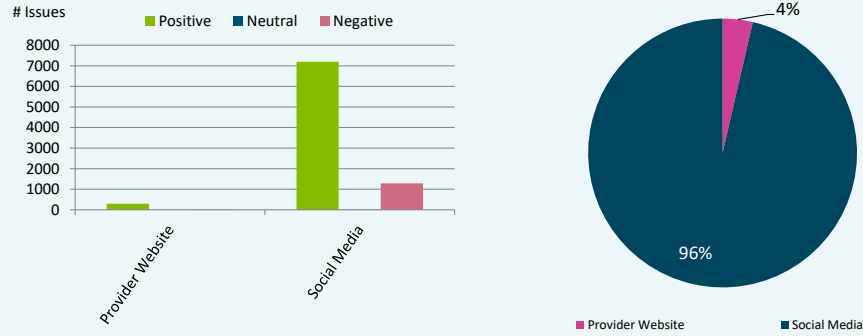


# Harrow, GP Services

Qualitative Feedback, 1 April 2025 - 31 March 2026

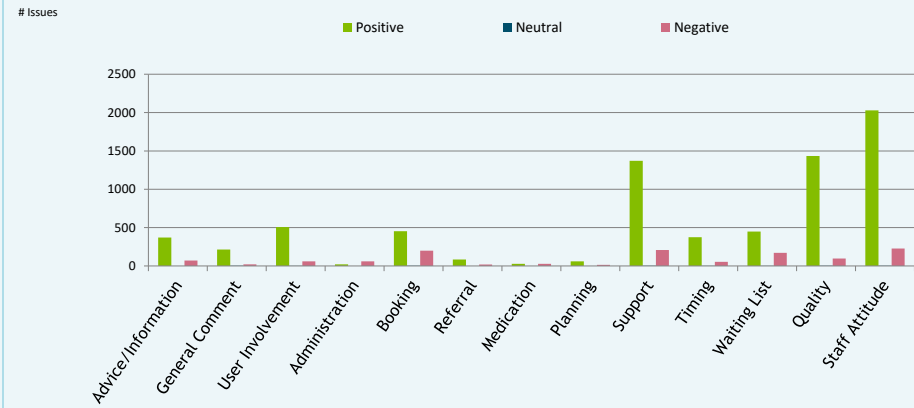


## 1. Source: 8939 issues from 2420 people



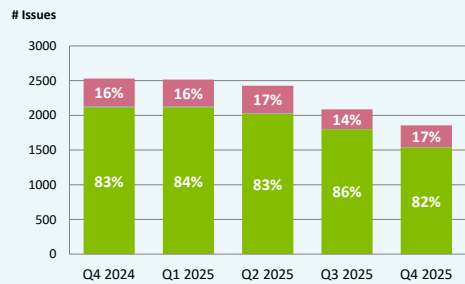
Top sources displayed

## 2. Trends

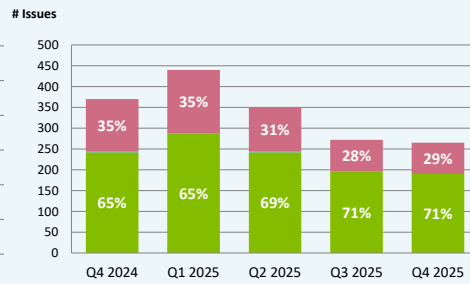


Top trends displayed

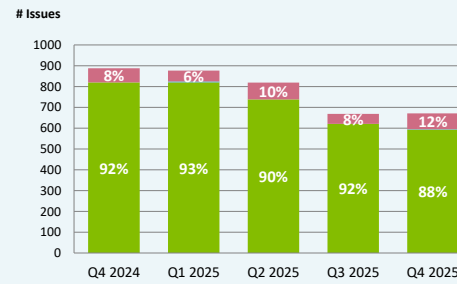
### 3.1 Timeline: Overall Sentiment



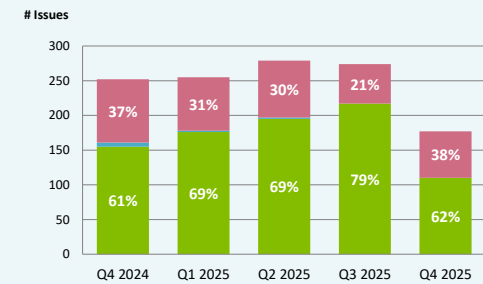
### 3.2 Timeline: Service Access



### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



Positive Neutral Negative

## Satisfaction Over Time



Overall Satisfaction:  
Service Access:  
Treatment and Care:  
Administration:

