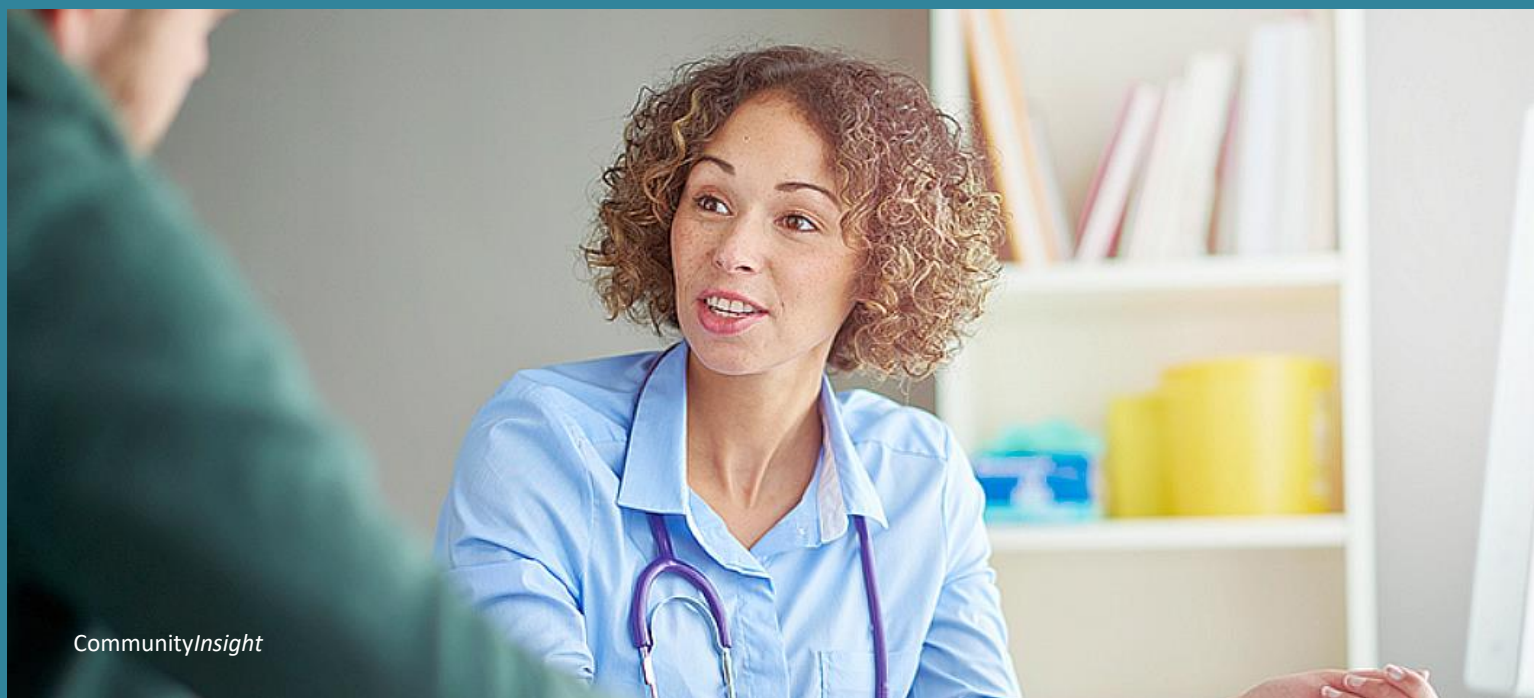# The Experience of GP Services: Harrow East PCN

A trends analysis report by Healthwatch Harrow


Community*Insight*

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

1.1 Source

Issues

Positive   Neutral   Negative
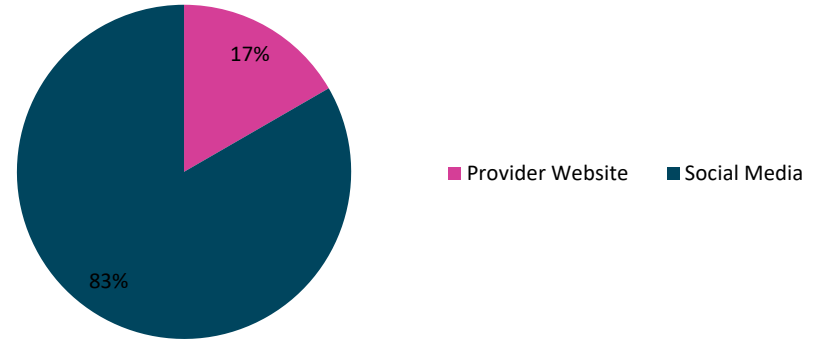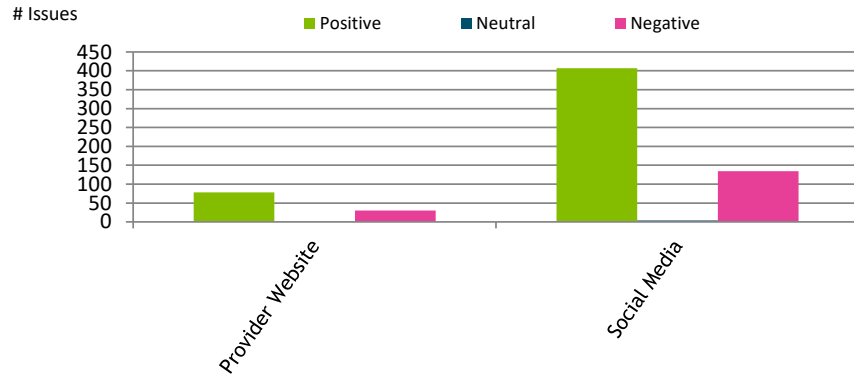
Sources providing the most comments overall

