# 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.

Reporting Period: 1 October 2023 - 30 September 2024

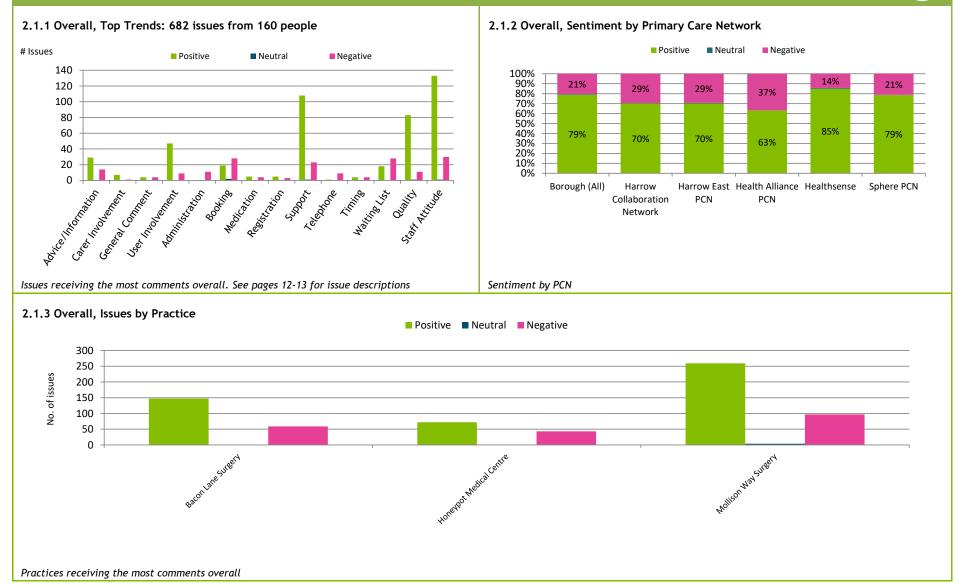


## 1. Data Source and Conditions/Topics



#### 1.1 Source # Issues Negative Positive Neutral 450 400 350 250 200 150 100 50 0 18% Provider Website Social Media Police, Helsing Solid March Sources providing the most comments overall 1.2 Stated medical conditions/topics Asthma # Issues Positive Neutral Negative 30 Cancer 6% 25 4% Children's Health 20 15 Digital and Online 6% 10 2% Per children to ch Mental Health 5 3% 0 Musculoskeletal Health Citotic and a state of the stat ASCHING Older People's Health 20% 32% Respiratory Smoking Related Vaccination Medical conditions/topics receiving the most comments overall

## 2.1 Overall Themes and Sentiment



## 2.2 Service Access

#### 2.2.1 Service Access: 108 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 30 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 25 28% 38% 39% 53% 63% 20 67% 15 70% $\square$ 10 60% 61% 45% 35% 33% 5 0 89 100 100 100 100 100 State of the state 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 50 45 30 25 20 15 10 5 0 No. of issues Notion Web Sufery Honemot Medical Centre Baconlane Subery Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 190 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 60 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 11% 6% 11% 19% 20% 23% 50 40 30 93% 89% 89% 81% 79% 77% 20 10 Contraction of the second 0 the second second Carling and a start of the star looling the second to the set of the set Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN out of the Croice 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 70 60 50 No. of issues 40 30 20 10 0 MolionWaysugery Bacontanestiegen Honewo Media Centre Practices receiving the most comments overall

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# 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 165 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network # Issues ■ Positive ■ Neutral ■ Negative Positive Neutral Negative 80 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 16% 9% 70 20% 19% 17% 33% 60 50 40 90% $\vdash$ 84% 83% 80% 81% 30 67% 20 10 0 Postorio Strand Support Support 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 80 70 60 No. of issues 50 40 30 20 10 0 Nollicon Nat Jurgery torenot we lica centre 88001 are surgery Practices receiving the most comments overall

## 2.5 Administration

Practices receiving the most comments overall

#### 2.5.1 Administration: 136 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 60 25% 35% 31% 37% 43% 47% 50 40 30 75% $\vdash$ 69% 65% 63% 57% 52% 20 10 Strain Contraction of the second seco 0 Collins, Col Qst of the second tealing Soley Contraction of the second Meneseries, and a second People South of the state T SOON 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 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 90 80 70 No. of issues 60 50 40 30 20 10 0 Notion New Surgery Honethot Intelical Centre BaconLane Surgery

