

The Experience of GP Services: Healthsense

A trends analysis report by Healthwatch Harrow



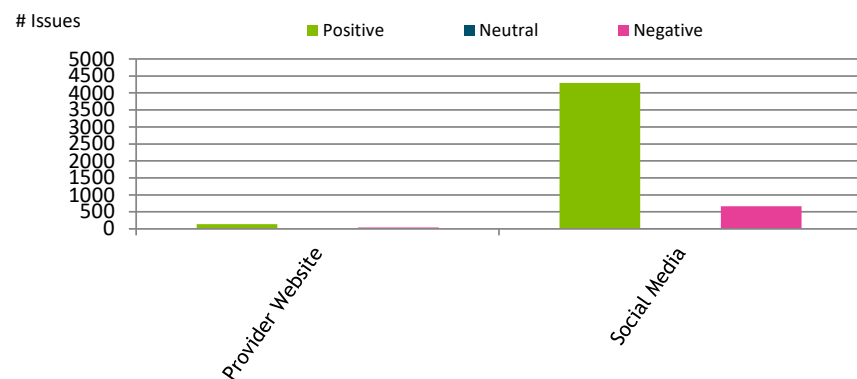
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Qualitative Feedback, 1 January 2025 - 31 December 2025

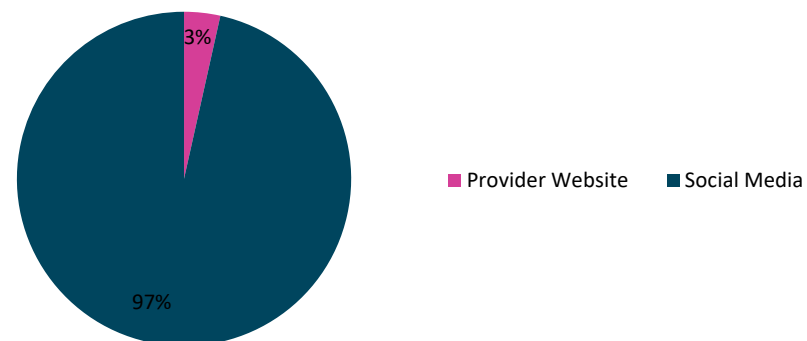


1. Data Source and Conditions/Topics

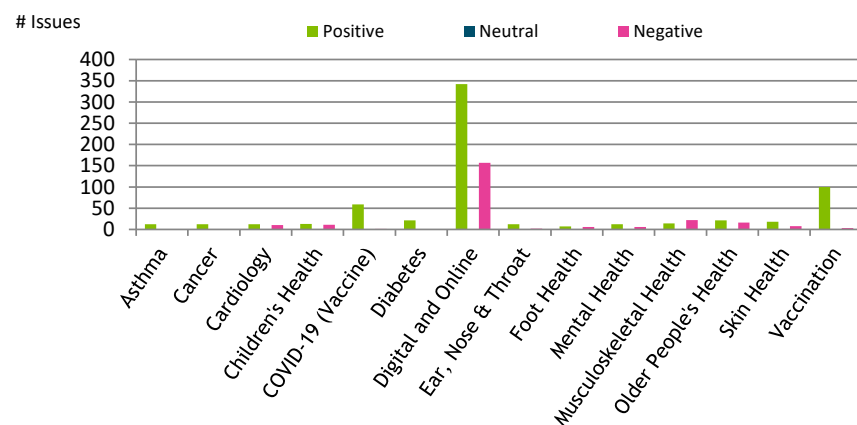
1.1 Source



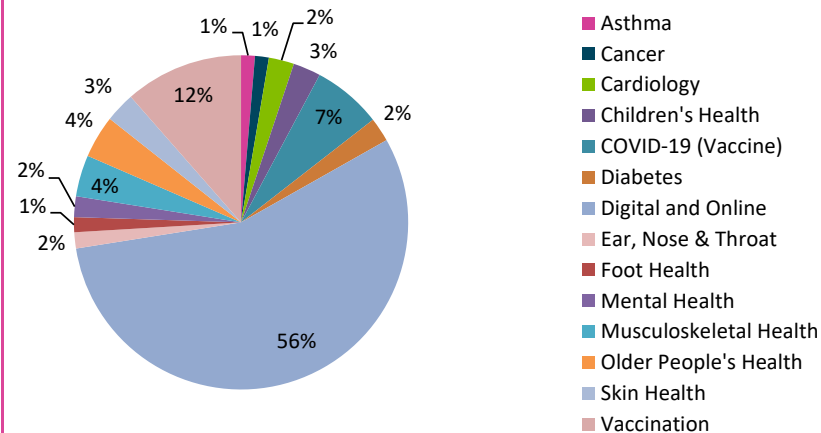
Sources providing the most comments overall



