## The Experience of GP Services: Health Alliance 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 500 450 350 300 250 200 150 100 50 0 13% Provider Website Social Media Police, Helsing Solid March Sources providing the most comments overall 1.2 Stated medical conditions/topics Children's Health 4% <sup>3%</sup> 1 \_1% # Issues Positive Neutral Negative Digital and Online 4% 40 35 30 25 20 15 10 5 0 Ear Health/Hearing 16% Eye Health Maternity Mental Health 27% Mobility What was a state of the state o on on one of the second and the state of t Dition of the start of the star Mental Health Chine Chine States Ele Realty Were and the second Losoliotor Strip How His A CONTRACTOR JOOS Musculoskeletal Health Older People's Health Respiratory Skin Health 1% 4% 11% 4% 2% 3% Urology 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: 799 issues from 188 people 2.1.2 Overall, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 140 100% 90% 80% 14% 21% 120 21% 29% 29% 37% 80% 70% 60% 50% 40% 30% 20% 10% 0% 100 80 $\vdash$ 85% 60 79% 79% 70% 70% 63% 40 20 ici unit in the second Sort Control Stronger Participation 0 topic of the state the service of the se Kennon Marken Median Provident 800 illings Level al Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN 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 Belmont the att centre The Streated wederal Centre The stampe we deal centre Aspinetical centre The Licke Practice Civic Medical Contre

### 2.2 Service Access

#### 2.2.1 Service Access: 146 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 40 100% 90% 80% 35 28% 38% 39% 30 80% 70% 60% 50% 40% 30% 20% 10% 0% 53% 63% 67% 25 20 15 70% 60% 61% 45% 10 35% 33% 5 0 800 1100 100 Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN Strain Series Start Astrain Start St 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 80 70 60 No. of issues 50 40 30 20 10 0 Bemont Health Centre The streated we died Centre The cicle Protice The somoe we did centre Chichnedica Centre Ason Medical Centre Practices receiving the most comments overall

### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 189 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 F 93% 89% 89% 81% 79% 77% 20 10 toor of the second 0 to not the second - Jo - Jo - Jo Clarify Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN Car Includio energy of the second second 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 140 120 100 No. of issues 80 60 40 20 0 Belmont Health Centre The streated we deal centre Chichnedica Centre Aspit Medical Centre The samoe wester centre The Citcle Practice Practices receiving the most comments overall

### 2.4 Staff Attitude

#### 2.4.2 Staff Attitude, Sentiment by Primary Care Network 2.4.1 Staff Attitude: 185 issues detected # 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% 84% 83% 80% 81% 30 67% 20 10 0 Person Pe 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 120 100 No. of issues 80 60 40 20 0 The Streated wederal Centre Balmont Health Centre The stormoe we deal centre Aspinedialcentre Chic Medical Centre The Citcle Practice Practices receiving the most comments overall

### 2.5 Administration

#### 2.5.1 Administration: 171 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 Series Contraction of the series of the seri 0 tealing a ster in the second se and the second Addition of the second Mandal Mandal est 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 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 120 100 No. of issues 80 60 40 20 0 BelmontheathCentre The streated we deal centre Asofi Wedde Centre Chichnedica Centre The Citcle Practice The Samore Medial centre

Practices receiving the most comments overall

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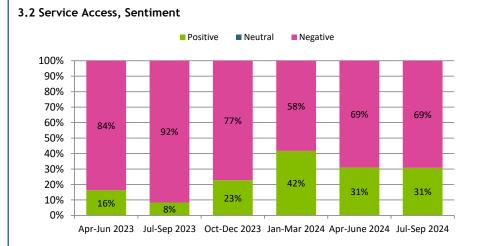
### 2.6 Communication

#### 2.6.1 Communication: 47 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 35 19% 22% 21% 26% 30% 44% 30 25 20 $\vdash$ 81% 78% 74% 79% 15 70% 56% 10 5 0 And the second s 40, 10,000 10,000 10,000 10,000 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 40 35 30 No. of issues 25 20 15 10 5 0 Bemore theath centre The streated we deal centre Chichnedica Centre Aspit Medical Centre The Citcle Practice The samoe Medical centre Practices receiving the most comments overall

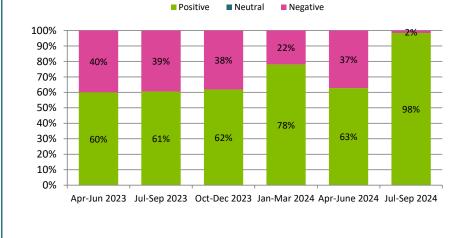
### 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 20% 33% 80% 41% 50% 70% 60% 59% 60% 50% 40% 80% 67% 30% 59% 50% 41% 20% 40% 10% 0% Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024

