# The Experience of GP Services: Harrow Collaborative Network

A trends analysis report by Healthwatch Harrow



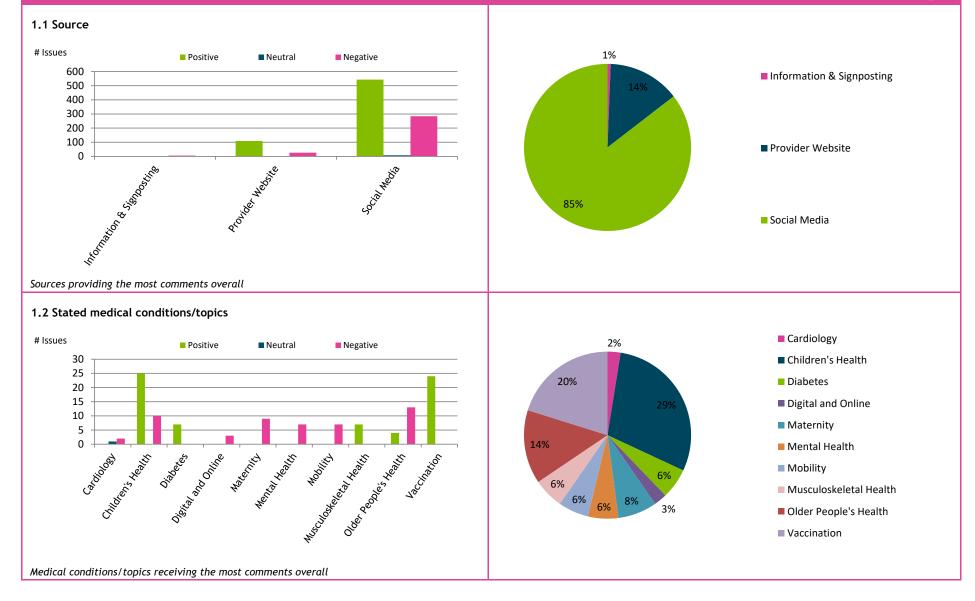
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 July 2023 - 30 June 2024



## 1. Data Source and Conditions/Topics

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## 2.1 Overall Themes and Sentiment

### 2.1.1 Overall, Top Trends: 977 issues from 219 people





## 2.2 Service Access

#### 2.2.1 Service Access: 118 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 30 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 25 32% 38% 43% 51% 55% 20 73% 15 $\vdash$ 66% 62% 10 56% 47% 42% 5 27% 0 Concertions -800,110,00 Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN Souther Street 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 45 40 35 30 25 20 15 10 No. of issues 5 0 une root neited centre The States Dry Medica Centre Savie Medical Centre First chole we did Late Kenton Clinic , Medical centre tain Medical Centre , Road Surgery , Road Surgery li. The Pinner Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 332 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 100 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 90 12% 6% 13% 15% 22% 80 33% 70 60 50 94% F 88% 87% 84% 40 78% 67% 30 20 10 toogo the set Not the second second 0 tion of the second seco Contraction of the second second Port Port Contraction of the second Cloud Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN 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 160 140 120 No. of issues 100 80 60 40 20 0 tine Road Medica Centre KentonClinic ne ven meteolentre Solite Medical Centre The shateshun healed Lentre Tainwestcal Centre Fischole Medical Cale , Road Surgery · Thepimer

