# The Experience of GP Services

A trends analysis report by Healthwatch Harrow



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 April 2023 - 31 March 2024



# Index and overview of findings

## Data Source (Page 4)

This report is based on the experience of 1,341 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, with good levels of involvement and support. According to feedback, patients would like greater levels of service access.

Overall sentiment is 73% positive, 26% negative and 1% neutral.

Trends...

According to feedback, overall satisfaction has improved by 4% this quarter.

The Pinn Medical Centre receives 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...

Satisfaction on service access has improved by 3% this quarter, comments suggest. Complaints are down marginally by 1% on booking processes and waiting times, while up notably by 7% on telephone access.

The Pinn Medical Centre receives a notable volume and ratio of positive comments.

## Clinical Treatment and Staff Attitude (Pages 7-8)

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

Trends...

This quarter, complaints are down by 5% on staff attitude and treatment and care.

The Pinn Medical Centre, Mollison Way Surgery, Kenton Clinic and GP Direct receive a notable volume and ratio of positive feedback.

## 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. Repeat prescriptions, test results and staff training are also cited as issues.

Trends...

Complaints are up by 7% on communication, comments suggest.

The Pinn Medical Centre, Belmont Health Centre and Mollison Way Surgery 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 # Issues Negative Positive Neutral 4000 3500 14% 3000 2500 2000 1500 1000 500 Provider Website Social Media 0 Solid March opice, we are a size -Sources providing the most comments overall 1.2 Stated medical conditions/topics Alzheimers 2%\_ <sup>3%</sup> 2% # Issues Positive Neutral Negative Cancer 250 Cardiology 2% 12% 200 Children's Health 150 COVID-19 (Vaccine) 100 10% Diabetes 13% 50 Digital and Online 4% 0 Ear Health/Hearing or of the second Bild and Online Aller Street On on one of the other of the other of the other of the other othe Mental Health 4th and a state ion of the second We construct Stip Health A CLUS A CLUS Concer 4% 1% Maternity Mental Health 2%\_ Musculoskeletal Health 4% 29% Older People's Health Skin Health Vaccination Medical conditions/topics receiving the most comments overall

## 2.1 Overall Themes and Sentiment



## 2.2 Service Access

#### 2.2.1 Service Access: 1031 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 300 100% 90% 250 34% 80% 41% 48% 80% 70% 60% 50% 40% 30% 20% 10% 53% 59% 200 75% 150 64% 100 59% 51% 45% 39% 25% 50 0% 0 or state of the st Borough (All) Harrow East Health Alliance Healthsense Sphere PCN Harrow 800 1100 800 1100 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 350 300 250 No. of issues 200 150 100 50 0 Headstone Line Medical Centre Endered Road Wester Learne PINNER VIEW MEDICAL CARTIE Rokourre Medica Centre 5 peres medical centre Steafed Heath Centre The phymological centre The States During Cante The stamme we deal centre FIRS-CROBE MEDICAL CAFE Heatione Road Street tionenot we dra centre Wine head weared the area weare Savita Medical Centre The Northwide Sureen the pine food sugery The Streamed Medical Centre Bemont Health Centre Ellot Hall Medical Centre The Ridgewon Surgert Aspin Medical Contre Baconanesuter NolisonWalsheen simpson House The Lide Pradice Tain Medical Contre Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 2045 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 600 100% 90% 7% 15% 16% 16% 27% 500 34% 80% 70% 60% 50% 40% 30% 20% 10% 0% 400 300 93% 85% 83% 83% 72% 66% 200 100 tood to the set Neticial Haring 0 on the second se to solution the solution of th terest in the second se Borough (All) Harrow East Health Alliance Healthsense Sphere PCN State of the second state Cooling Cooling 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 900 800 700 No. of issues 600 500 400 300 200 100 The Stateston Medica Centre 0 Ellot Hal Medica Centre Headsone me Medica Centre Honemot Medical Centre Pinner View Medical Centre 51 peres 5 wedded centre Steafed Heath Centre The stormoe webalcerice The Streated Medical Centre Erdelen nood medical cante FIRS-CROBE MERICALCARE Had Fra Medica Centre Headsone Road Surgery tine need weeka centre Rokoune Metica Centre The Northwid Surgers the nine food superv Bemont Health Centre Cwic Medica Centre Nolison way surger the phy we deal cante The Ridgewon Surgers Aspinetical centre Bacontane suber The little Pratice Lain webical centre simpson House Practices receiving the most comments overall

