The Experience of GP Services: Harrow Collaborative Network

A trends analysis report by Healthwatch Harrow
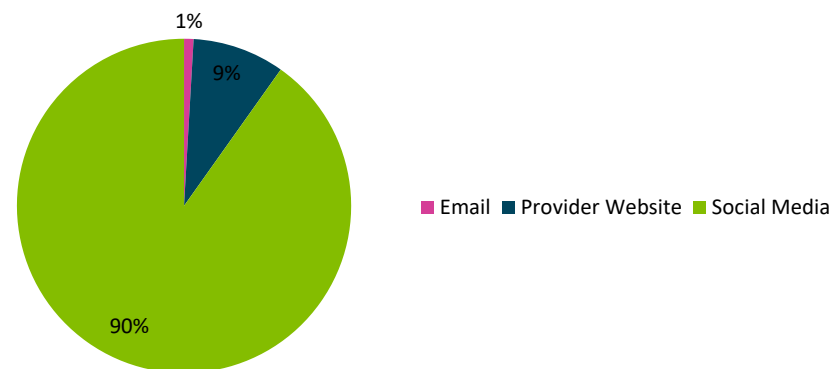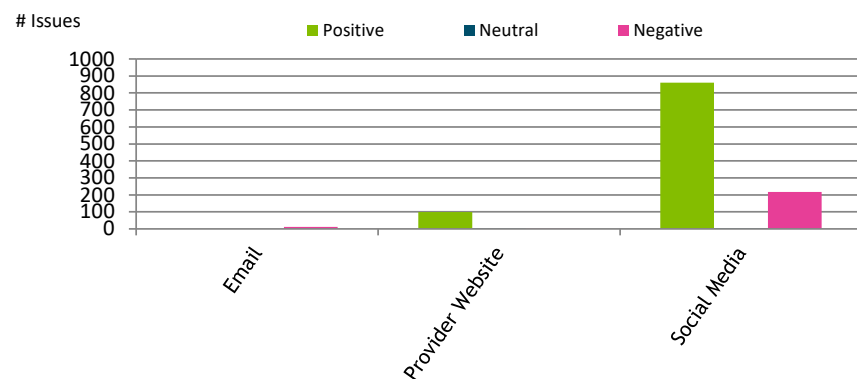
CommunityInsight

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.

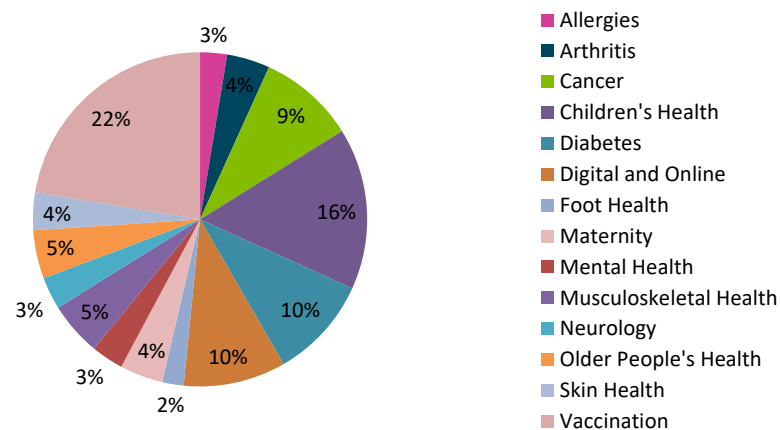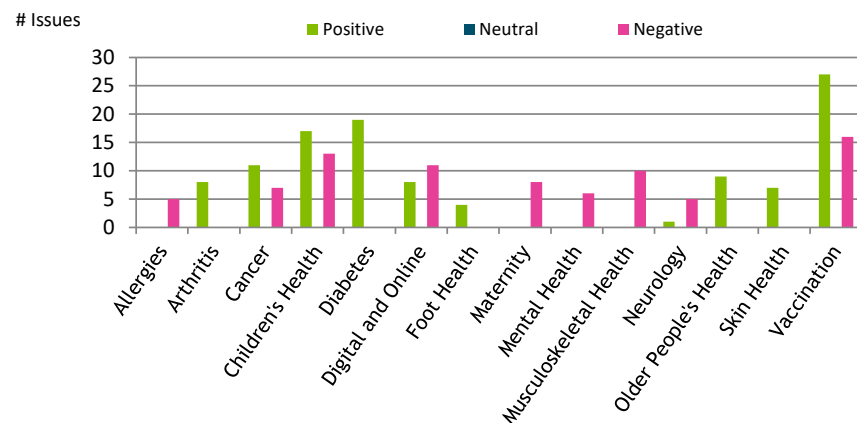*Qualitative Feedback, 1 July 2024 - 30 June 2025*

healthwatch Harrow

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Sources providing the most comments overall

Legend: Email, Provider Website, Social Media

- 1%
- 9%
- 90%

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories: Allergies, Arthritis, Cancer, Children's Health, Diabetes, Digital and Online, Foot Health, Maternity, Mental Health, Musculoskeletal Health, Neurology, Older People's Health, Skin Health, Vaccination

Medical conditions/topics receiving the most comments overall

Legend:
- Allergies
- Arthritis
- Cancer
- Children's Health
- Diabetes
- Digital and Online
- Foot Health
- Maternity
- Mental Health
- Musculoskeletal Health
- Neurology
- Older People's Health
- Skin Health
- Vaccination

Percentages: 3%, 4%, 9%, 16%, 10%, 10%, 2%, 3%, 4%, 5%, 3%, 5%, 4%, 22%

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 1212 issues from 282 people