## 2.6 Communication

#### 2.6.1 Communication: 48 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% 19% 30 22% 21% 26% 30% 44% 25 20 15 81% 78% 74% 79% 70% 56% 10 5 0 Caller Caller Contraction of the second second doi not interest 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 86420 Notion Way Suffer Honemot Medical Centre Baconlane Subery Practices receiving the most comments overall

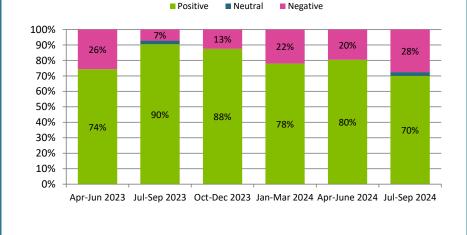
# 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 12% 15% 90% 32% 36% 36% 80% 42% 70% 60% 50% 88% 83% 40% 67% 64% 62% 30% 58% 20% 10% 0% Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024

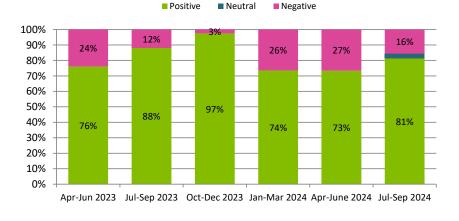
### 3.1 Overall Sentiment



### 3.3 Treatment and Care, Sentiment



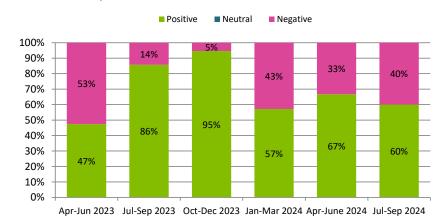
3.4 Staff Attitude, Sentiment



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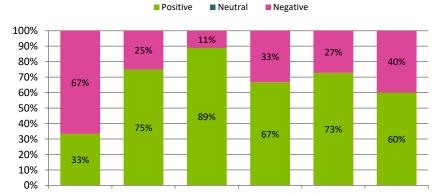


# 3. Timeline: 18 Month Tracker



### 3.5 Administration, Sentiment





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

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# 4. Volume by Primary Care Network



# 4.1 PCN # Issues Positive Neutral Negative Harrow Collaboration Network 4500 4000 3500 2500 2000 1500 1000 500 0 9% 13% Harrow East PCN Health Alliance PCN Haron Classic Charter and Char 10% Shere Ch to the set of the set tentition -Healthsense 59% Sphere PCN

# 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.	Г	29	0	14	43		
	Carer Involvement	Involvement of carers, friends or family members.		7	0	1	8		
	General Comment	A generalised statement (ie; "The doctor was good.")		4	0	4	8		
	User Involvement	Involvement of the service user.		47	0	9	56		
Systems	Administration	Administrative processes and delivery.		0	0	11	11		
	Booking	Ability to book, reschedule or cancel appointments.		19	2	28	49		
	Cancellations	Cancellation of appointment by the service provider.		0	0	2	2		
	Data Protection	General data protection (including GDPR).		0	0	0	0		
	Referral	Referral to a service.		2	0	1	3		
	Medical Records	Management of medical records.		0	0	1	1		
	Medication	Prescription and management of medicines.		5	0	4	9		
	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.		5	0	3	8		
	Support	Levels of support provided.		108	1	23	132		
	Telephone	Ability to contact a service by telephone.		1	0	9	10		
	Timing	Physical timing (ie; length of wait at appointments).		4	0	4	8		
	Waiting List	Length of wait while on a list.		18	0	28	46		
Values	Choice	General choice.		0	0	3	3		
	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.		83	1	11	95		
	Sensory	Deaf/blind or other sensory issues.		0	0	0	0		
	Stimulation	General stimulation, including access to activities.	L	0	0	0	0		

Patients/Carers

Systems

Values

# 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).		0	0	0	0
Environment/Layout	Physical environment of a service.		1	0	0	1
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.		3	0	0	3
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	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.		133	1	30	164
Complaints	Ability to log and resolve a complaint.		0	0	1	1
Staff Training	Training of staff.		0	0	5	5
Staffing Levels	General availability of staff.		0	0	0	0
		Total:	478	5	199	682

### 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