## 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 1266 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 600 100% 90% 12% 15% 20% 22% 26% 500 80% 42% 70% 60% 50% 40% 30% 20% 10% 0% 400 300 87% $\vdash$ 85% 79% 78% 73% 200 58% 100 0 Borough (All) Harrow East Health Alliance Healthsense Sphere PCN inition of the second Harrow HUSS 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 450 400 350 No. of issues 300 250 200 150 100 50 0 The Stateston Medica Centre Ellot Hal Medica Centre Enderer Road Intelial Centre Had Fred we deal Centre treadstore the medical canve Horemot we deal centre 5-peres wedded centre Steafed Heath Centre The somoe webalcence The Streated we had canne Cvic Medical Centre FIRS-CROBE MERICALCARE Heatsone Road Suffery Kine head weited tentre Pinner View Needles Centre Rokourre Medica Leave the nine food superv Bemont Health Centre Nolisonwaysurger The Northwide Suffert the immune deal centre THE RIDEEN OF SUBERY Aspinnedical centre Bacon ane superi simpson House The little Pratice Tain Medical Centre Practices receiving the most comments overall

### 2.5 Administration

## 2.5.1 Administration: 777 issues detected

## 2.5.2 Administration, Sentiment by Primary Care Network



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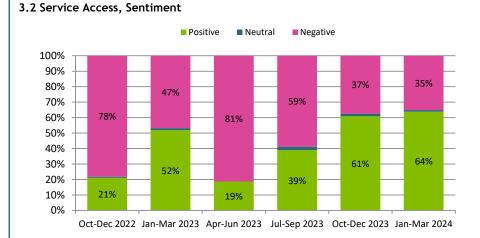
### 2.6 Communication

#### 2.6.1 Communication: 313 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 250 100% 90% 80% 19% 24% 30% 30% 36% 200 51% 70% 60% 50% 40% 30% 20% 10% 0% 150 81% 100 76% 70% 70% 64% 49% 50 0 And the second s the state of the s Contraction of the second seco 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 80 70 60 No. of issues 50 40 30 20 10 0 The Statesbur Weited Centre Horemot we dra Centre 51 peres 5 webcal centre Steafed Heath Centre The starting e we deal centre Ellot Hall We deal Centre Erdelen nood medical cante FIRS-CROBE MERICALCARE Had Frid Medica Centre testione the metical cante Headsone noad street Kine Read week a Centre Rokoure medial centre The streamed medical cantre Bemont Health Centre Nolisonwaysurger FIRME VEW Needed centre The Northwide Sureen The phy we deal centre Aspinnedical centre Bacontane Superi Civic Medical Centre The Cicle Practice the pine need suger The Ridgewon Surgert simpson House Lain Medical Centre Practices receiving the most comments overall

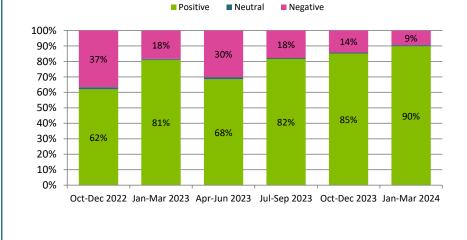
## 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 18% 22% 30% 32% 80% 47% 50% 70% 60% 50% 81% 40% 77% 69% 66% 30% 52% 49% 20% 10% 0% Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024

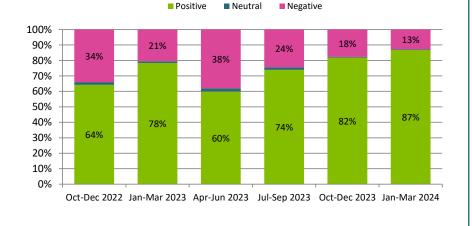
### 3.1 Overall Sentiment



### 3.3 Treatment and Care, Sentiment



## 3.4 Staff Attitude, Sentiment

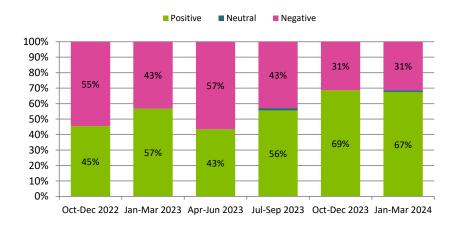


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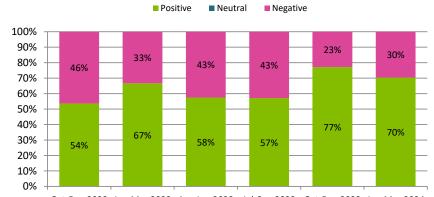
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## 3. Timeline: 18 Month Tracker