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Support, Timing, Waiting List, Quality, Environment/Layout, Hygiene, Staff Attitude
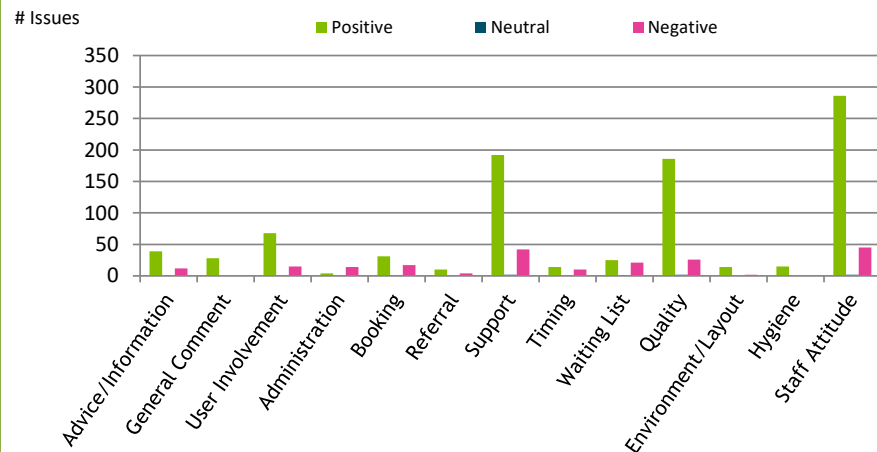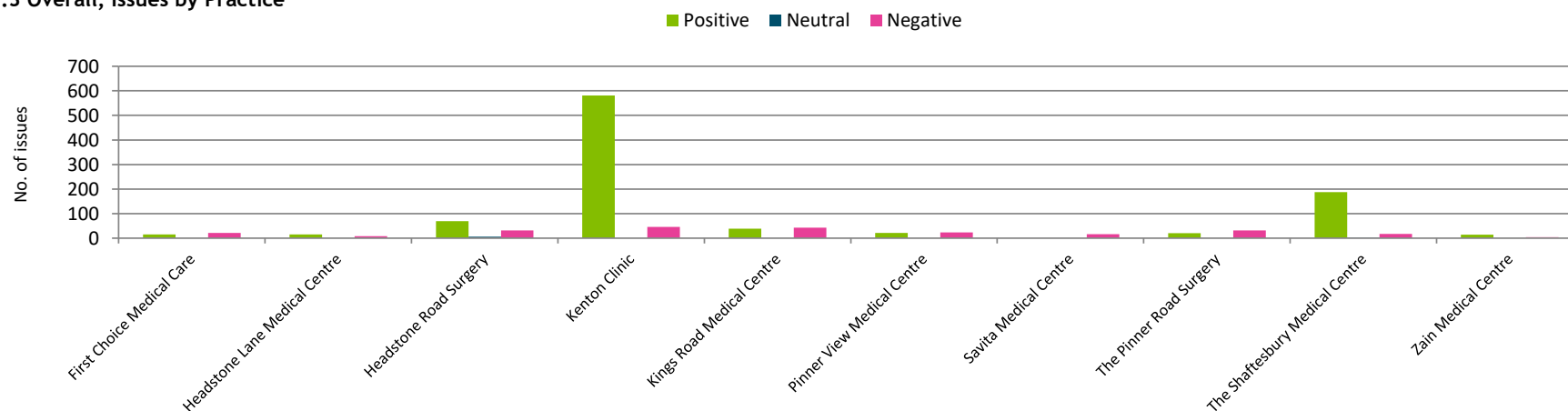
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Borough (All)	Harrow Collaboration Network	Harrow East PCN	Health Alliance PCN	Healthsense	Sphere PCN
Negative	16%	20%	16%	28%	14%	17%
Positive	83%	79%	83%	71%	86%	83%
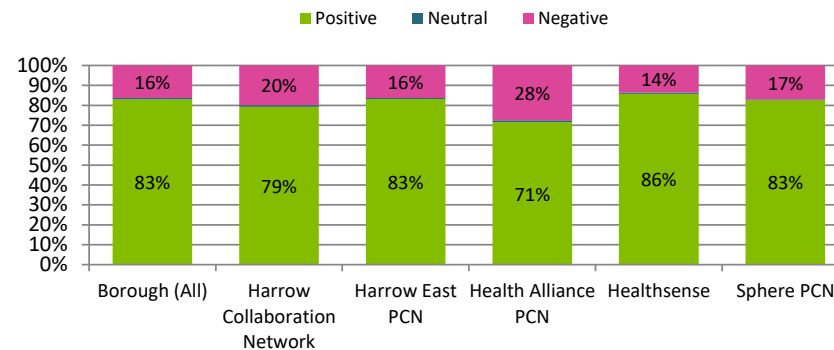
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): First Choice Medical Care, Headstone Lane Medical Centre, Headstone Road Surgery, Kenton Clinic, Kings Road Medical Centre, Pinner View Medical Centre, Savita Medical Centre, The Pinner Road Surgery, The Shaftesbury Medical Centre, Zain Medical Centre
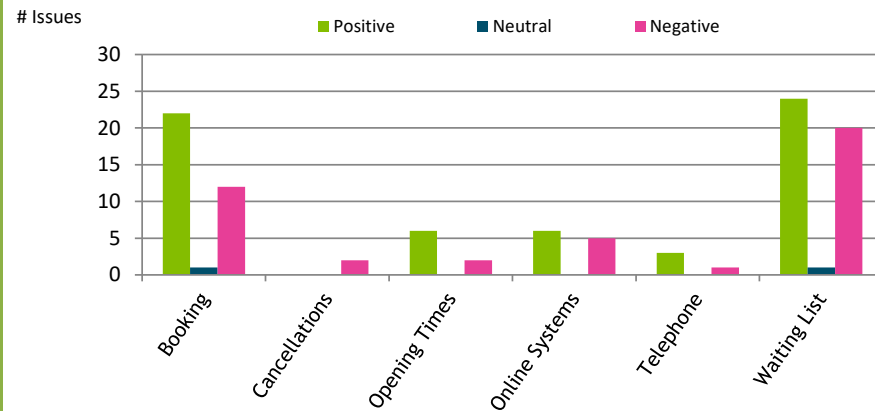
Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 105 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List
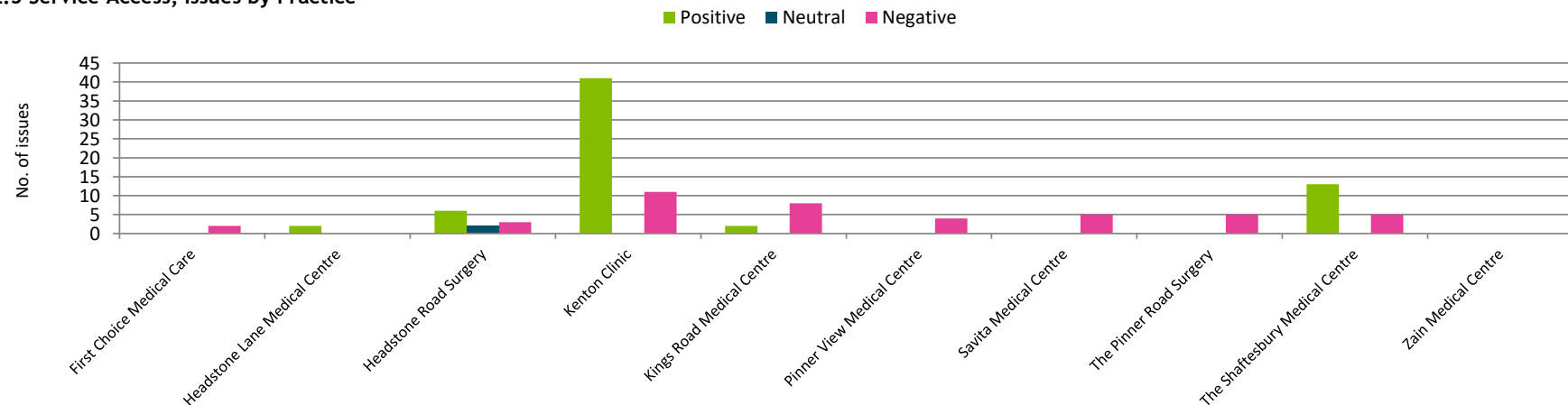
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	64%	35%
Harrow Collaboration Network	59%	39%
Harrow East PCN	57%	42%
Health Alliance PCN	34%	66%
Healthsense	69%	30%
Sphere PCN	69%	31%
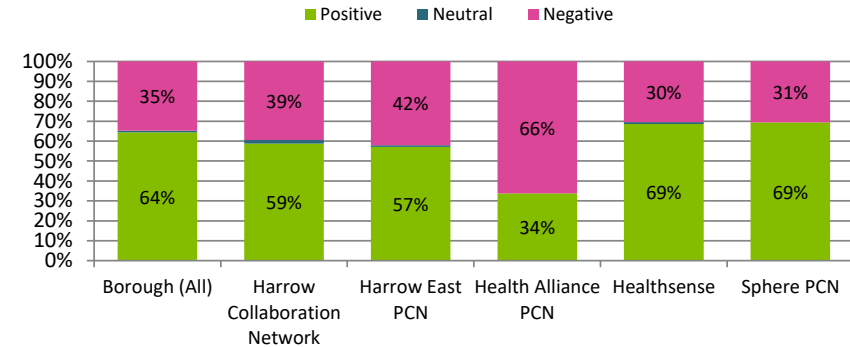
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: First Choice Medical Care, Headstone Lane Medical Centre, Headstone Road Surgery, Kenton Clinic, Kings Road Medical Centre, Pinner View Medical Centre, Savita Medical Centre, The Pinner Road Surgery, The Shaftesbury Medical Centre, Zain Medical Centre
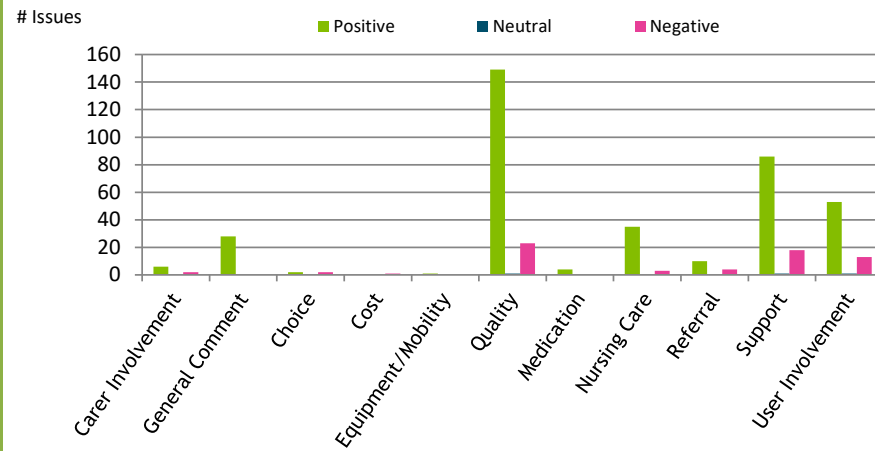
Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 443 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by category (Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement). Quality has the highest Positive count (~150), Support (~85), User Involvement (~53), Nursing Care (~35).
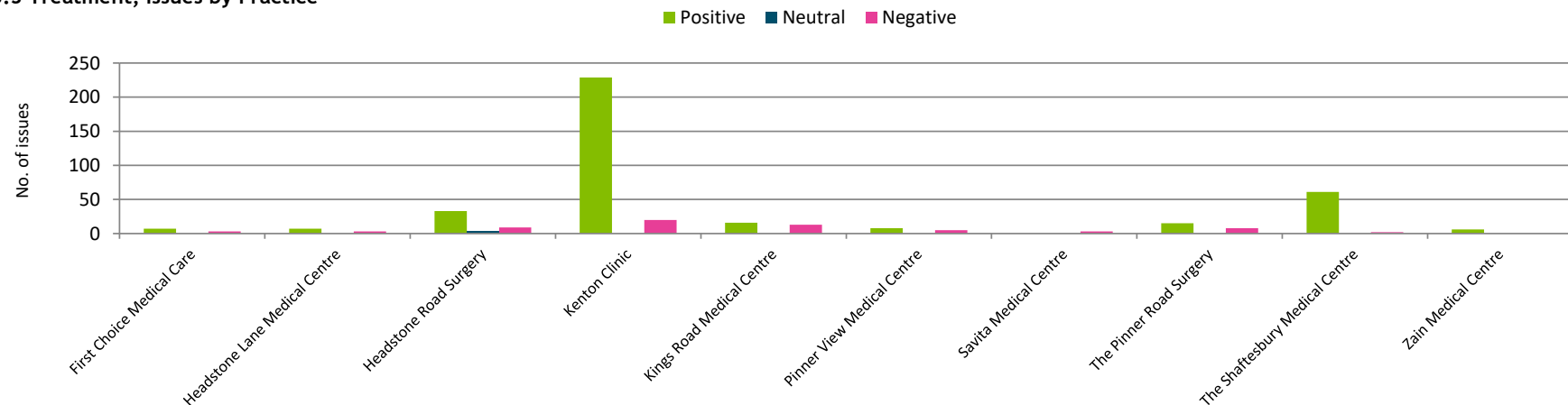
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	92%	8%
Harrow Collaboration Network	85%	15%
Harrow East PCN	92%	7%
Health Alliance PCN	88%	11%
Healthsense	94%	6%
Sphere PCN	92%	8%
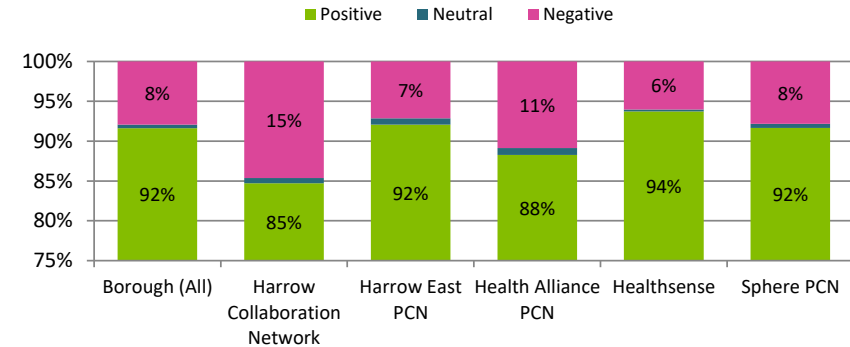
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by practice (First Choice Medical Care, Headstone Lane Medical Centre, Headstone Road Surgery, Kenton Clinic, Kings Road Medical Centre, Pinner View Medical Centre, Savita Medical Centre, The Pinner Road Surgery, The Shaftesbury Medical Centre, Zain Medical Centre). Kenton Clinic has the highest Positive count (~228).
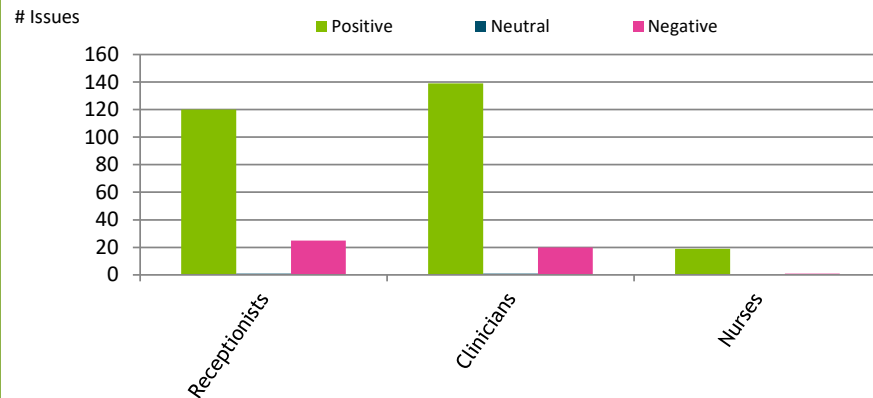
Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 326 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart with y-axis "# Issues" ranging 0 to 160, categories:
- Receptionists: Positive ~120, Negative ~25
- Clinicians: Positive ~140, Negative ~20
- Nurses: Positive ~20
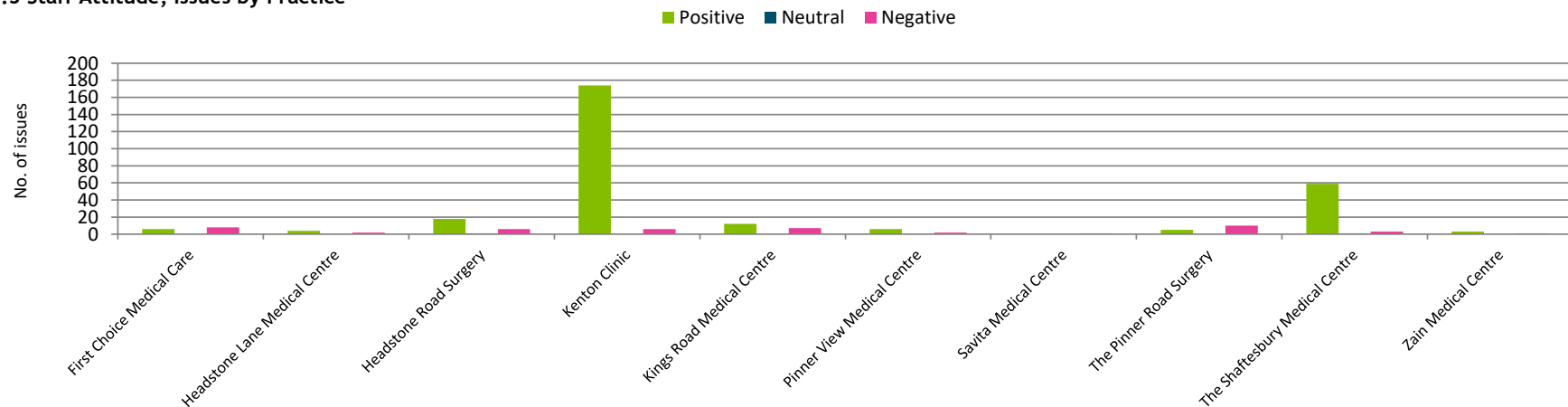
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Stacked bar chart (0%-100%):
- Borough (All): Positive 88%, Negative 11%
- Harrow Collaboration Network: Positive 86%, Negative 14%
- Harrow East PCN: Positive 91%, Negative 9%
- Health Alliance PCN: Positive 78%, Negative 21%
- Healthsense: Positive 91%, Negative 8%
- Sphere PCN: Positive 86%, Negative 13%
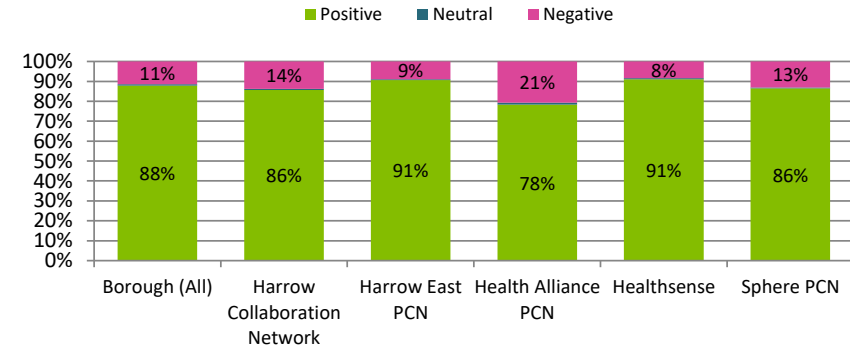
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: Positive, Neutral, Negative