Provider Website   Social Media

17%
83%

1.2 Stated medical conditions/topics

Issues

Positive   Neutral   Negative
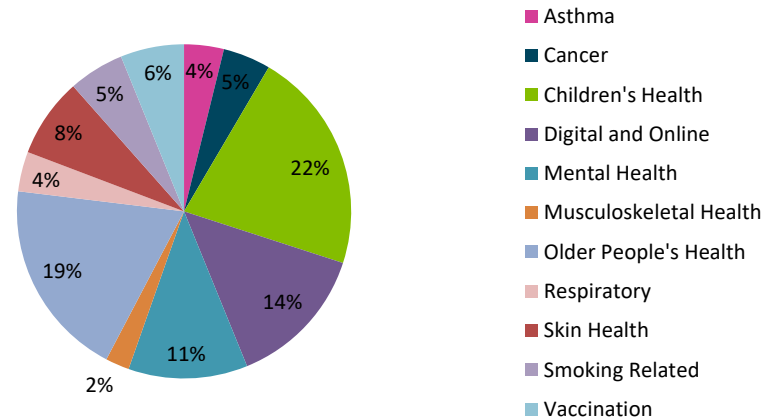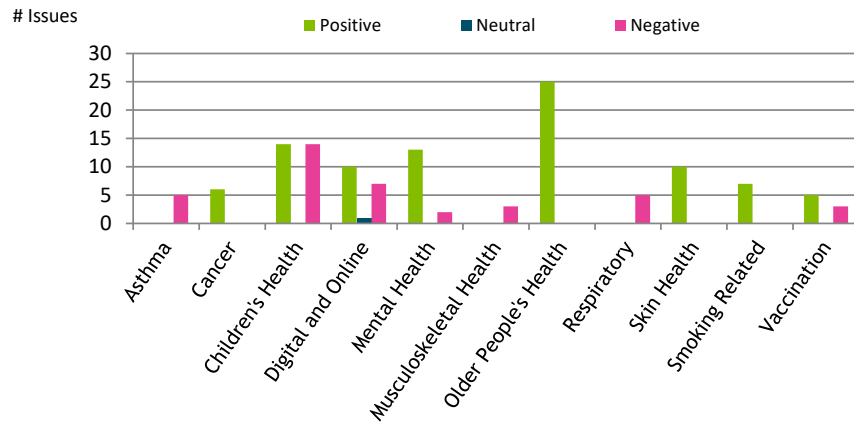
Medical conditions/topics receiving the most comments overall

- Asthma
- Cancer
- Children's Health
- Digital and Online
- Mental Health
- Musculoskeletal Health
- Older People's Health
- Respiratory
- Skin Health
- Smoking Related
- Vaccination

4% 5%
22%
6%
5%
8%
4%
19%
14%
2%
11%

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 654 issues from 144 people

Issues

Legend: Positive ■ Neutral ■ Negative

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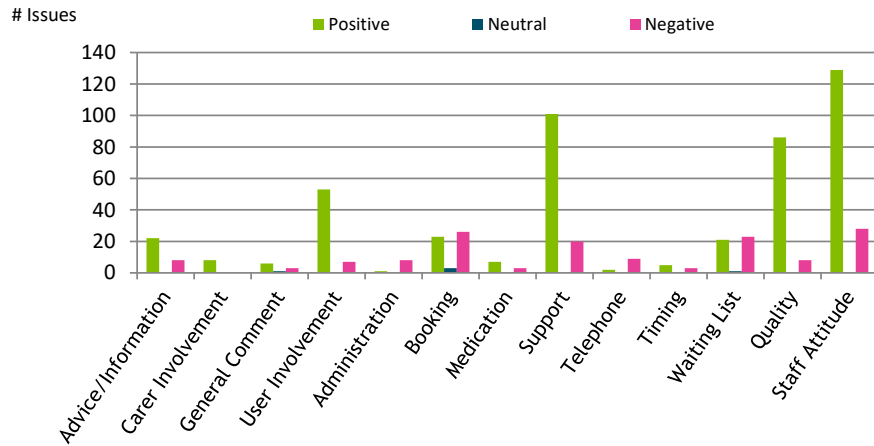
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive ■ Neutral ■ Negative

PCN	Positive	Negative
Borough (All)	76%	23%
Harrow Collaboration Network	67%	32%
Harrow East PCN	74%	25%
Health Alliance PCN	55%	45%
Healthsense	84%	15%
Sphere PCN	77%	23%
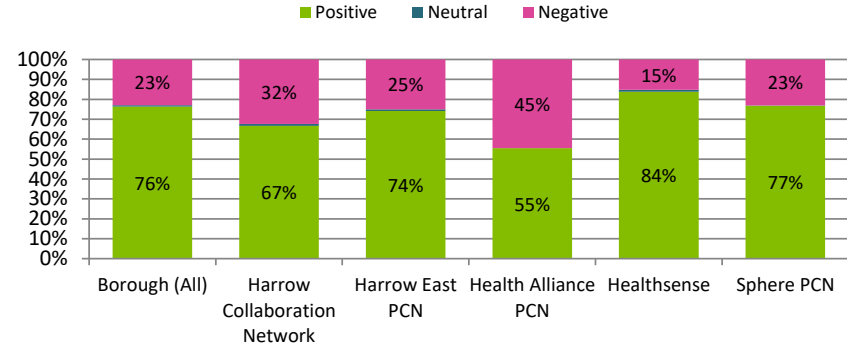
Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive ■ Neutral ■ Negative

Practices (x-axis): Bacon Lane Surgery, Honeypot Medical Centre, Mollison Way Surgery

