The Experience of GP Services: Harrow East PCN

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.

Qualitative Feedback, 1 July 2024 - 30 June 2025



1. Data Source and Conditions/Topics



1.1 Source # Issues Negative Positive Neutral 800 700 15% 600 500 400 300 200 100 Provider Website Social Media 0 Solid March Colice Hestine Sources providing the most comments overall 1.2 Stated medical conditions/topics Asthma # Issues Positive Neutral Negative Cancer 35 Cardiology 8% 30 17% 2% Children's Health 25 20 Diabetes 15 5% Digital and Online 10 4% 5 0 Foot Health 20% the solution of the solution o 4% Maternity Ostial and Online Suppose of the second s denote the second Aller Street Diadore in the second Cot Have We construct Mental Health Stip Health No. icition No. Asth a Mental Health 7% Musculoskeletal Health 6% Older People's Health 5% 1% 13% Reproductive Health Skin Health 3% Vaccination Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment

Practices receiving the most comments overall

2.1.1 Overall, Top Trends: 1038 issues from 263 people 2.1.2 Overall, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 300 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 14% 16% 20% 16% 17% 28% 250 200 150 86% 83% 83% 83% 79% 71% 100 50 to an and the second se 0 topic of the second second Kernen and Andrews Administration 1 Capit. D CONTINUE Stood Star - Colores - Colo W Will Street Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN 800 100 100 100 100 in the second Collaboration PCN PCN Network Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.1.3 Overall, Issues by Practice ■ Positive ■ Neutral ■ Negative 500 450 400 350 300 250 250 150 100 50 No. of issues Õ Honemot Medical Centre Notion Naturely BaconLane Surgery

2.2 Service Access

2.2.1 Service Access: 125 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 35 35% 30% 31% 39% 42% 30 70% 60% 50% 40% 30% 20% 10% 0% 66% 25 20 15 69% 69% 64% 59% 57% 10 34% 5 0 State of the state 800 1100 100 Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN PCN Collaboration 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 40 35 30 No. of issues 25 20 15 10 5 Hore that we did tentre 0 Noticor Mar Suffer Baconlane Surgery Practices receiving the most comments overall

2.3 Clinical Treatment and Care

Practices receiving the most comments overall

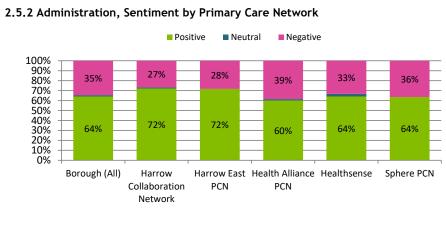
2.3.1 Treatment: 369 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 140 100% 120 6% 8% 7% 8% 95% 11% 100 15% 90% 80 60 85% 94% 92% 92% 92% 88% 40 80% 85% Not the second show the second state 20 75% 0 Gree Indiana Solution of the second Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN ion Crone PCN Collaboration 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 250 200 No. of issues 150 100 50 0 Hone that the dial Centre Notion New Juley 8800 Lane Surgery

2.4 Staff Attitude

2.4.2 Staff Attitude, Sentiment by Primary Care Network 2.4.1 Staff Attitude: 258 issues detected ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 120 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 11% 14% 9% 8% 13% 21% 100 80 60 91% 91% 88% 86% 86% 78% 40 20 0 A Standard inition of the second Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN AN Sec. 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 140 120 100 No. of issues 80 60 40 20 Honepot weited centre 0 Mollion Work Suffer Bacontanestieety Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 128 issues detected # Issues Positive Negative Neutral 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 60 50 40 30 20 10 Strange Contraction of the second sec 0 Popert Popert Solution of the second Coto Coto Health & Sher Mening Solor Solor Solor Solor Meneseries, and a second People Strand T SOON

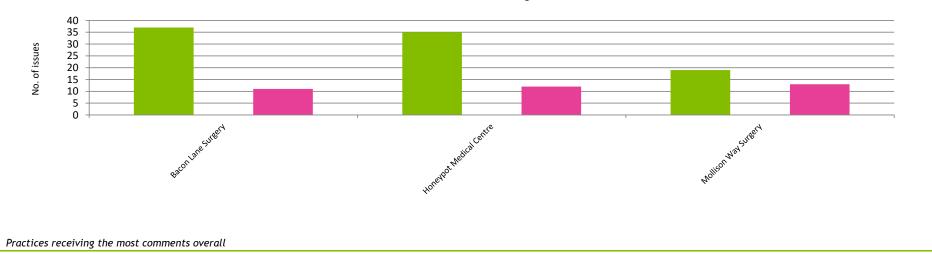


2.5.3 Administration, Issues by Practice

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



Sentiment by PCN



2.6 Communication

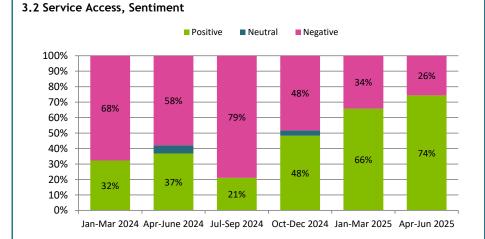
2.6.1 Communication: 53 issues detected 2.6.2 Communication, Sentiment by Primary Care Network # Issues ■ Positive ■ Neutral ■ Negative Positive Neutral Negative 45 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 15% 16% 10% 13% 40 20% 26% 35 30 25 20 \vdash 90% 87% 85% 84% 74% 78% 15 10 5 0 Called Provide Land 40. 6. M. O. 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 25 20 No. of issues 15 10 5 0 Baconlane Surgery Honewo Medical Centre Notion way surger Practices receiving the most comments overall