1.2 Stated medical conditions/topics



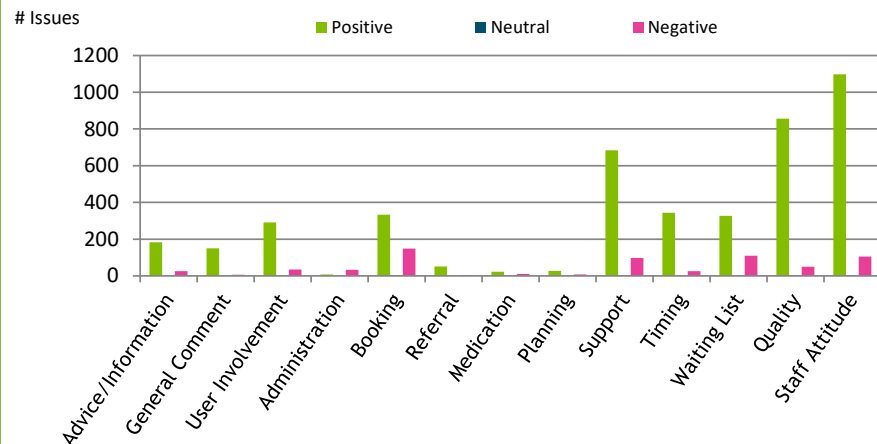
Medical conditions/topics receiving the most comments overall





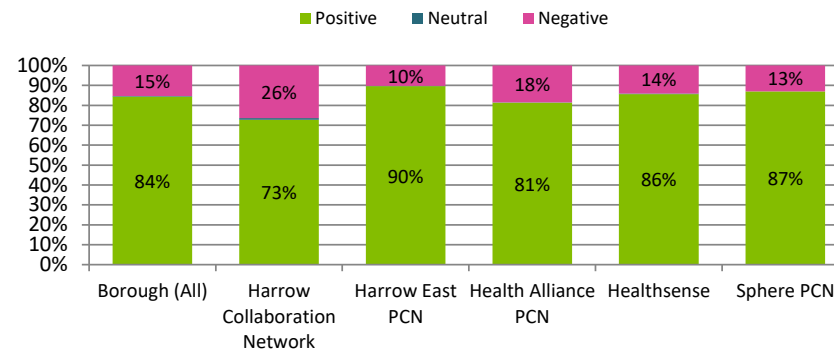
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 5175 issues from 1413 people



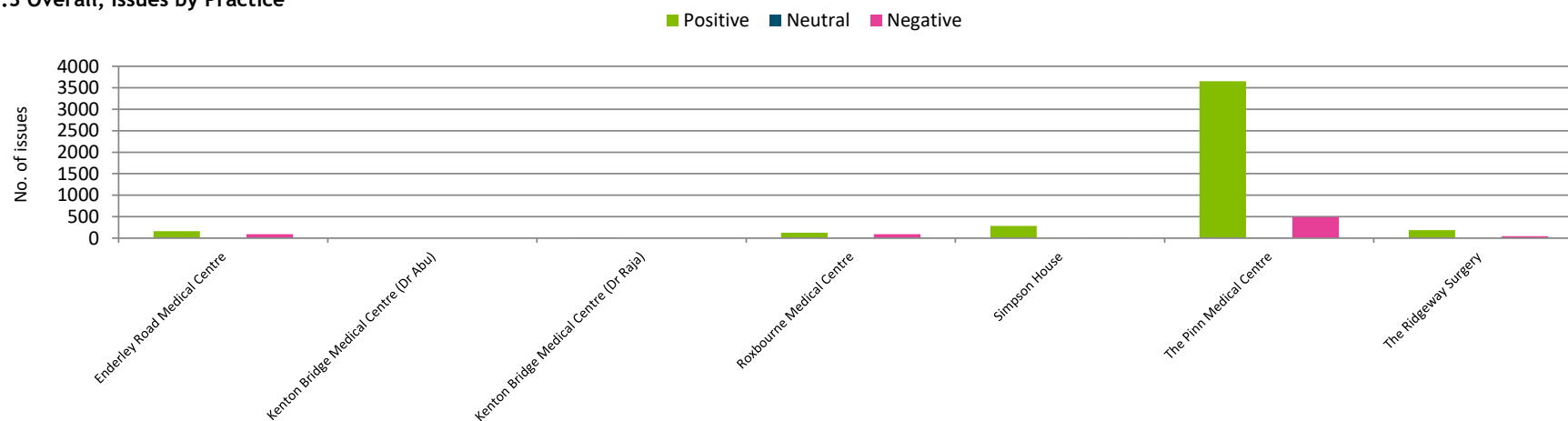
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