Practices receiving the most comments overall

3

2.2 Service Access

2.2.1 Service Access: 108 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing issues by category:
- Booking: Positive ~16, Neutral ~2, Negative ~21
- Cancellations: (none)
- Opening Times: Negative ~1
- Online Systems: Positive ~6, Neutral ~1, Negative ~5
- Telephone: Positive ~2, Negative ~9
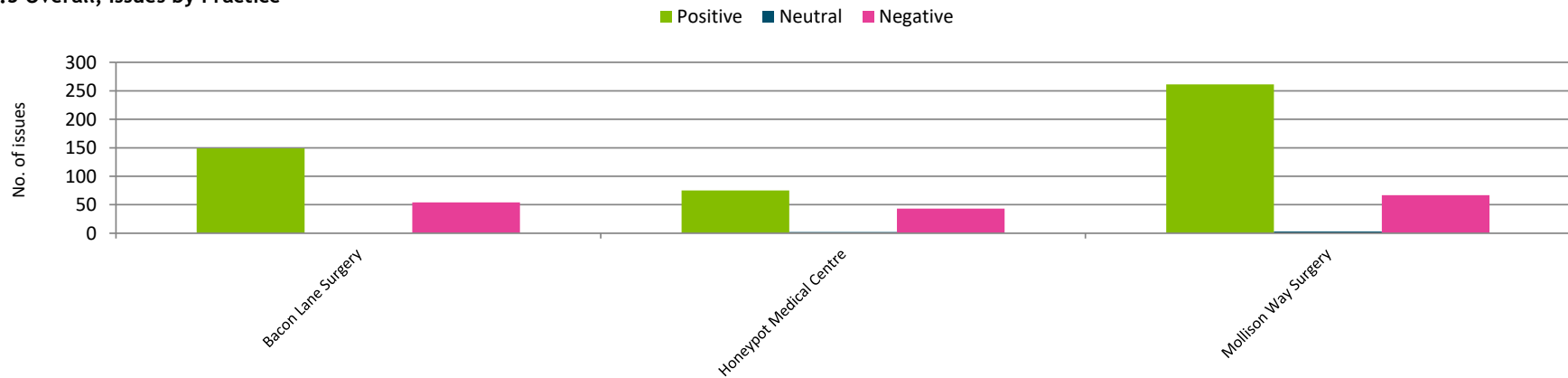- Waiting List: Positive ~21, Neutral ~1, Negative ~23
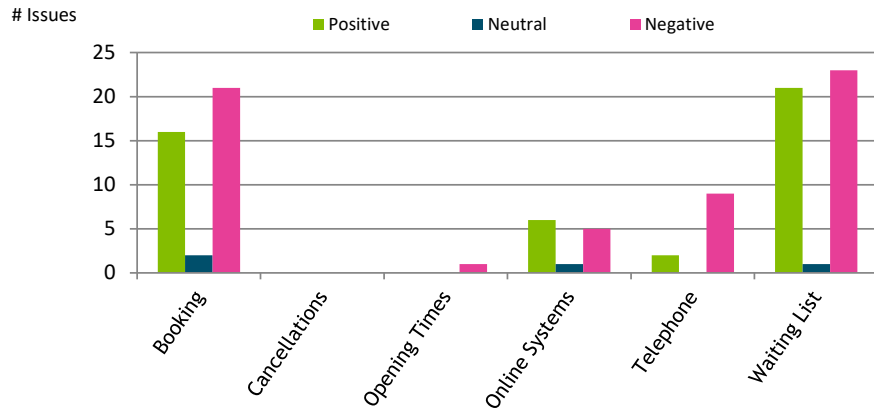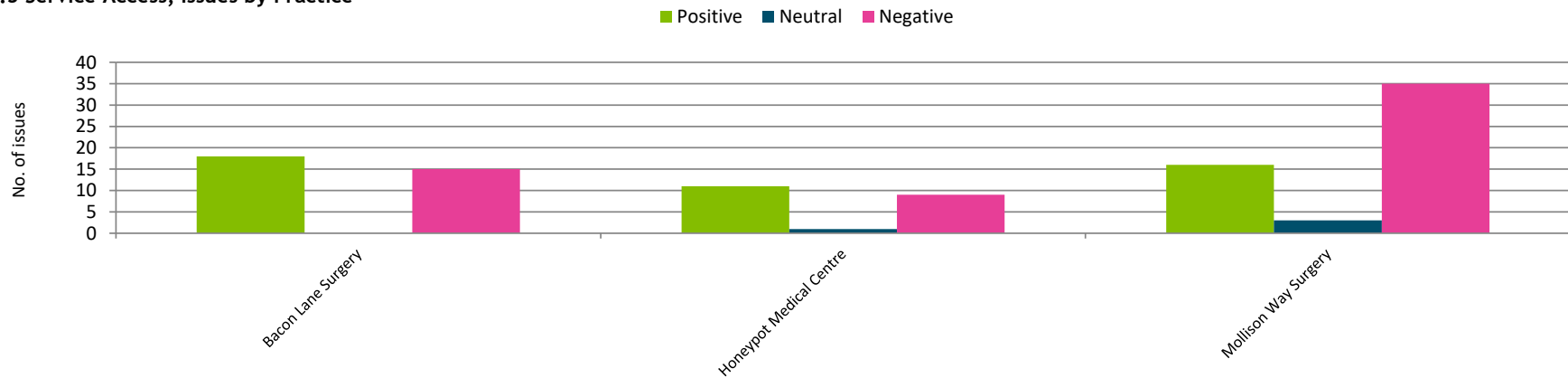
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Chart showing sentiment percentages by PCN:
- Borough (All): Positive 56%, Negative 43%
- Harrow Collaboration Network: Positive 47%, Negative 51%
- Harrow East PCN: Positive 42%, Negative 55%
- Health Alliance PCN: Positive 27%, Negative 73%
- Healthsense: Positive 66%, Negative 32%
- Sphere PCN: Positive 62%, Negative 38%
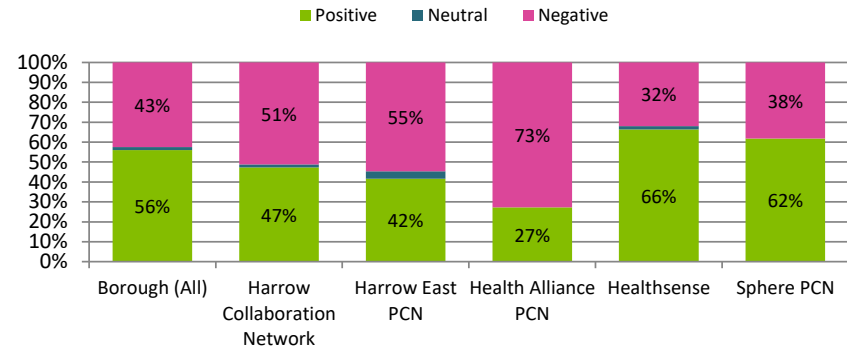
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart showing issues by practice:
- Bacon Lane Surgery: Positive ~18, Negative ~15
- Honeypot Medical Centre: Positive ~11, Neutral ~1, Negative ~9
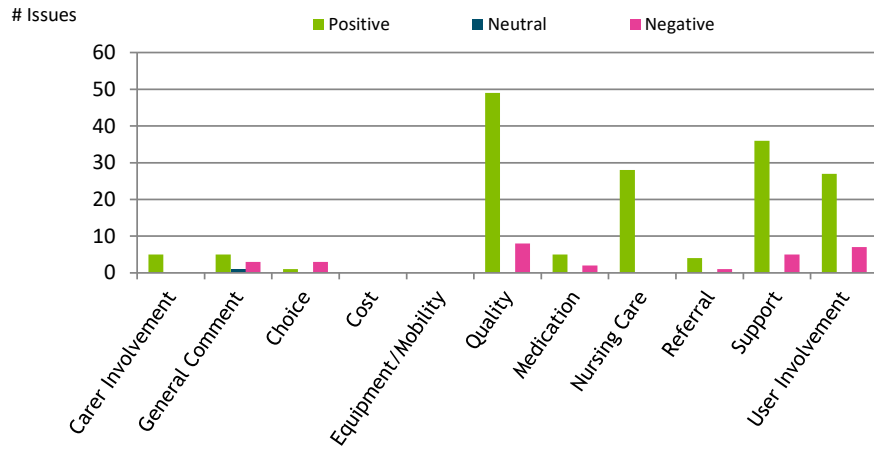- Mollison Way Surgery: Positive ~16, Neutral ~3, Negative ~35

Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 190 issues detected

Issues

Legend: Positive, Neutral, Negative

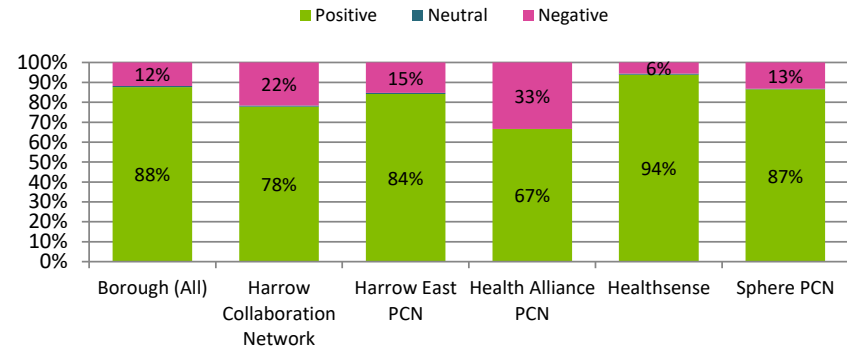Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
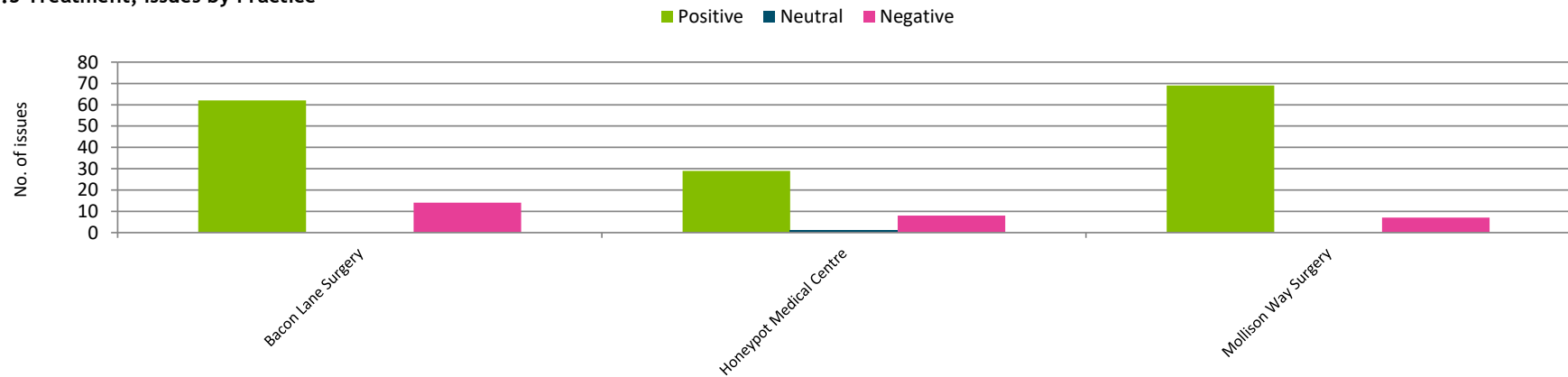
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	88%	12%
Harrow Collaboration Network	78%	22%
Harrow East PCN	84%	15%
Health Alliance PCN	67%	33%
Healthsense	94%	6%
Sphere PCN	87%	13%

Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Bacon Lane Surgery, Honeypot Medical Centre, Mollison Way Surgery