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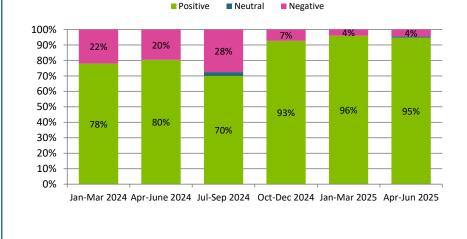
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 9% 11% 90% 21% 32% 36% 36% 80% 70% 60% 50% 91% 89% 40% 79% 67% 64% 62% 30% 20% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

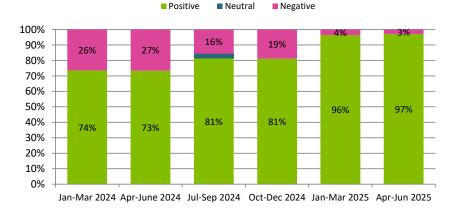
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



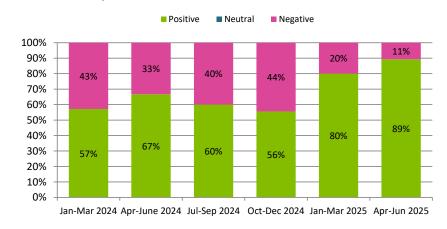
3.4 Staff Attitude, Sentiment



4 Stall Attitude, Sentiment

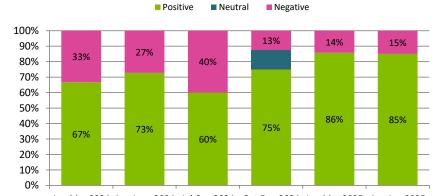
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3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment





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

4. Volume by Primary Care Network



4.1 PCN # Issues Positive Neutral Negative Harrow Collaboration Network 5000 4500 3500 3000 2500 2000 1500 1000 500 0 10% 13% Harrow East PCN Health Alliance PCN Hoto Collaboration. Soleench Health State to the set of the set 8% Healthsense 57% Sphere PCN

5. Data Table: Number of issues

Issue Name

Advice/Information

Carer Involvement

General Comment

User Involvement

Administration

Cancellations

Data Protection

Medical Records

Opening Times

Booking

Referral

Medication

Planning

Support

Timing

Choice

Language

Nutrition

Privacy

Quality

Sensory

Stimulation

Cost

Registration

Telephone

Waiting List

# Iss	ues	
Neutral	Negative	Total
1	11	5
0	1	
1	2	:
0	5	:

Positive

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Systems

Patients/Carers

1	7
т	2

Descriptor

Communication, including access to advice and information.

Involvement of carers, friends or family members.

Involvement of the service user.

Management of medical records.

Leadership and general organisation.

Ability to contact a service by telephone.

Physical timing (ie; length of wait at appointments).

General stimulation, including access to activities.

Opening times of a service.

Levels of support provided.

Length of wait while on a list.

Language, including terminology.

Privacy, personal space and property.

General quality of a service, or staff.

Deaf/blind or other sensory issues.

Provision of sustainance.

General choice.

General cost.

Ability to register for a service.

Referral to a service.

Administrative processes and delivery.

General data protection (including GDPR).

Prescription and management of medicines.

A generalised statement (ie; "The doctor was good.")

Ability to book, reschedule or cancel appointments.

Cancellation of appointment by the service provider.

5. Data Table: Number of issues

Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total	
Catchment/Distance	Distance to a service (and catchment area for eligability).		1	0	0	1	
Environment/Layout	Physical environment of a service.		10	0	0	10	
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.		5	0	0	5	
Mobility	Physical mobility to, from and within services.		0	0	0	0	
Travel/Parking	Ability to travel or park.		0	0	0	0	
Omission	General omission (ie; transport did not arrive).		0	0	4	4	
Security/Conduct	General security of a service, including conduct of staff.		1	0	0	1	
Staff Attitude	Attitude, compassion and empathy of staff.		243	1	24	268	
Complaints	Ability to log and resolve a complaint.		0	0	0	0	
Staff Training	Training of staff.		0	0	4	4	
Staffing Levels	General availability of staff.		1	0	0	1	
		Total:	863	6	169	1038	

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.

CommunityInsight CRM