### Quarterly

Down by 4%  
No Change  
Down by 4%  
Down by 17%

### Annually

Down by 1%  
Up by 6%  
Down by 4%  
Up by 1%

## Trends by Satisfaction Level



Quality (93%)  
Staff Attitude (89%)  
General Comment (89%)  
User Involvement (89%)  
Timing (87%)



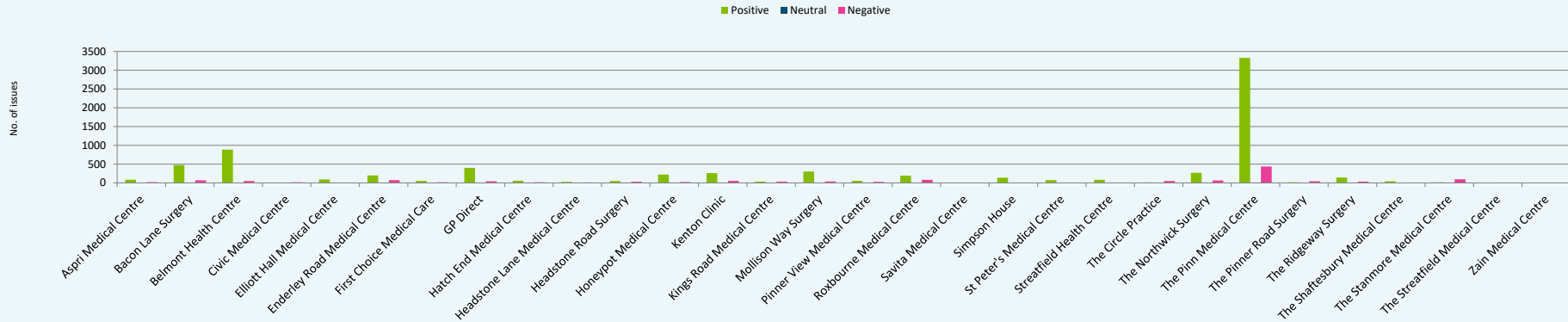
Administration (25%)  
Medication (49%)  
Booking (69%)  
Waiting List (72%)  
Planning (79%)

# Harrow, GP Services

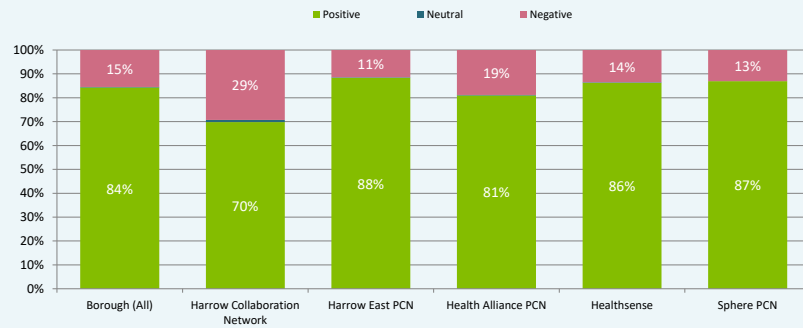
Qualitative Feedback, 1 April 2025 - 31 March 2026



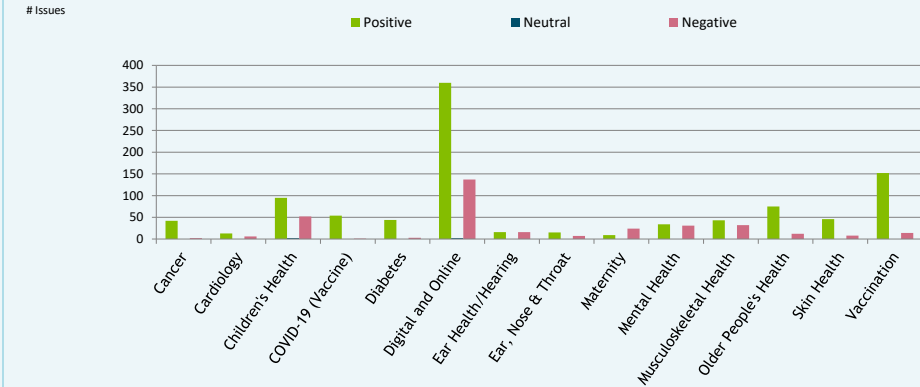
## 4. Practices



## 5. Primary Care Networks (PCNs)



## 6. Conditions/Topics



Top conditions/topics displayed

## Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (98%)  
 Cancer (95%)  
 Diabetes (93%)  
 Vaccination (91%)  
 Older People's Health (86%)



Maternity (27%)  
 Ear Health/Hearing (50%)  
 Mental Health (52%)  
 Musculoskeletal Health (57%)  
 Children's Health (63%)