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 158 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Receptionists, Clinicians, Nurses
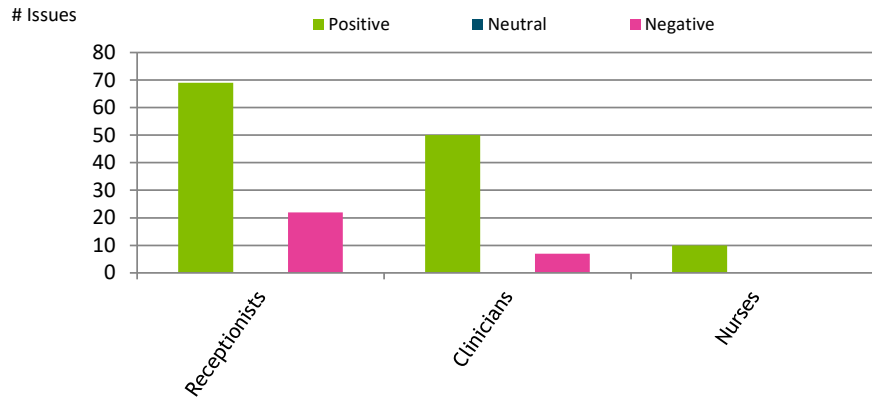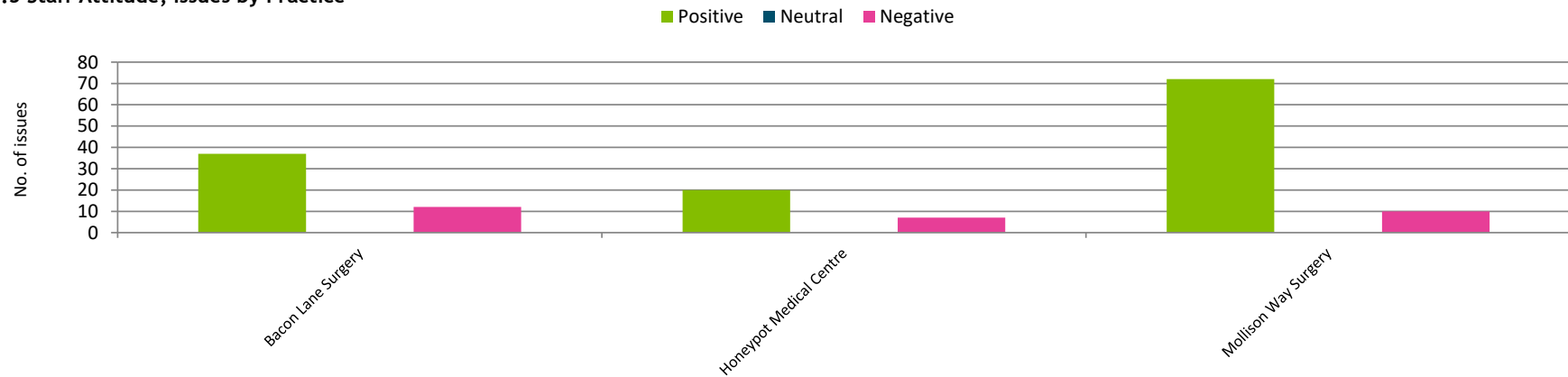
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	82%	18%
Harrow Collaboration Network	76%	23%
Harrow East PCN	82%	18%
Health Alliance PCN	62%	38%
Healthsense	89%	10%
Sphere PCN	80%	20%
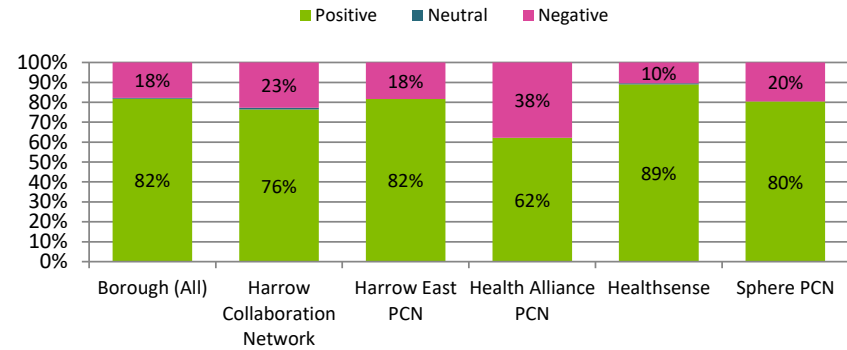
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Bacon Lane Surgery, Honeypot Medical Centre, Mollison Way Surgery

Practices receiving the most comments overall

6

2.5 Administration

2.5.1 Administration: 123 issues detected

Issues

Legend: Positive, Neutral, Negative

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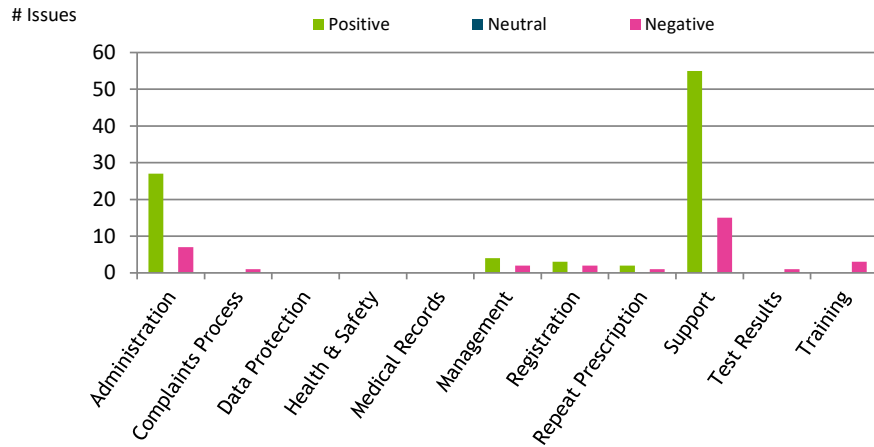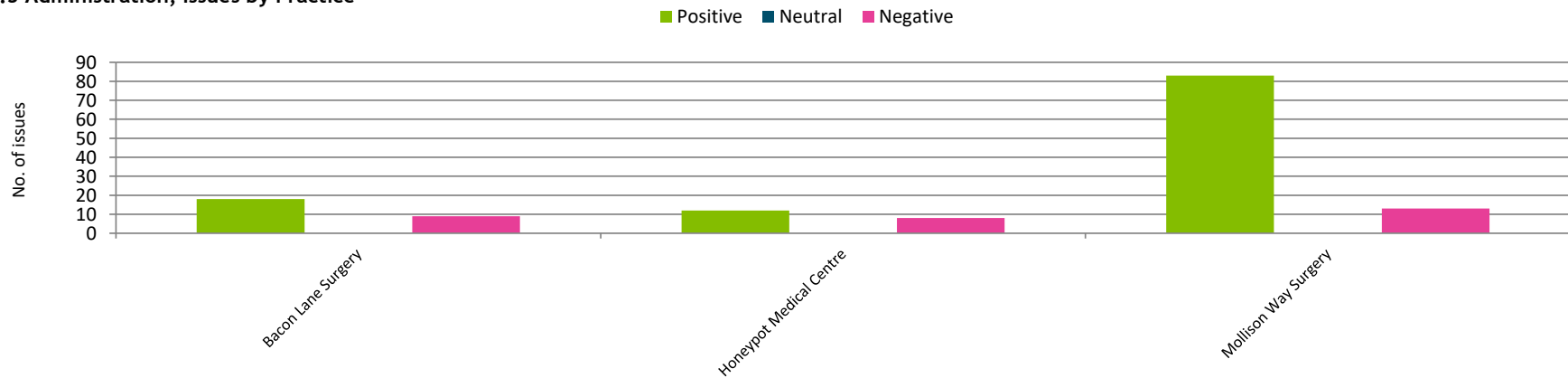
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	62%	38%
Harrow Collaboration Network	55%	45%
Harrow East PCN	79%	21%
Health Alliance PCN	63%	38%
Healthsense	67%	32%
Sphere PCN	60%	39%
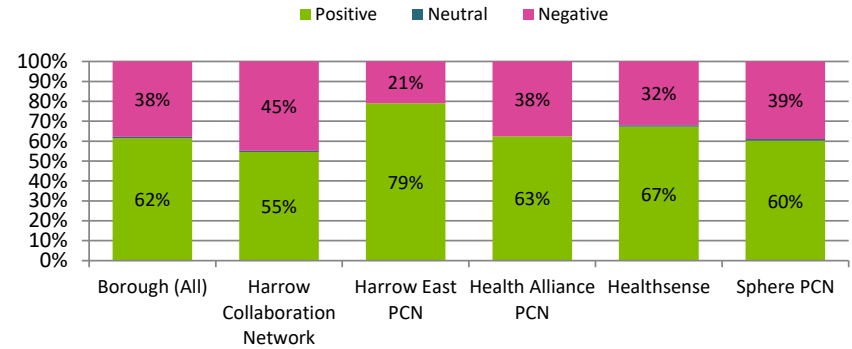
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Bacon Lane Surgery, Honeypot Medical Centre, Mollison Way Surgery