2.1.3 Overall, Issues by Practice

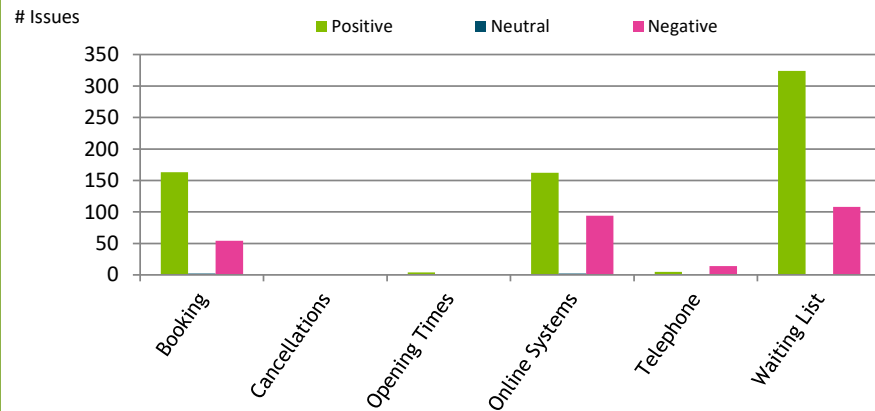


Practices receiving the most comments overall



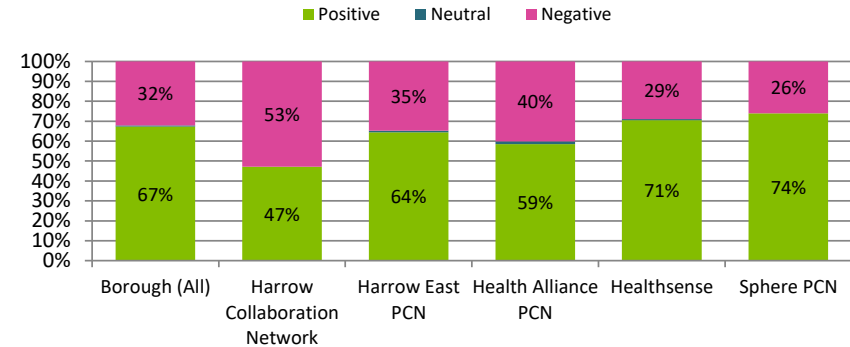
2.2 Service Access

2.2.1 Service Access: 933 issues detected



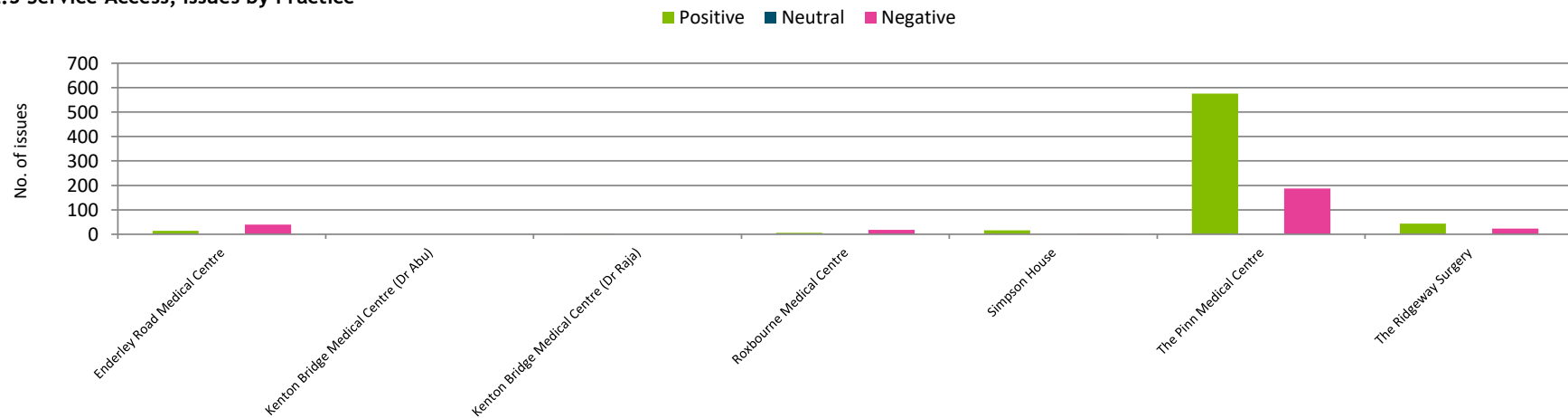
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

