The Experience of GP Services

A trends analysis report by Healthwatch Halton



Healthwatch is your local independent health and social care champion. 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.

Qualitative Feedback, 1 January 2025 - 31 March 2025



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 529 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 majority of people receive good quality treatment and nursing care, on the whole. According to feedback, patients would like greater levels of service access, involvement, communication and support.

Overall sentiment is 40% positive, 58% negative and 2% neutral.

Trends...

Overall satisfaction has declined by 3% this quarter, comments suggest.

Grove House Practice (St Pauls) and Castlefields Health Centre 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...

Satisfaction on service access has improved by 3%, comments suggest. Complaints are down by 3% on waiting times, while up by 6% on telephone access and by 2% on ability to book appointments.

Feedback about most practices is negative, overall.

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate patients would like greater levels of support, involvement and empathy. Choice (of in-person appointments or preferred clinician) is also an issue.

Trends...

This quarter, complaints are up by 11% on staff attitude, and by 9% on treatment and care.

Grove House Practice (St Pauls) and Castlefields Health Centre 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. Repeat prescriptions, test results and staff training are also cited as issues.

Trends...

Complaints are up by 42% on communication and by 12% on administration.

Grove House Practice (St Pauls) receives a notable volume and ratio of positive comments.

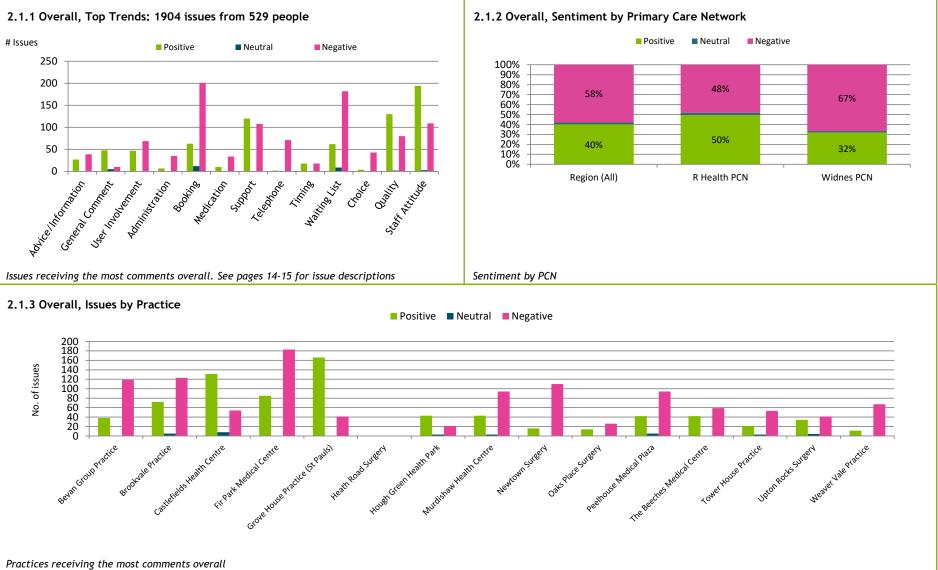
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics



1.1 Source # Issues Negative Positive Neutral 450 400 350 250 200 150 100 50 0 18% Outreach Provider Website 43% Soli and and a solid and a sol UN CONTROL OF W estimation of the second sec or ide 24% Social Media Website Sources providing the most comments overall 1.2 Stated medical conditions/topics Appendicitis # Issues 2% 3% Positive Neutral Negative Asthma 70 4% Blindness 9% 3% 60 Cancer 50 Carers' issues 40 6% 2% 30 Chromosomal abnormalities 20 COVID-19 (Vaccine) 2% 9% 10 Digital and Online See Date of the second 0 Chotogonde COMPOSITION OF THE STREET Multiple Sciences and the second s leity and Oliver toon of the second elines. en ler Ete Health A Hereit Contraction of the second Eye Health ASCH DA 4% Mobility 23% Multiple Sclerosis 19% Neurology Parkinsons Sleep medicine 3% Vascular Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 608 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 200 100% 90% 180 160 80% 140 70% 60% 50% 40% 30% 20% 10% 0% 65% 76% 120 86% 100 80 60 40 20 30% 21% 11% 0 W Bilinge List 800 1100 100 Constant of the second of the Region (All) **R** Health PCN Widnes PCN 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 80 70 60 No. of issues 50 40 30 20 FHROM MARINA CONTRE PROJECT PR 10 0 Brookse Practice castlefeets teath centre House Green Health Park Nuthistan reatticente Bevan Group Practice Newtown Surgers reen case processinger upon note surger we are the second and the provide ratice upon note surger we prove the provide the second and the second and the provide the Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 573 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 120 100% 90% 100 80% 39% 80% 70% 60% 50% 40% 30% 20% 10% 0% 49% 55% 80 60 40 59% 50% 44% 20 Loogo Coool 0 toiner the second second Contraction of the second Ceres of Canada A to to Clark Region (All) **R** Health PCN Widnes PCN ion Crone 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 70 60 50 No. of issues 40 30 20 FIFPart Westcalcentre 10 0 Cashefelds Health Centre Oak place surgery Brodevale Practice Hous Geenteath Part The Beeches Media Centre Reelhouse Medica Data Towe House Practice Benan Group Practice v Health Centre Newcour Surgery Juse Protice Upton Road Surgery Nester Vale Practice Murdishaw Practices receiving the most comments overall