Practices receiving the most comments overall

2.6.1 Communication: 35 issues detected

Issues

Legend: Positive ■ Neutral ■ Negative

Categories (x-axis): Advice/Information, Language/Interpret..., Sensory (Deaf/Blind)
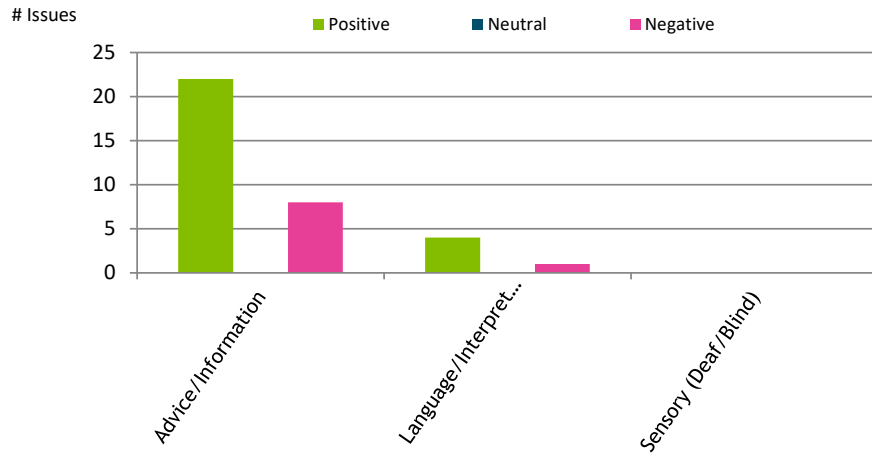
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive ■ Neutral ■ Negative

PCN	Positive	Negative
Borough (All)	72%	28%
Harrow Collaboration Network	55%	45%
Harrow East PCN	74%	26%
Health Alliance PCN	70%	30%
Healthsense	78%	22%
Sphere PCN	74%	26%
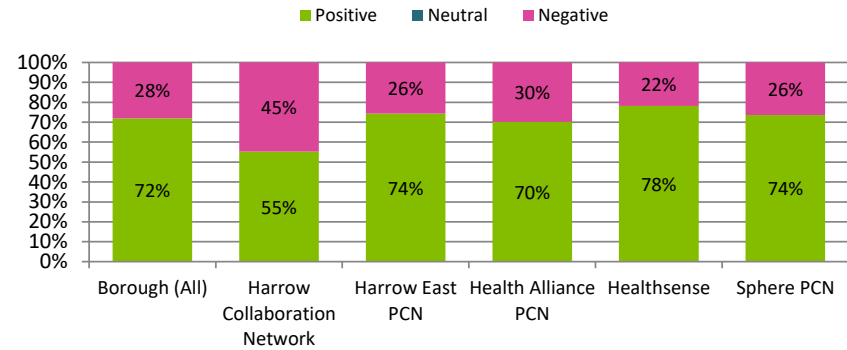
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive ■ Neutral ■ Negative