2.2.3 Service Access, Issues by Practice

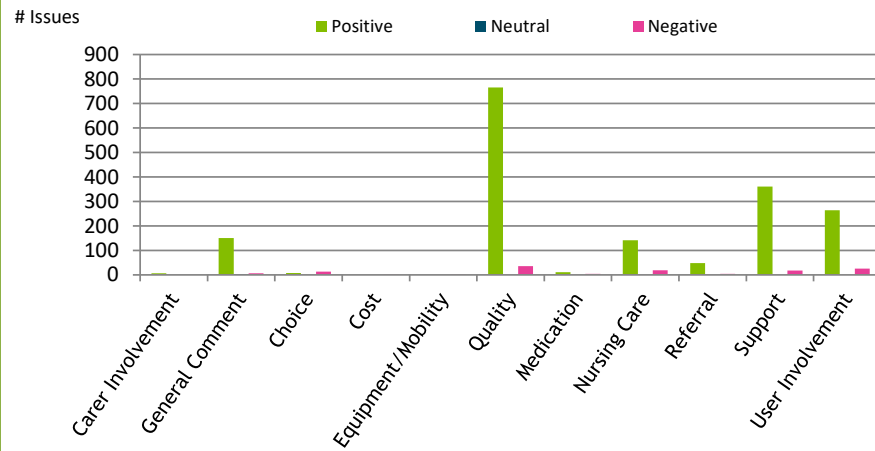


Practices receiving the most comments overall



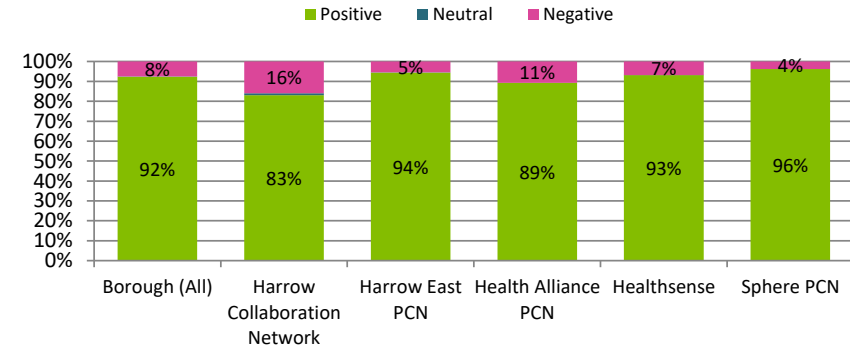
2.3 Clinical Treatment and Care

2.3.1 Treatment: 1884 issues detected



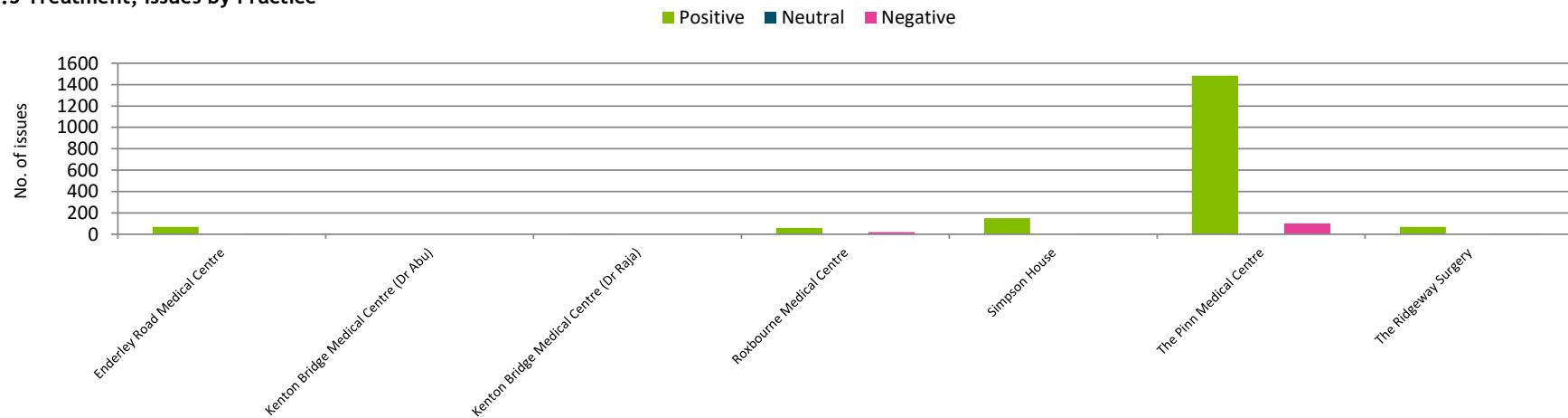
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