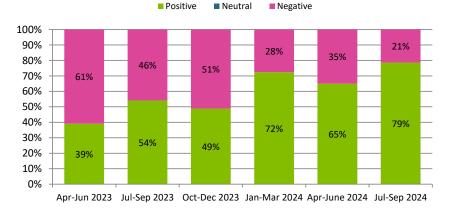
### 3.1 Overall Sentiment



### 3.3 Treatment and Care, Sentiment



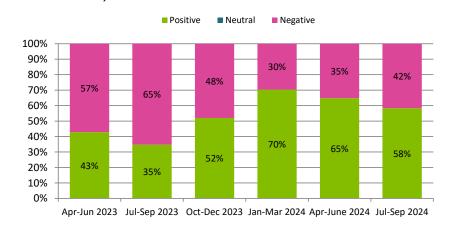
3.4 Staff Attitude, Sentiment



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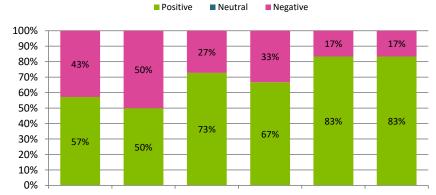
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### 3. Timeline: 18 Month Tracker



### 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 Color 10% Shere Ch to the set of the set Healthsense 59% Sphere PCN

## 5. Data Table: Number of issues

|                 | Issue Name         | Descriptor   |   | # Issues |         |          |       |  |
|-----------------|--------------------|--|---|----------|---------|----------|-------|--|
| (0              |                    |  | _ | Positive | Neutral | Negative | Total |  |
| Patients/Carers | Advice/Information | Communication, including access to advice and information. | [ | 37       | 0       | 7        | 44    |  |
|                 | Carer Involvement  | Involvement of carers, friends or family members.          |   | 10       | 0       | 1        | 11    |  |
|                 | General Comment    | A generalised statement (ie; "The doctor was good.")       |   | 4        | 0       | 0        | 4     |  |
| Patier          | User Involvement   | Involvement of the service user.                           |   | 49       | 0       | 13       | 62    |  |
|                 | Administration     | Administrative processes and delivery.                     |   | 7        | 0       | 9        | 16    |  |
| Systems         | Booking            | Ability to book, reschedule or cancel appointments.        |   | 26       | 0       | 44       | 70    |  |
|                 | 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.                                     |   | 6        | 0       | 1        | 7     |  |
|                 | Medical Records    | Management of medical records.                             |   | 1        | 0       | 0        | 1     |  |
|                 | Medication         | Prescription and management of medicines.                  |   | 1        | 0       | 6        | 7     |  |
|                 | Opening Times      | Opening times of a service.                                |   | 0        | 0       | 2        | 2     |  |
|                 | Planning           | Leadership and general organisation.                       |   | 2        | 0       | 0        | 2     |  |
|                 | Registration       | Ability to register for a service.                         |   | 2        | 0       | 3        | 5     |  |
|                 | Support            | Levels of support provided.                                |   | 107      | 0       | 53       | 160   |  |
|                 | Telephone          | Ability to contact a service by telephone.                 |   | 4        | 0       | 16       | 20    |  |
|                 | Timing             | Physical timing (ie; length of wait at appointments).      |   | 5        | 0       | 6        | 11    |  |
|                 | Waiting List       | Length of wait while on a list.                            |   | 22       | 0       | 36       | 58    |  |
| Values          | Choice             | General choice.  |   | 1        | 0       | 3        | 4     |  |
|                 | 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       | 1        | 1     |  |
|                 | Quality            | General quality of a service, or staff.                    |   | 86       | 0       | 21       | 107   |  |
|                 | Sensory            | Deaf/blind or other sensory issues.                        |   | 1        | 0       | 0        | 1     |  |
|                 | 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 |  |  |
| Catchment/Distance | Distance to a service (and catchment area for eligability). |        | 0        | 0       | 2        | 2     |  |  |
| Environment/Layout | Physical environment of a service.                          |        | 3        | 0       | 1        | 4     |  |  |
| Equipment          | General equipment issues.                                   |        | 0        | 0       | 1        | 1     |  |  |
| Hazard             | General hazard to safety (ie; a hospital wide infection).   |        | 0        | 0       | 0        | 0     |  |  |
| Hygiene            | Levels of hygiene and general cleanliness.                  |        | 1        | 0       | 1        | 2     |  |  |
| Mobility           | Physical mobility to, from and within services.             |        | 1        | 0       | 0        | 1     |  |  |
| Travel/Parking     | Ability to travel or park.                                  |        | 0        | 0       | 0        | 0     |  |  |
| Omission           | General omission (ie; transport did not arrive).            |        | 0        | 0       | 0        | о     |  |  |
| Security/Conduct   | General security of a service, including conduct of staff.  |        | 0        | 0       | 3        | 3     |  |  |
| Staff Attitude     | Attitude, compassion and empathy of staff.                  |        | 125      | 0       | 59       | 184   |  |  |
| Complaints         | Ability to log and resolve a complaint.                     |        | 0        | 0       | 1        | 1     |  |  |
| Staff Training     | Training of staff.  |        | 4        | 0       | 2        | 6     |  |  |
| Staffing Levels    | General availability of staff.                              |        | 0        | 0       | 0        | 0     |  |  |
|                    |   | Total: | 505      | 0       | 294      | 799   |  |  |

### 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