Bar chart, y-axis "No. of issues" 0 to 200, categories:
- First Choice Medical Care
- Headstone Lane Medical Centre
- Headstone Road Surgery
- Kenton Clinic (Positive ~175)
- Kings Road Medical Centre
- Pinner View Medical Centre
- Savita Medical Centre
- The Pinner Road Surgery
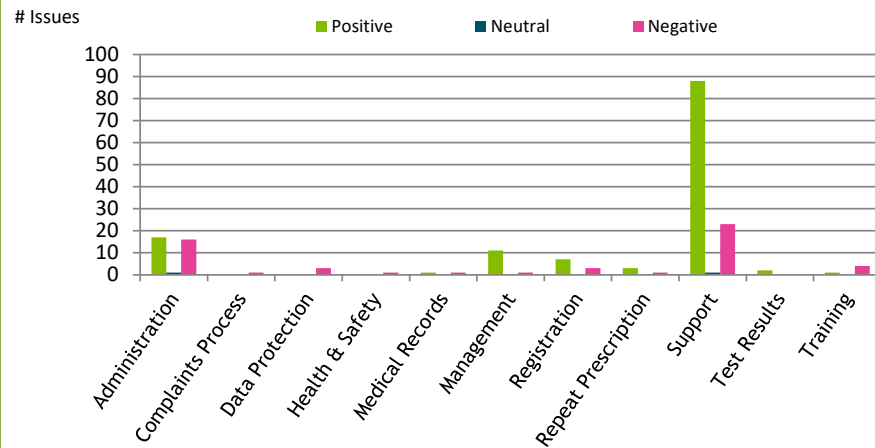- The Shaftesbury Medical Centre (Positive ~60)
- Zain Medical Centre