Practices receiving the most comments overall

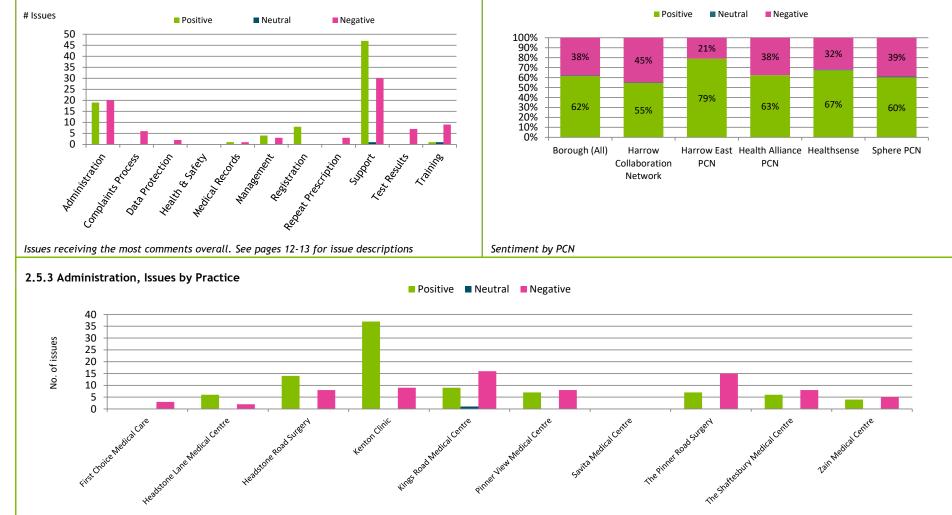
# 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 240 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 100 90 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 10% 18% 18% 20% 23% 80 70 38% 60 50 $\vdash$ 89% 82% 82% 80% 40 76% 62% 30 20 10 0 Person Pe initial initia Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN AN Services PCN PCN Collaboration 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 120 100 No. of issues 80 60 40 20 0 une Road Medical Centre Kenton Clinic source heading centre Lain Medical Centre First Choice Medical Care , Road Surgery The Statesbury Mealed Centre , ven medical centre Thepimer Practices receiving the most comments overall

## 2.5 Administration

#### 2.5.1 Administration: 163 issues detected

# $\textbf{2.5.2} \ \textbf{Administration, Sentiment by Primary Care Network}$



Practices receiving the most comments overall

## 2.6 Communication

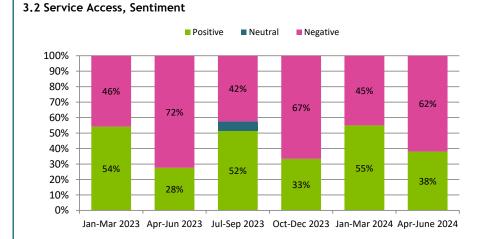
Practices receiving the most comments overall

#### 2.6.1 Communication: 58 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 35 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 30 22% 26% 28% 26% 30% 45% 25 20 -15 78% 74% 72% 74% 70% 55% 10 5 0 And the second s Autor Contraction of the second second Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN PCN PCN Collaboration 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 20 18 16 14 12 10 No. of issues 8 6 4 2 0 Kenton Clinic Leadsone Road Surgery The shates buy nedical centre kines peak medical centre source heading centre Tain Medical Centre Fischole Medical Cale , Road Surgery Thepimer

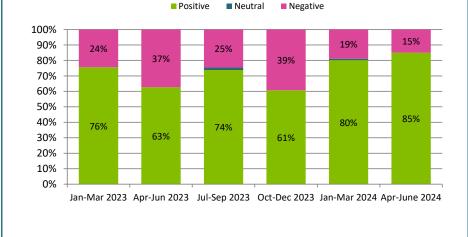
# 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 25% 29% 31% 35% 80% 46% 46% 70% 60% 50% 40% 74% 71% 69% 62% 30% 54% 54% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