2.3.3 Treatment, Issues by Practice

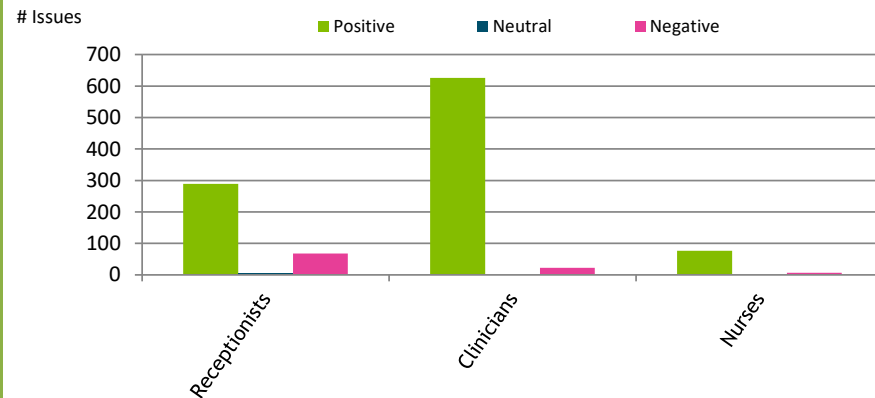


Practices receiving the most comments overall



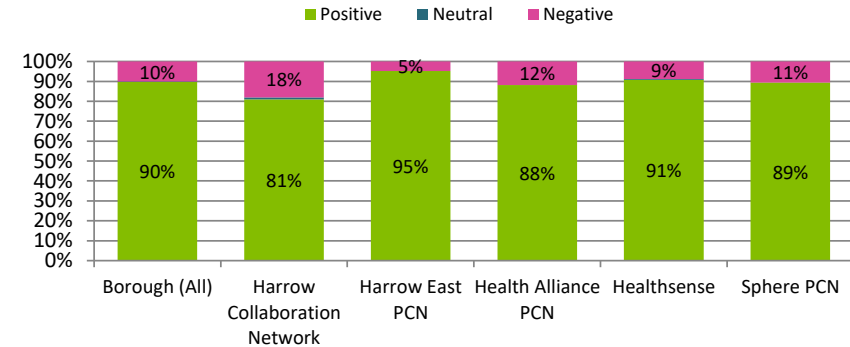
2.4 Staff Attitude

2.4.1 Staff Attitude: 1093 issues detected



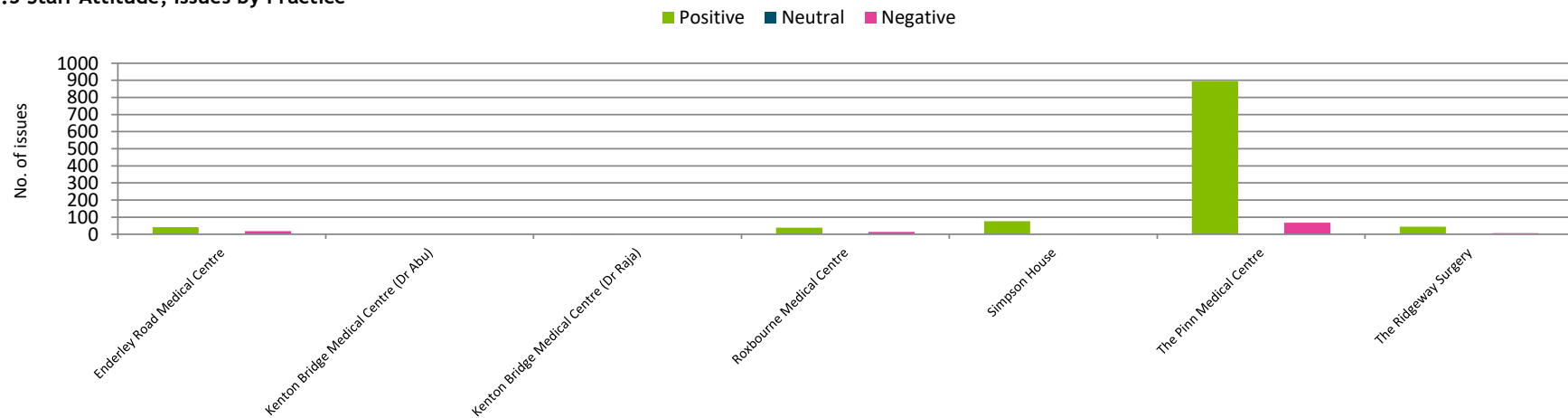
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