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 186 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories (x-axis): Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Management, Registration, Repeat Prescription, Support, Test Results, Training
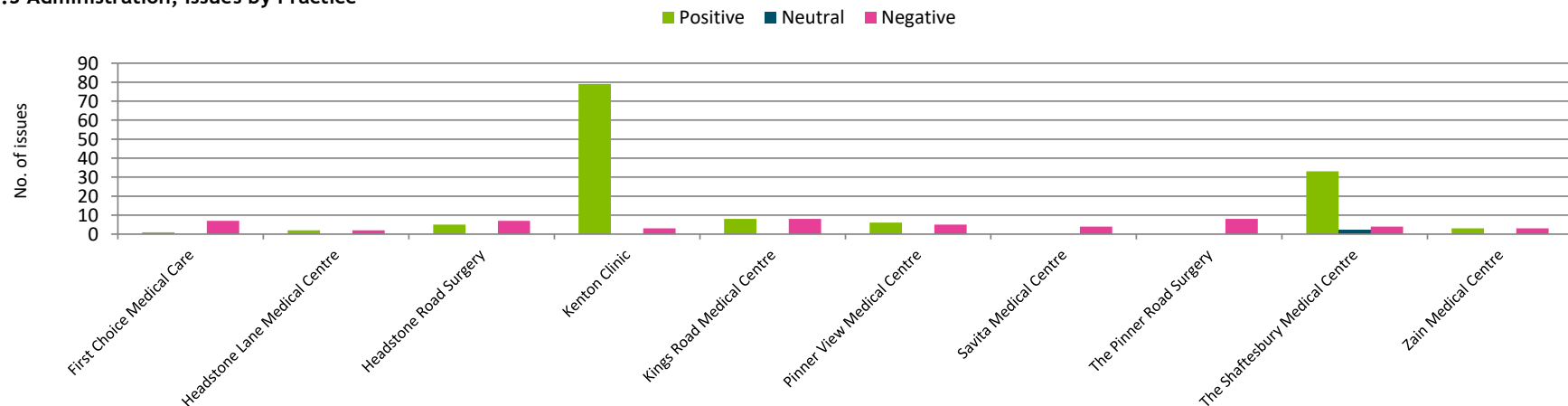
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