2.4 Staff Attitude

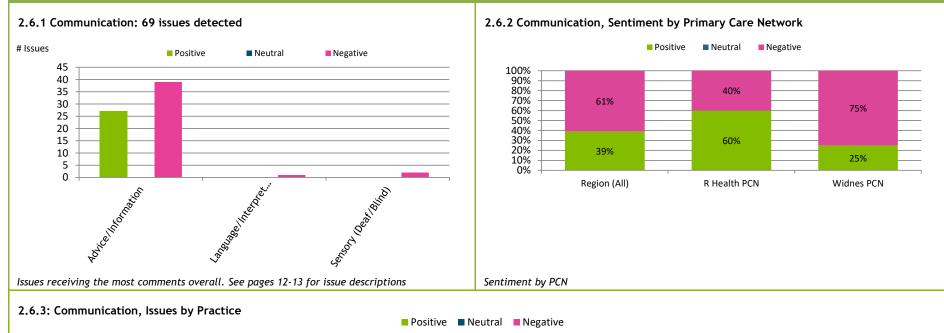
2.4.1 Staff Attitude: 302 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 120 100% 90% 24% 100 36% 80% 46% 70% 60% 50% 40% 30% 20% 10% 0% 80 60 75% 63% 40 53% 20 0 Person Pe inition of the second Region (All) **R** Health PCN Widnes PCN AN Sec. 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 40 35 30 No. of issues 25 20 15 10 FIF Pat Madela Centre Grove house Pradice Straush 5 0 Cashefeld Heath Centre Peelhoue Medica Plats Brodwale Practice House Green Heath Park The Beeches Media Centre Towe House Practice Bevan Group Practice v Health Centre Oaks Prace Surgery Newrown Surgery use natice use suffer we are the pratice Murdishawi Practices receiving the most comments overall

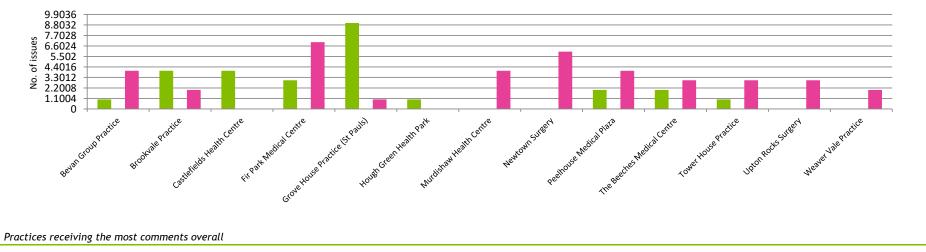
2.5 Administration

Practices receiving the most comments overall

2.5.1 Administration: 232 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Negative Neutral 60 100% 90% 50 80% 45% 80% 70% 60% 50% 40% 30% 20% 10% 0% 64% 40 71% 30 20 54% 35% 10 27% A Contraction of the second se 0 401 International Internation Collaboration of the second se opto opto Todes & Street Menton Contraction of the second and the second What was a standard with the standard est state NOON STORY Region (All) **R** Health PCN Widnes PCN 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 35 30 25 No. of issues 20 15 10 Oale pare surgery 5 0 Houst clean teath Patt The Beenes Media Centre FI Part medical centre HeathBoad Suffert TowerHouse Practice Bevan Group Practice Brookale Practice henron Suger s Health Centre v Health Centre e^{Predice} Upton Rock-Suffert Meaner Vale Practice Castlefields Murdishawi