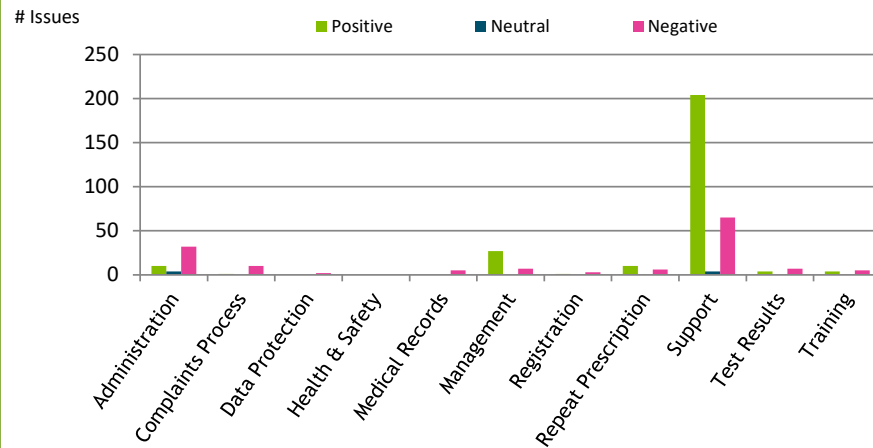


Practices receiving the most comments overall



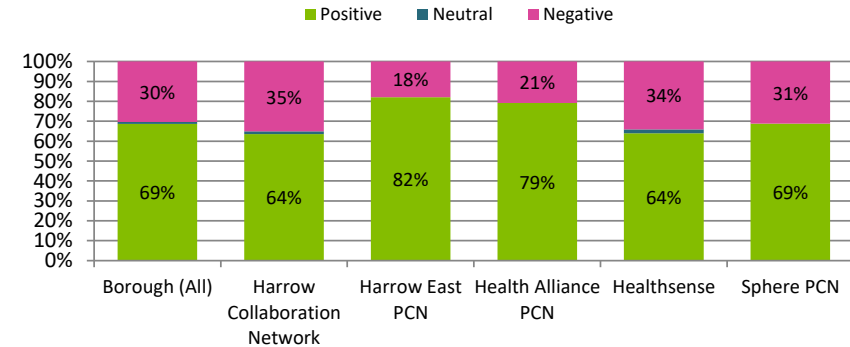
2.5 Administration

2.5.1 Administration: 411 issues detected



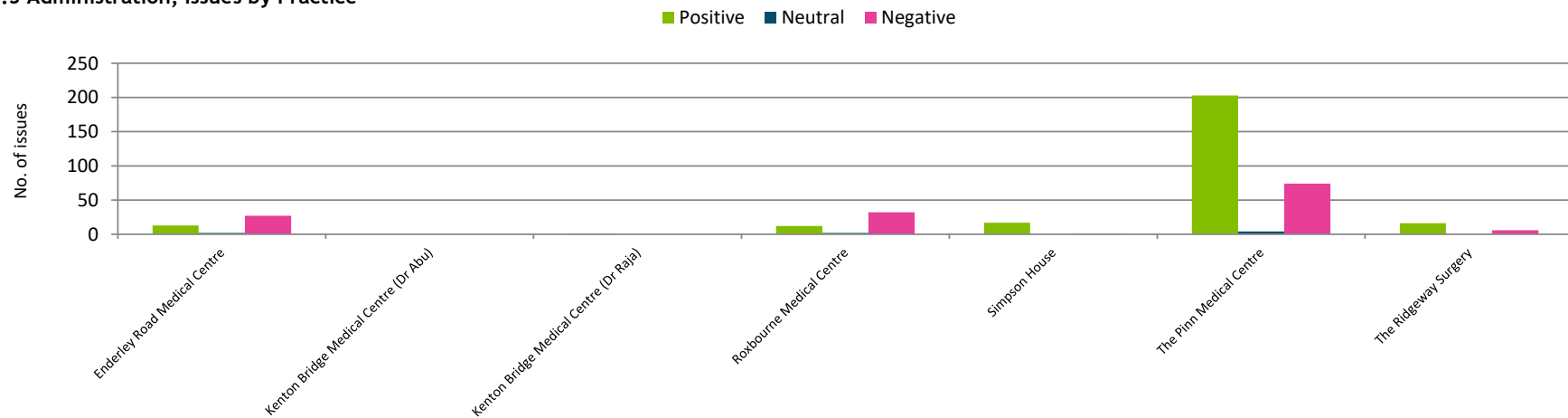
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