PCN	Positive	Negative
Borough (All)	64%	35%
Harrow Collaboration Network	72%	27%
Harrow East PCN	72%	28%
Health Alliance PCN	60%	39%
Healthsense	64%	33%
Sphere PCN	64%	36%
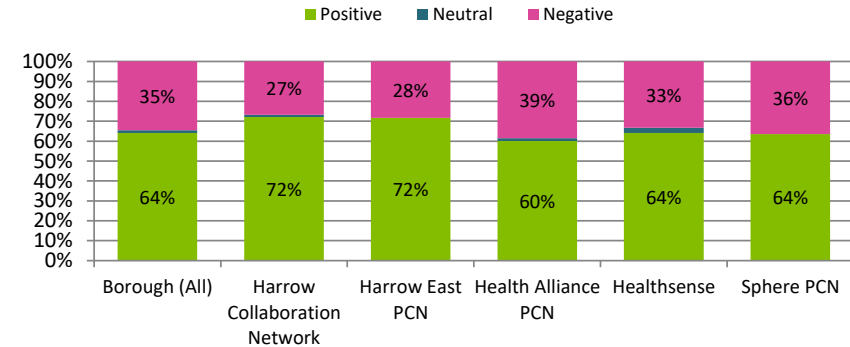
Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: ■ Positive ■ Neutral ■ Negative