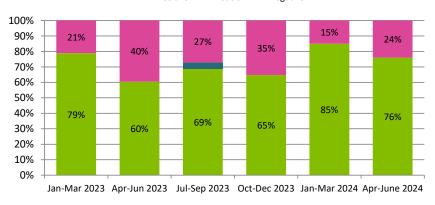
#### 3.1 Overall Sentiment



### 3.3 Treatment and Care, Sentiment



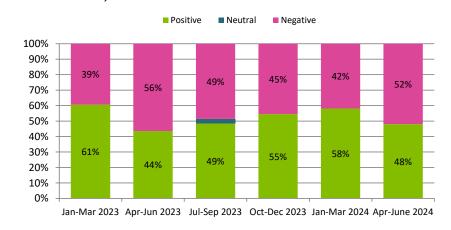
#### 3.4 Staff Attitude, Sentiment



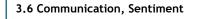
# Positive Neutral Negative

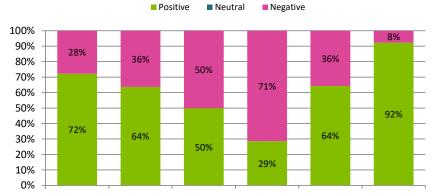
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# 3. Timeline: 18 Month Tracker



### 3.5 Administration, Sentiment





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



# 4. Volume by Primary Care Network



# 4.1 PCN # Issues Positive Neutral Negative Harrow Collaboration Network 3500 3000 13% 14% 2500 Harrow East PCN 2000 1500 1000 500 0 Health Alliance PCN Non opening Hoto Color Solution of the second 11% Healthsense 53% Sphere PCN

# 5. Data Table: Number of issues

	Issue Name	Descriptor		# Issues			
<i>(</i> <b>0</b>			Positive	Neutral	Negative	Total	
Patients/Carers	Advice/Information	Communication, including access to advice and information.	:	32 0	24	56	
	Carer Involvement	Involvement of carers, friends or family members.		5 0	1	6	
	General Comment	A generalised statement (ie; "The doctor was good.")		13 1	7	21	
	User Involvement	Involvement of the service user.		55 0	18	83	
Values Systems	Administration	Administrative processes and delivery.		2 0	16	18	
	Booking	Ability to book, reschedule or cancel appointments.	:	32 1	26	59	
	Cancellations	Cancellation of appointment by the service provider.		0 0	2	2	
	Data Protection	General data protection (including GDPR).		0 0	2	2	
	Referral	Referral to a service.		3 0	3	6	
	Medical Records	Management of medical records.		1 0	1	2	
	Medication	Prescription and management of medicines.		2 0	4	6	
	Opening Times	Opening times of a service.		1 0	3	4	
	Planning	Leadership and general organisation.		4 0	3	7	
	Registration	Ability to register for a service.		8 0	0	8	
	Support	Levels of support provided.	1	23 1	49	173	
	Telephone	Ability to contact a service by telephone.		1 0	7	8	
	Timing	Physical timing (ie; length of wait at appointments).		6 1	4	11	
	Waiting List	Length of wait while on a list.		28 1	27	56	
	Choice	General choice.		0 0	3	3	
	Cost	General cost.		0 0	0	0	
	Language	Language, including terminology.		0 0	2	2	
	Nutrition	Provision of sustainance.		0 0	0	0	
	Privacy	Privacy, personal space and property.		0 0	0	0	
	Quality	General quality of a service, or staff.	1	26 1	33	160	
	Sensory	Deaf/blind or other sensory issues.		0 0	0	0	
	Stimulation	General stimulation, including access to activities.		0 0	0	0	

# 5. Data Table: Number of issues

Issue Name	Descriptor		# Issues					
issue name	Descriptor		Positive	# ISSC Neutral	Negative	Total		
Catchment/Distance	Distance to a service (and catchment area for eligability).		2	0	1	3		
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.		6	0	1	7		
Mobility	Physical mobility to, from and within services.		0	0	0	0		
Travel/Parking	Ability to travel or park.		0	0	1	1		
Omission	General omission (ie; transport did not arrive).		0	0	2	2		
Security/Conduct	General security of a service, including conduct of staff.		1	0	0	1		
Staff Attitude	Attitude, compassion and empathy of staff.		184	2	55	241		
Complaints	Ability to log and resolve a complaint.		0	0	6	6		
Staff Training	Training of staff.		1	1	9	11		
Staffing Levels	General availability of staff.		0	0	4	4		
		Total:	652	9	316	977		

## Disclaimer:

Environment

Staff

The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Community Insight CRM