2.5.3 Administration, Issues by Practice

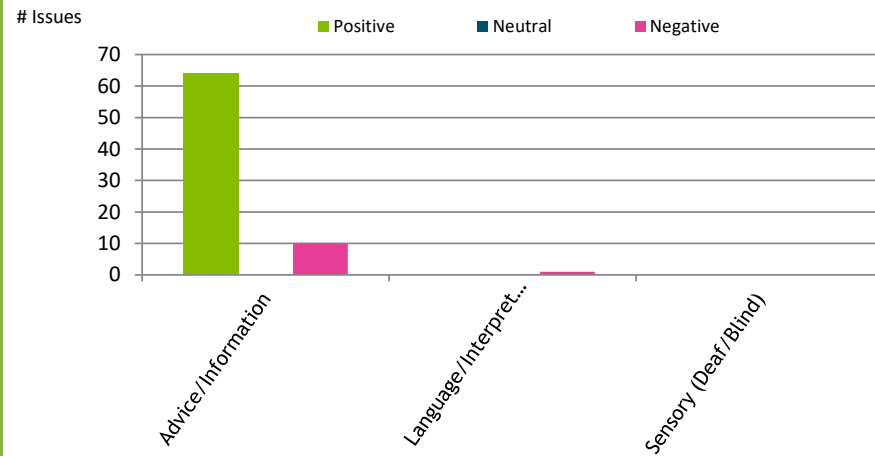


Practices receiving the most comments overall



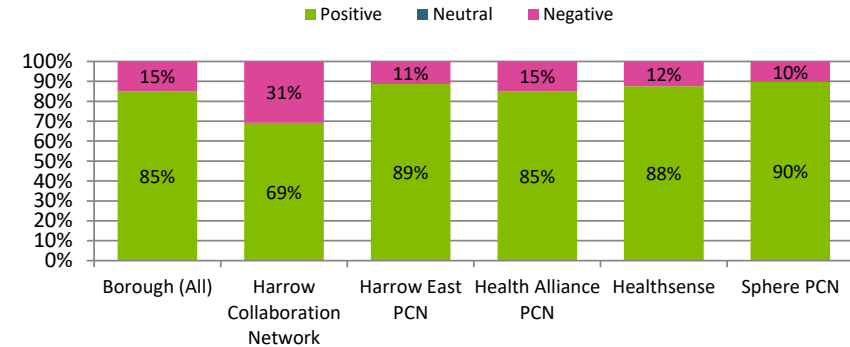
2.6 Communication

2.6.1 Communication: 210 issues detected



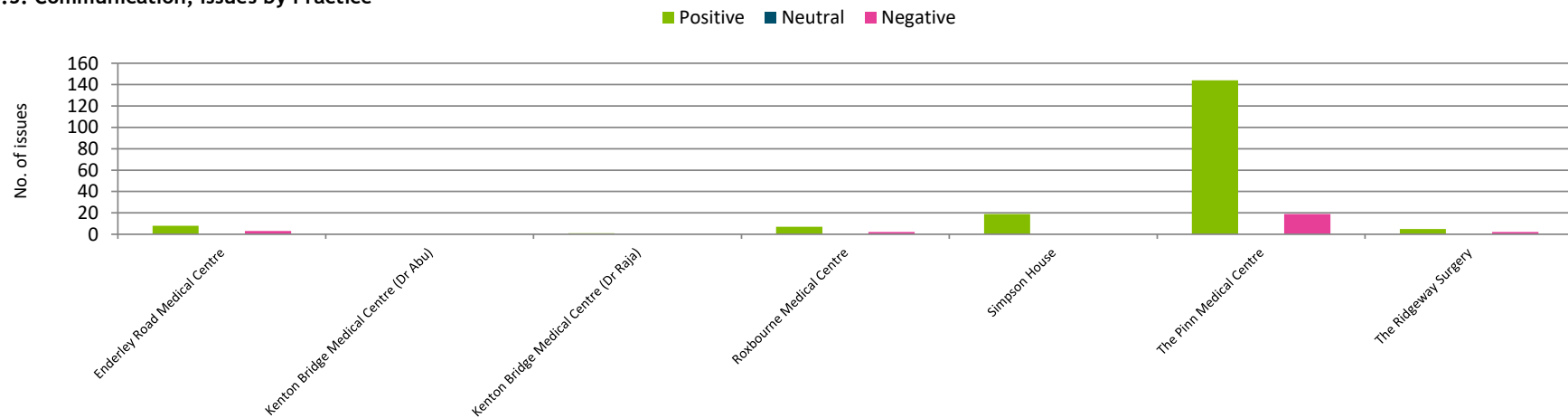
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