No. of issues

Practices: Bacon Lane Surgery, Honeypot Medical Centre, Mollison Way Surgery

Practices receiving the most comments overall

8
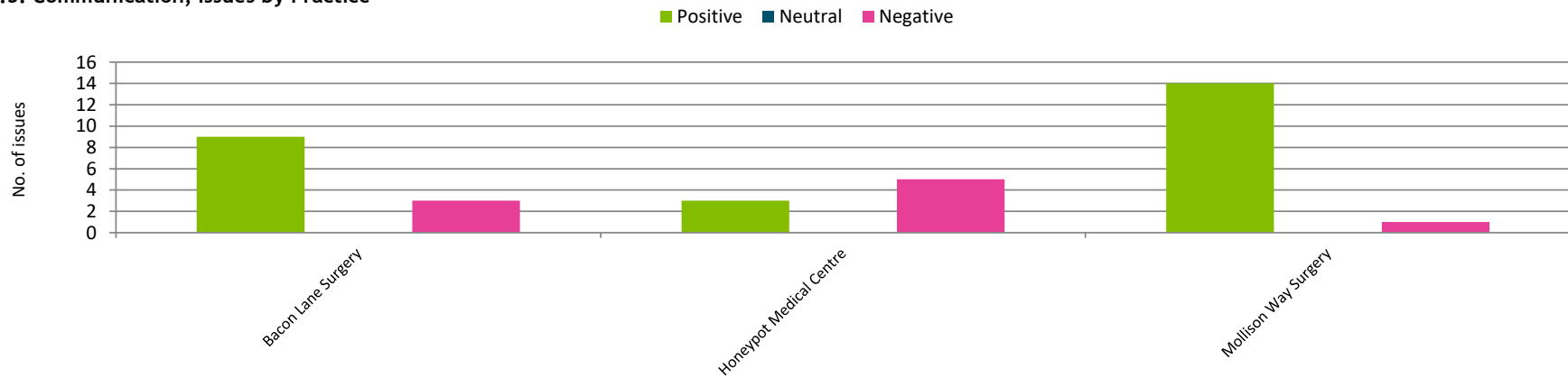
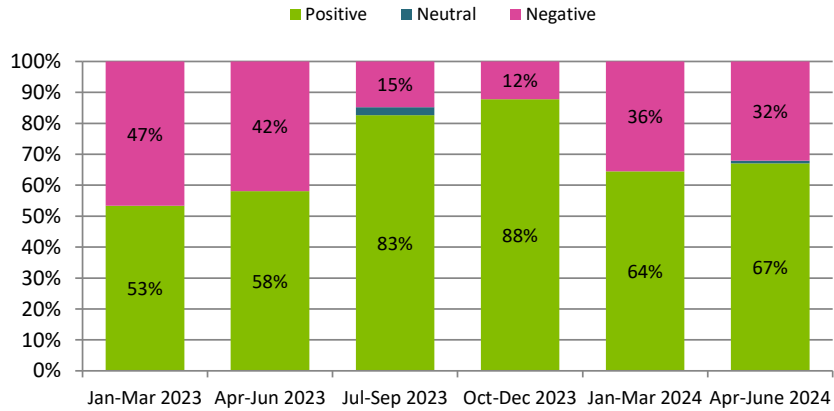# 3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Neutral	Negative
Jan-Mar 2023	53%		47%
Apr-Jun 2023	58%		42%
Jul-Sep 2023	83%		15%
Oct-Dec 2023	88%		12%
Jan-Mar 2024	64%		36%
Apr-June 2024	67%		32%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Neutral	Negative
Jan-Mar 2023	31%		69%
Apr-Jun 2023	24%		76%
Jul-Sep 2023	58%		32%
Oct-Dec 2023	50%		50%
Jan-Mar 2024	32%		68%
Apr-June 2024	37%		58%
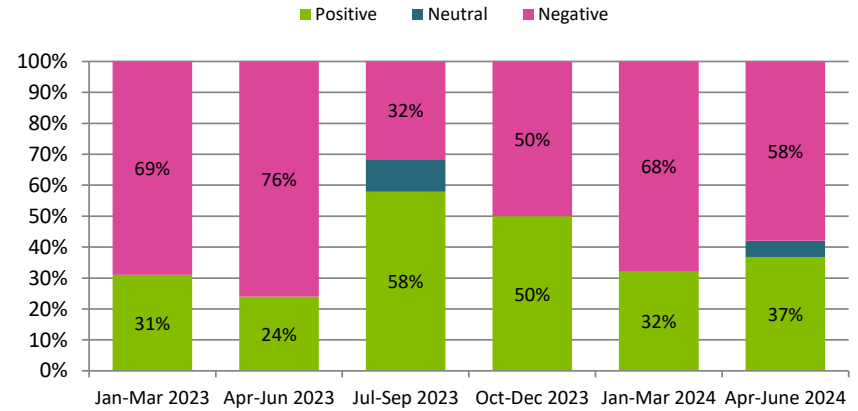
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Neutral	Negative
Jan-Mar 2023	64%		36%
Apr-Jun 2023	74%		26%
Jul-Sep 2023	90%		7%
Oct-Dec 2023	88%		13%
Jan-Mar 2024	78%		22%
Apr-June 2024	80%		20%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Neutral	Negative
Jan-Mar 2023	75%		25%
Apr-Jun 2023	76%		24%
Jul-Sep 2023	88%		12%
Oct-Dec 2023	97%		3%
Jan-Mar 2024	74%		26%
Apr-June 2024	73%		27%
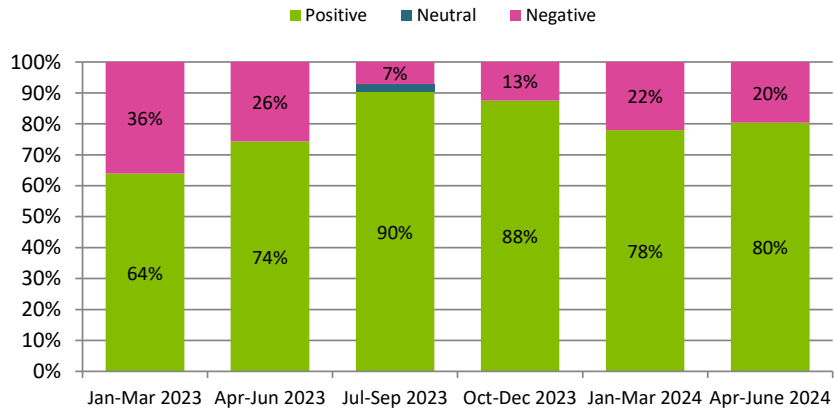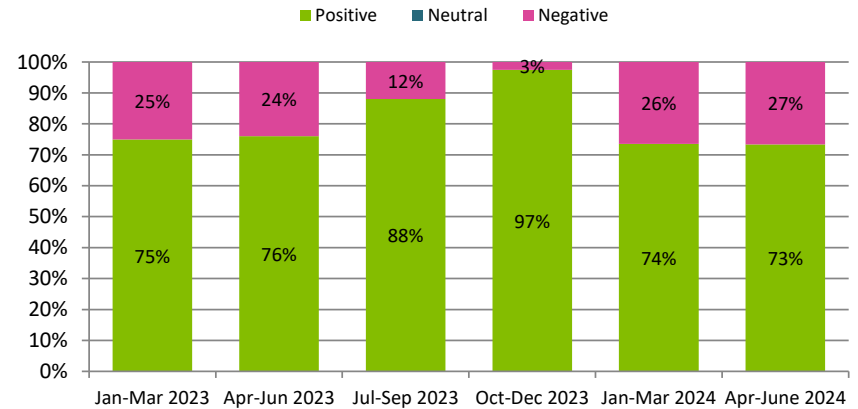
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	30%	70%
Apr-Jun 2023	47%	53%
Jul-Sep 2023	86%	14%
Oct-Dec 2023	95%	5%
Jan-Mar 2024	57%	43%
Apr-June 2024	67%	33%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	67%	33%
Apr-Jun 2023	33%	67%
Jul-Sep 2023	75%	25%
Oct-Dec 2023	89%	11%
Jan-Mar 2024	67%	33%
Apr-June 2024	73%	27%
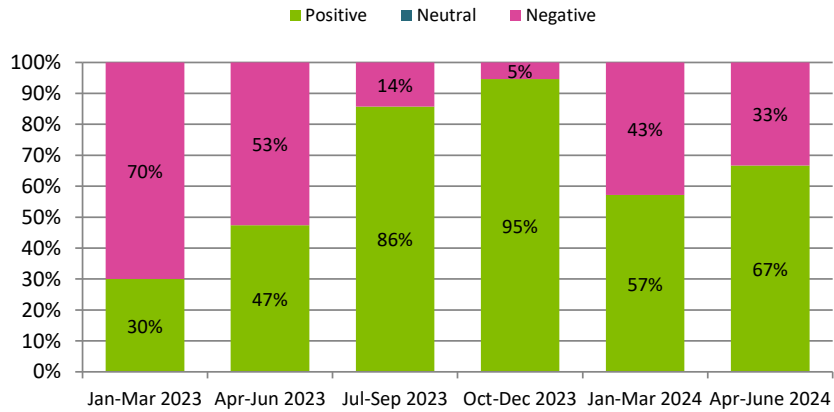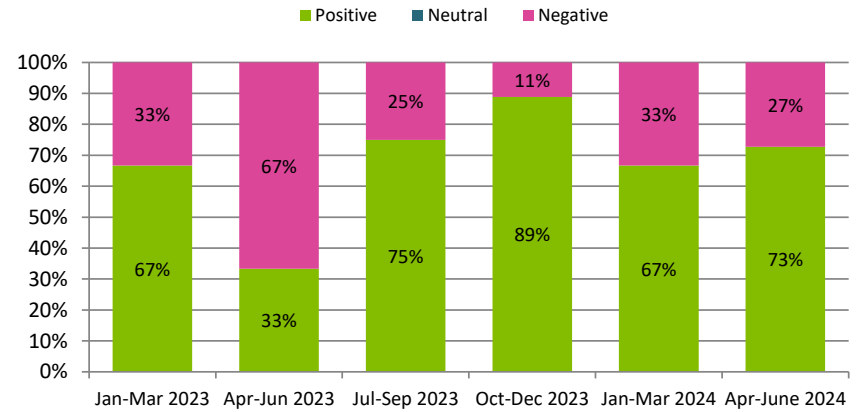
4. Volume by Primary Care Network