Practices (x-axis): First Choice Medical Care, Headstone Lane Medical Centre, Headstone Road Surgery, Kenton Clinic, Kings Road Medical Centre, Pinner View Medical Centre, Savita Medical Centre, The Pinner Road Surgery, The Shaftesbury Medical Centre, Zain Medical Centre
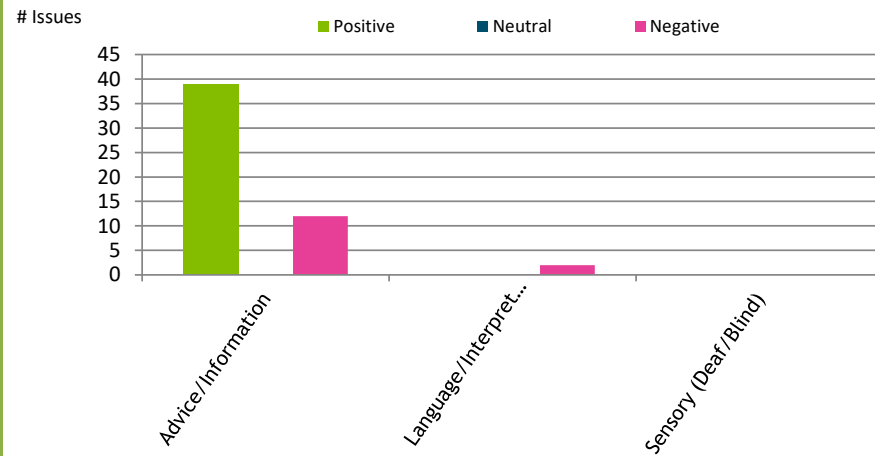
Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 53 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by category:
- Advice/Information: Positive ~39, Negative ~12
- Language/Interpret...: Negative ~2
- Sensory (Deaf/Blind): (none visible)