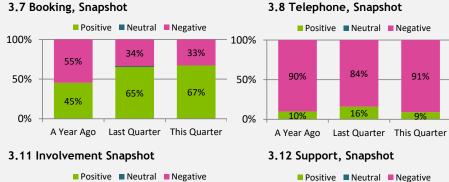
#### 3.5 Administration, Sentiment



#### 3.6 Communication, Sentiment



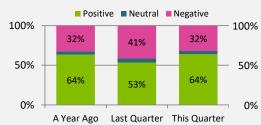
Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024



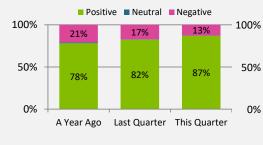




### 3.9 Online Access, Snapshot

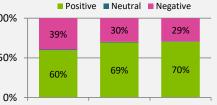


### 3.13 Staff Attitude, Snapshot



## 3.10 Waiting List, Snapshot

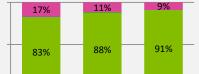
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#### A Year Ago Last Quarter This Quarter

### 3.14 Quality, Snapshot

Positive Neutral Negative



A Year Ago Last Quarter This Quarter

## 4. Volume by Primary Care Network



# 4.1 PCN # Issues Positive Neutral Negative Harrow Collaboration Network 2500 14% 16% 2000 1500 Harrow East PCN 1000 500 Health Alliance PCN Katon Collaboration. 0 toron the set to the s Here Street Contraction of the second 13% Healthsense 48% Sphere PCN

## 5. Data Table: Number of issues

Issue Name	Descriptor			# Issues				
ISSUE Maine	Descriptor		Positive	# ISSU Neutral	Negative	Total		
Advice/Information	Communication, including access to advice and information.		215	0	85	300		
Carer Involvement	Involvement of carers, friends or family members.		33	0	5	38		
General Comment	A generalised statement (ie; "The doctor was good.")		98	4	18	120		
User Involvement	Involvement of the service user.		426	2	69	497		
			120	-	05	137		
Administration	Administrative processes and delivery.		26	1	74	101		
Booking	Ability to book, reschedule or cancel appointments.		278	9	226	513		
Cancellations	Cancellation of appointment by the service provider.		0	0	3	3		
Data Protection	General data protection (including GDPR).		0	0	2	2		
Referral	Referral to a service.		38	0	13	51		
Medical Records	Management of medical records.		1	0	6	7		
Medication	Prescription and management of medicines.		36	0	34	70		
Opening Times	Opening times of a service.		2	0	6	8		
Planning	Leadership and general organisation.		80	0	17	97		
Registration	Ability to register for a service.		7	0	10	17		
Support	Levels of support provided.		763	7	198	968		
Telephone	Ability to contact a service by telephone.		10	0	88	98		
Timing	Physical timing (ie; length of wait at appointments).		177	4	38	219		
Waiting List	Length of wait while on a list.		249	4	174	427		
Choice	General choice.		18	0	18	36		
Cost	General cost.		2	0	5	7		
Language	Language, including terminology.		4	0	6	10		
Nutrition	Provision of sustainance.		1	0	1	2		
Privacy	Privacy, personal space and property.		0	0	2	2		
Quality	General quality of a service, or staff.		795	5	120	920		
Sensory	Deaf/blind or other sensory issues.		1	0	2	3		
Stimulation	General stimulation, including access to activities.		1	0	0	1		

Patients/Carers

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).		4	0	3	7
Environment/Layout	Physical environment of a service.		19	0	3	22
Equipment	General equipment issues.		2	0	3	5
Hazard	General hazard to safety (ie; a hospital wide infection).		0	1	2	3
Hygiene	Levels of hygiene and general cleanliness.		14	0	3	17
Mobility	Physical mobility to, from and within services.		1	0	0	1
Travel/Parking	Ability to travel or park.		1	0	1	2
Omission	General omission (ie; transport did not arrive).		0	0	4	4
Security/Conduct	General security of a service, including conduct of staff.		1	0	4	5
Staff Attitude	Attitude, compassion and empathy of staff.		1021	11	248	1280
Complaints	Ability to log and resolve a complaint.		0	0	12	12
Staff Training	Training of staff.		6	1	16	23
Staffing Levels	General availability of staff.		0	0	6	6
		Total:	4330	49	1525	5904

Community Insight CRM