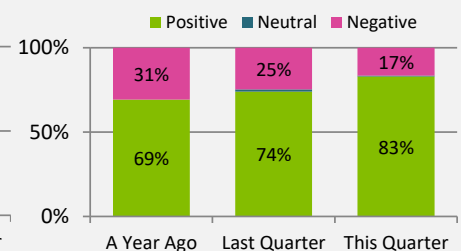
3.12 Support, Snapshot



3.13 Staff Attitude, Snapshot



3.14 Quality, Snapshot

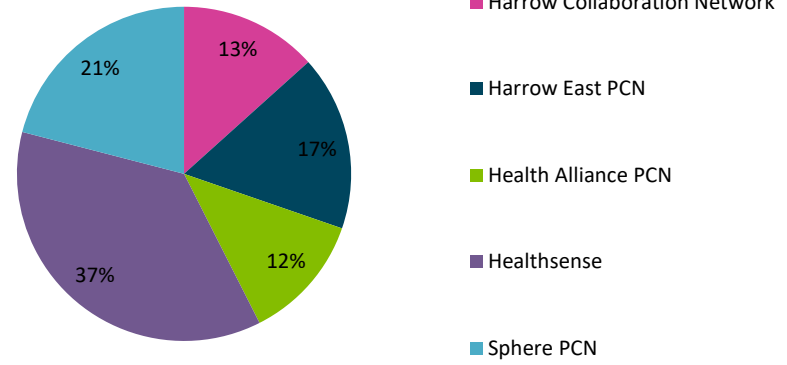
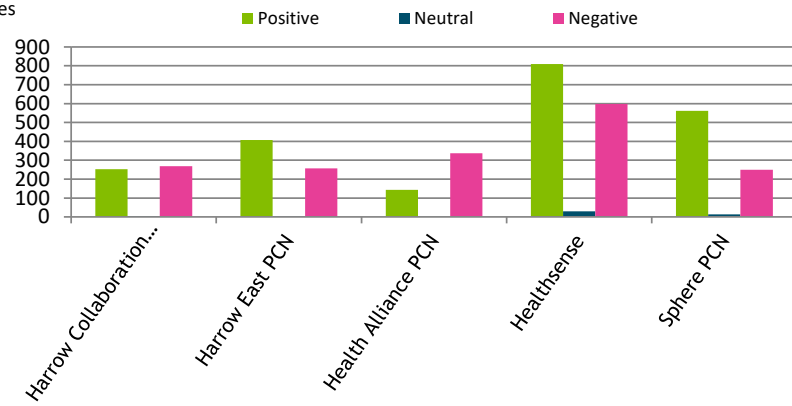


4. Volume by Primary Care Network



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>	122	0	87	209
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	14	0	3	17
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	51	6	35	92
	User Involvement	<i>Involvement of the service user.</i>	198	5	86	289
Systems	Administration	<i>Administrative processes and delivery.</i>	29	0	100	129
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	165	12	303	480
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	5	5
	Data Protection	<i>General data protection (including GDPR).</i>	1	1	8	10
	Referral	<i>Referral to a service.</i>	32	0	20	52
	Medical Records	<i>Management of medical records.</i>	0	0	6	6
	Medication	<i>Prescription and management of medicines.</i>	29	0	45	74
	Opening Times	<i>Opening times of a service.</i>	2	0	4	6
	Planning	<i>Leadership and general organisation.</i>	13	0	10	23
	Registration	<i>Ability to register for a service.</i>	7	0	16	23
	Support	<i>Levels of support provided.</i>	426	7	193	626
	Telephone	<i>Ability to contact a service by telephone.</i>	6	0	127	133
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	47	2	36	85
	Waiting List	<i>Length of wait while on a list.</i>	130	2	208	340
Values	Choice	<i>General choice.</i>	12	3	42	57
	Cost	<i>General cost.</i>	0	0	7	7
	Language	<i>Language, including terminology.</i>	1	0	7	8
	Nutrition	<i>Provision of sustenance.</i>	0	0	0	0
	Privacy	<i>Privacy, personal space and property.</i>	2	0	8	10
	Quality	<i>General quality of a service, or staff.</i>	423	7	116	546
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	0	1

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	4	7
	Environment/Layout	<i>Physical environment of a service.</i>	17	3	7	27
	Equipment	<i>General equipment issues.</i>	2	1	3	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	1	1
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	8	0	0	8
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	0	1
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	1	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	18	18
	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>	567	12	240	819
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	7	7
	Staff Training	<i>Training of staff.</i>	0	0	6	6
	Staffing Levels	<i>General availability of staff.</i>	1	0	7	8
	Total:			2312	61	1766