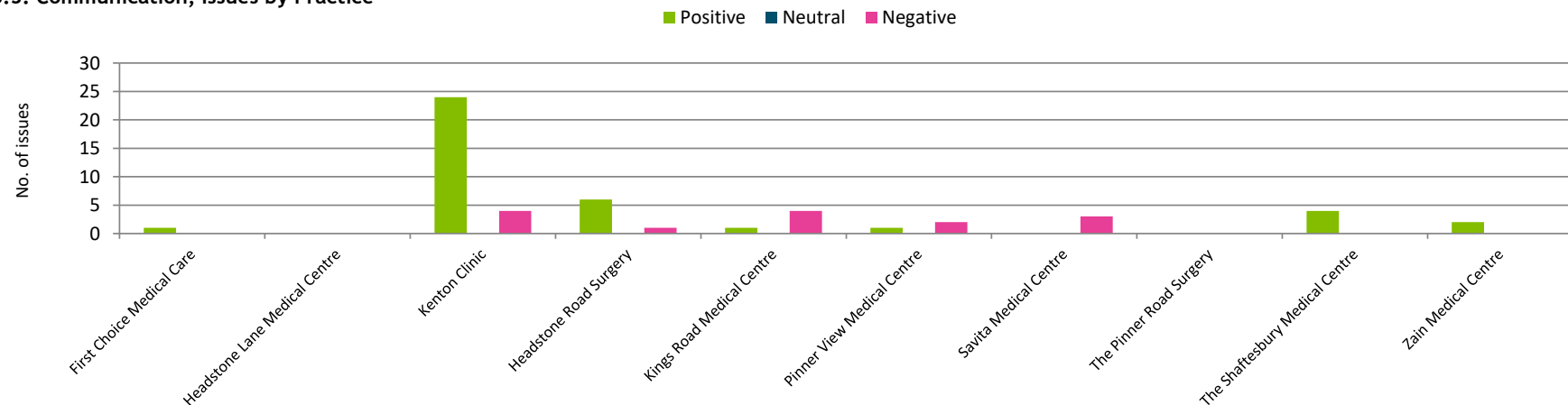Y-axis: 0 to 45

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

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Stacked bar chart (Positive / Negative percentages):
- Borough (All): 85% Positive, 15% Negative
- Harrow Collaboration Network: 74% Positive, 26% Negative
- Harrow East PCN: 78% Positive, 20% Negative
- Health Alliance PCN: 84% Positive, 16% Negative
- Healthsense: 90% Positive, 10% Negative
- Sphere PCN: 87% Positive, 13% Negative
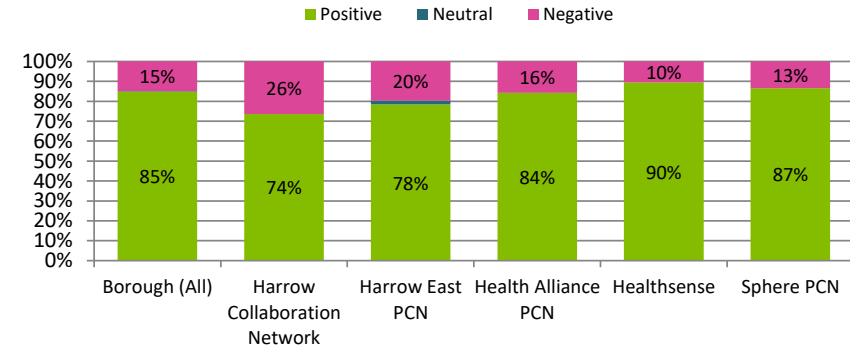
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Chart showing number of issues by practice:
- First Choice Medical Care: Positive ~1
- Headstone Lane Medical Centre: (none)
- Kenton Clinic: Positive ~24, Negative ~4
- Headstone Road Surgery: Positive ~6, Negative ~1
- Kings Road Medical Centre: Positive ~1, Negative ~4
- Pinner View Medical Centre: Positive ~1, Negative ~2
- Savita Medical Centre: Negative ~3
- The Pinner Road Surgery: (none)
- The Shaftesbury Medical Centre: Positive ~4
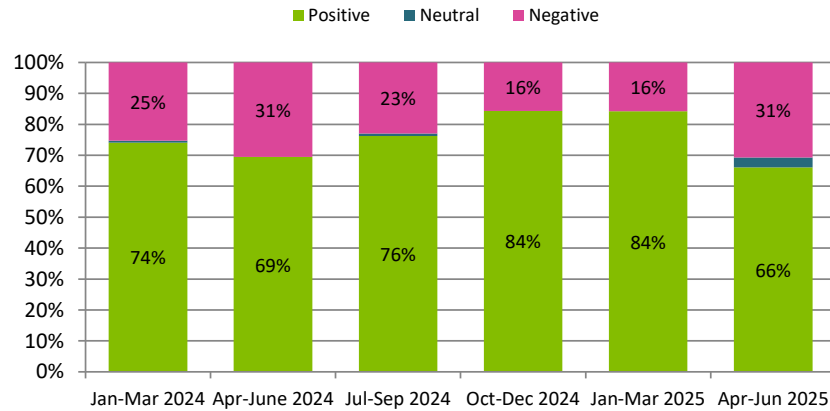- Zain Medical Centre: Positive ~2

Y-axis: 0 to 30

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

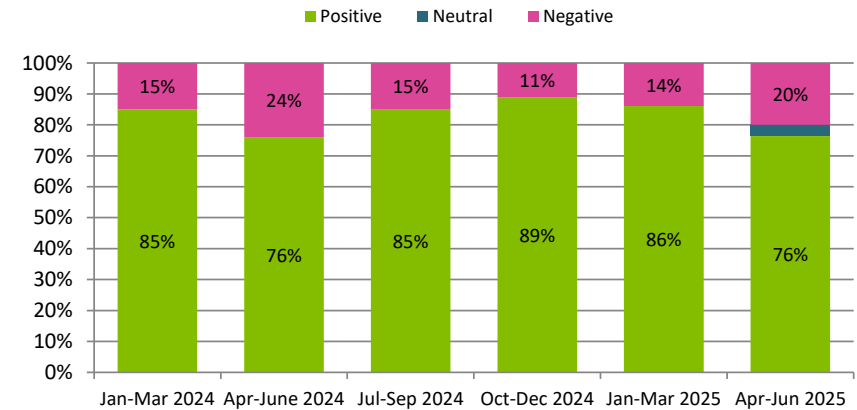Legend: Positive | Neutral | Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	25%	31%	23%	16%	16%	31%
Positive	74%	69%	76%	84%	84%	66%

3.2 Service Access, Sentiment

Legend: Positive | Neutral | Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	45%	62%	52%	28%	20%	62%
Positive	55%	38%	40%	72%	80%	38%
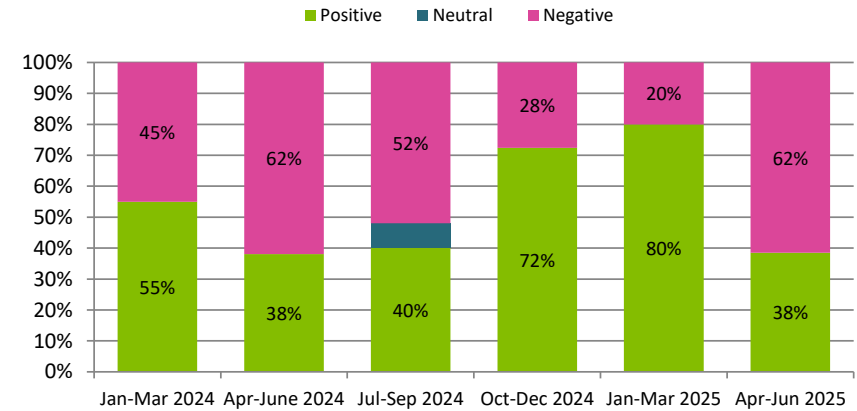
3.3 Treatment and Care, Sentiment

Legend: Positive | Neutral | Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	19%	15%	14%	15%	15%	18%
Positive	80%	85%	86%	85%	85%	78%