4.1 PCN
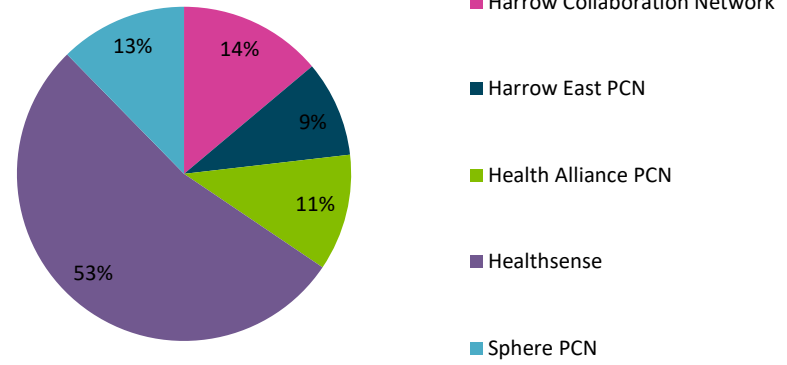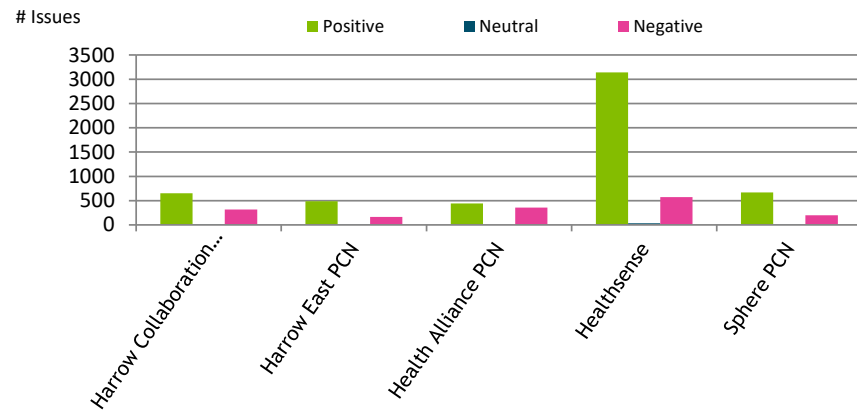
Issues

■ Positive ■ Neutral ■ Negative

Bar chart x-axis categories: Harrow Collaboration..., Harrow East PCN, Health Alliance PCN, Healthsense, Sphere PCN

Pie chart:
- Harrow Collaboration Network — 14%
- Harrow East PCN — 9%
- Health Alliance PCN — 11%
- Healthsense — 53%
- Sphere PCN — 13%

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.*	22	0	8	30
	Carer Involvement	*Involvement of carers, friends or family members.*	8	0	0	8
	General Comment	*A generalised statement (ie; "The doctor was good.")*	6	1	3	10
	User Involvement	*Involvement of the service user.*	53	0	7	60
Systems	Administration	*Administrative processes and delivery.*	1	0	8	9
	Booking	*Ability to book, reschedule or cancel appointments.*	23	3	26	52
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	4	0	1	5
	Medical Records	*Management of medical records.*	0	0	0	0
	Medication	*Prescription and management of medicines.*	7	0	3	10
	Opening Times	*Opening times of a service.*	0	0	1	1
	Planning	*Leadership and general organisation.*	4	0	3	7
	Registration	*Ability to register for a service.*	3	0	2	5
	Support	*Levels of support provided.*	101	0	20	121
	Telephone	*Ability to contact a service by telephone.*	2	0	9	11
	Timing	*Physical timing (ie; length of wait at appointments).*	5	0	3	8
	Waiting List	*Length of wait while on a list.*	21	1	23	45
Values	Choice	*General choice.*	1	0	3	4
	Cost	*General cost.*	0	0	0	0
	Language	*Language, including terminology.*	4	0	1	5
	Nutrition	*Provision of sustainance.*	1	0	0	1
	Privacy	*Privacy, personal space and property.*	0	0	0	0
	Quality	*General quality of a service, or staff.*	86	0	8	94
	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 eligibility).*	0	0	0	0
	Environment/Layout	*Physical environment of a service.*	2	0	0	2
	Equipment	*General equipment issues.*	0	0	0	0
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	2	0	0	2
	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.*	0	0	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	129	0	28	157
	Complaints	*Ability to log and resolve a complaint.*	0	0	1	1
	Staff Training	*Training of staff.*	0	0	3	3
	Staffing Levels	*General availability of staff.*	0	0	1	1
	Total:		**485**	**5**	**164**	**654**

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.

Community*Insight* CRM