2.6 Communication

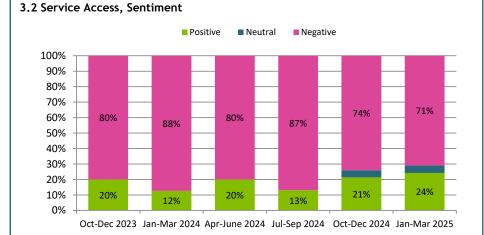




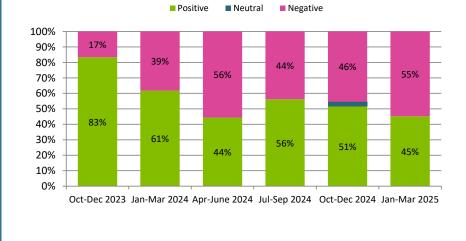
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 35% 80% 51% 59% 70% 61% 59% 63% 60% 50% 40% 65% 30% 49% 41% 20% 38% 38% 35% 10% 0% Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025

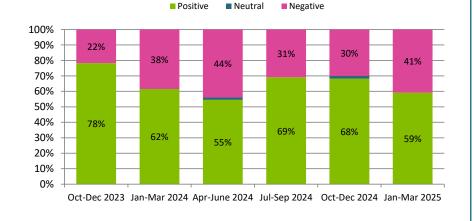
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment

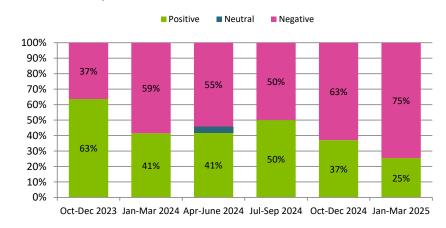


3.4 Staff Attitude, Sentiment



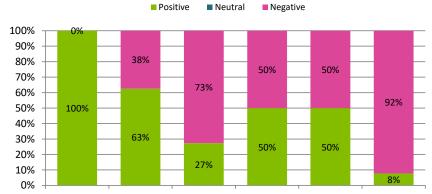
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3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment





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Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025

4. Volume by Primary Care Network





5. Data Table: Number of issues

Issue Name

Privacy, personal space and property.

General stimulation, including access to activities.

General quality of a service, or staff.

Deaf/blind or other sensory issues.

Advice/Information

Carer Involvement

General Comment

User Involvement

Administration Booking

Cancellations

Referral

Medication **Opening Times**

Planning

Registration Support

Telephone

Waiting List

Timing

Choice

Language

Nutrition

Privacy

Quality

Sensory

Stimulation

Cost

Data Protection

Medical Records

Descriptor		# Issues			
	Positive	Neutral	Negative	Total	
Communication, including access to advice and information.	27	0	39	66	
Involvement of carers, friends or family members.	1	0	3	4	
A generalised statement (ie; "The doctor was good.")	48	5	10	63	
Involvement of the service user.	47	1	69	117	
Administrative processes and delivery.	7	0	35	42	
Ability to book, reschedule or cancel appointments.	63	12	201	276	
Cancellation of appointment by the service provider.	0	0	3	3	
General data protection (including GDPR).	0	0	1	1	
Referral to a service.	13	0	9	22	
Management of medical records.	0	0	10	10	
Prescription and management of medicines.	10	0	34	44	
Opening times of a service.	0	0	5	5	
Leadership and general organisation.	1	0	2	3	
Ability to register for a service.	0	0	10	10	
Levels of support provided.	120	1	108	229	
Ability to contact a service by telephone.	2	0	71	73	
Physical timing (ie; length of wait at appointments).	18	0	18	36	
Length of wait while on a list.	62	9	182	253	
General choice.	4	1	43	48	
General cost.	0	0	3	3	
Language, including terminology.	0	0	1	1	
Provision of sustainance.	0	0	0	0	

1

0

0

130

0

2

0

0

5

80

2

0

6

2

0

212

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	9	12
Environment/Layout	Physical environment of a service.		5	0	2	7
Equipment	General equipment issues.		1	0	0	1
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0
Hygiene	Levels of hygiene and general cleanliness.		5	0	0	5
Mobility	Physical mobility to, from and within services.		0	0	3	3
Travel/Parking	Ability to travel or park.		1	0	2	3
Omission	General omission (ie; transport did not arrive).		0	0	10	10
Security/Conduct	General security of a service, including conduct of staff.		0	0	0	0
Staff Attitude	Attitude, compassion and empathy of staff.		194	3	109	306
Complaints	Ability to log and resolve a complaint.		1	0	3	4
Staff Training	Training of staff.		0	0	12	12
Staffing Levels	General availability of staff.		0	0	12	12
		Total:	764	34	1106	1904

Community Insight CRM