3.4 Staff Attitude, Sentiment

Legend: Positive | Neutral | Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	15%	24%	15%	11%	14%	20%
Positive	85%	76%	85%	89%	86%	76%
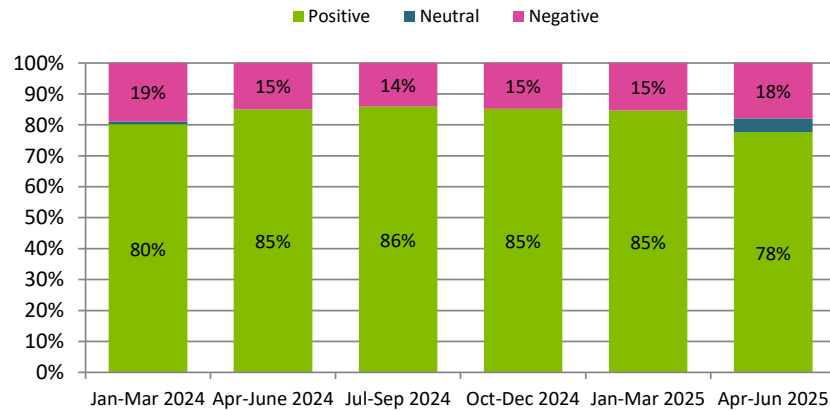
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	42%	52%	36%	22%	16%	45%
Positive	58%	48%	64%	78%	84%	50%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	36%	8%	45%	21%	6%	55%
Positive	64%	92%	55%	79%	94%	45%
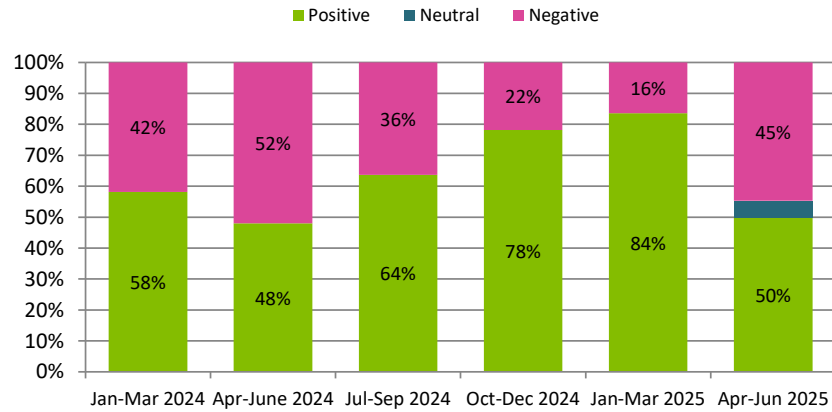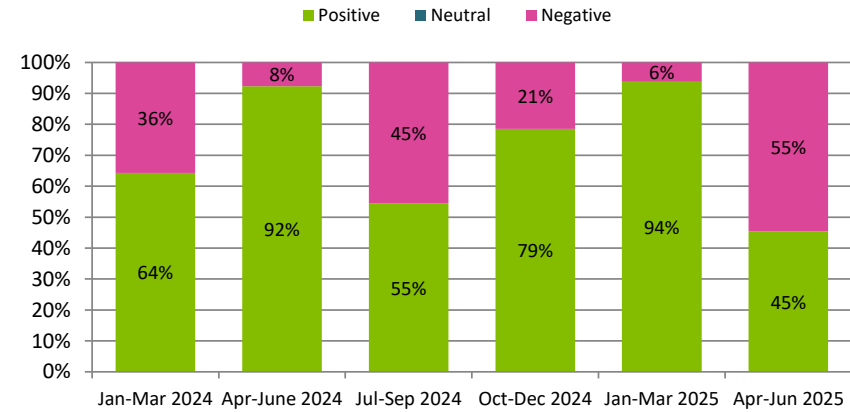
4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

Categories: Harrow Collaboration..., Harrow East PCN, Health Alliance PCN, Healthsense, Sphere PCN

Pie chart:
- Harrow Collaboration Network — 13%
- Harrow East PCN — 12%
- Health Alliance PCN — 8%
- Healthsense — 57%
- Sphere PCN — 10%

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	39	0	12	51
	Carer Involvement	*Involvement of carers, friends or family members.*	7	0	2	9
	General Comment	*A generalised statement (ie; "The doctor was good.")*	28	0	0	28
	User Involvement	*Involvement of the service user.*	68	1	15	84
Systems	Administration	*Administrative processes and delivery.*	4	0	14	18
	Booking	*Ability to book, reschedule or cancel appointments.*	31	1	17	49
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	2	2
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	10	0	4	14
	Medical Records	*Management of medical records.*	1	0	1	2
	Medication	*Prescription and management of medicines.*	7	0	1	8
	Opening Times	*Opening times of a service.*	6	0	2	8
	Planning	*Leadership and general organisation.*	11	0	1	12
	Registration	*Ability to register for a service.*	7	0	3	10
	Support	*Levels of support provided.*	192	2	42	236
	Telephone	*Ability to contact a service by telephone.*	3	0	1	4
	Timing	*Physical timing (ie; length of wait at appointments).*	14	0	10	24
	Waiting List	*Length of wait while on a list.*	25	1	21	47
Values	Choice	*General choice.*	2	0	2	4
	Cost	*General cost.*	0	0	1	1
	Language	*Language, including terminology.*	0	0	2	2
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	1	0	1	2
	Quality	*General quality of a service, or staff.*	186	2	26	214
	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			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	1	0	2	3
	Environment/Layout	*Physical environment of a service.*	14	0	2	16
	Equipment	*General equipment issues.*	1	0	0	1
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	1	1
	Hygiene	*Levels of hygiene and general cleanliness.*	15	0	0	15
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	1	1
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	1	2
	Staff Attitude	*Attitude, compassion and empathy of staff.*	286	2	45	333
	Complaints	*Ability to log and resolve a complaint.*	0	0	1	1
	Staff Training	*Training of staff.*	1	0	4	5
	Staffing Levels	*General availability of staff.*	0	0	2	2
	Total:		**961**	**9**	**242**	**1212**

Disclaimer:

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.