2.6.3: Communication, Issues by Practice

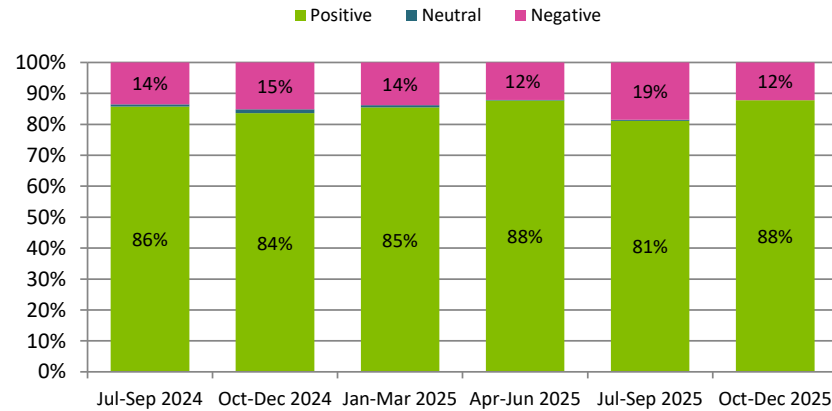


Practices receiving the most comments overall

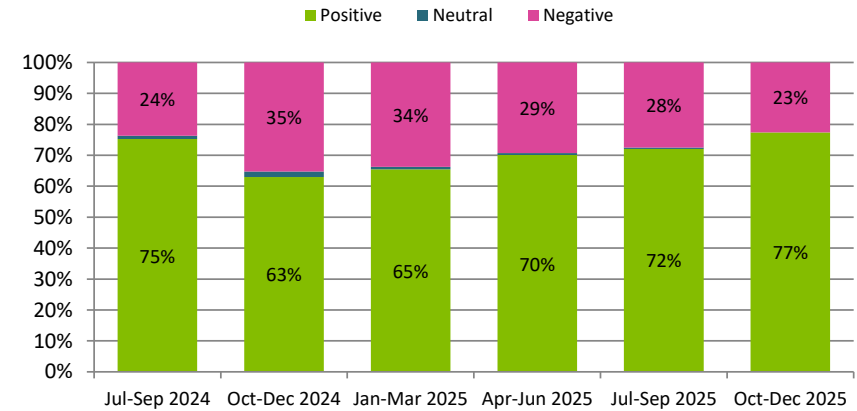


3. Timeline: 18 Month Tracker

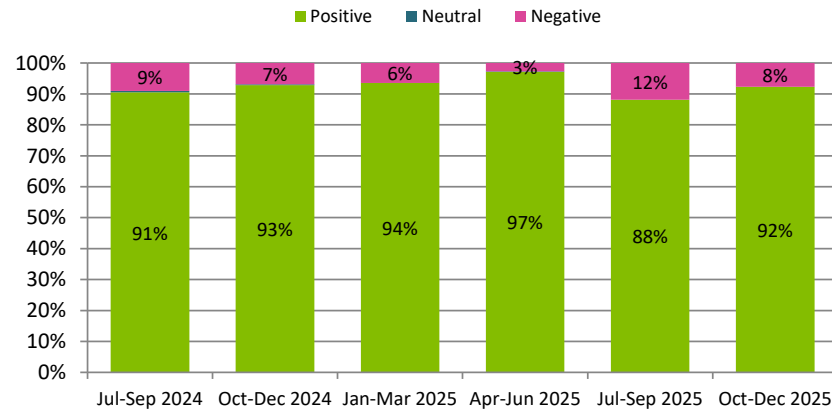
3.1 Overall Sentiment



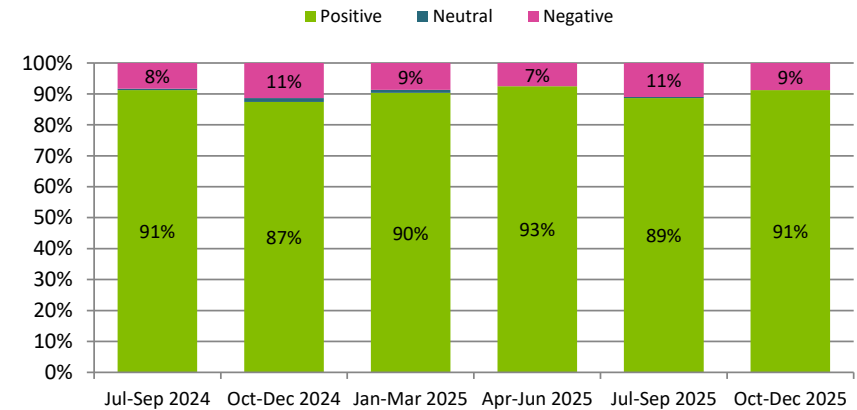
3.2 Service Access, Sentiment



3.3 Treatment and Care, Sentiment



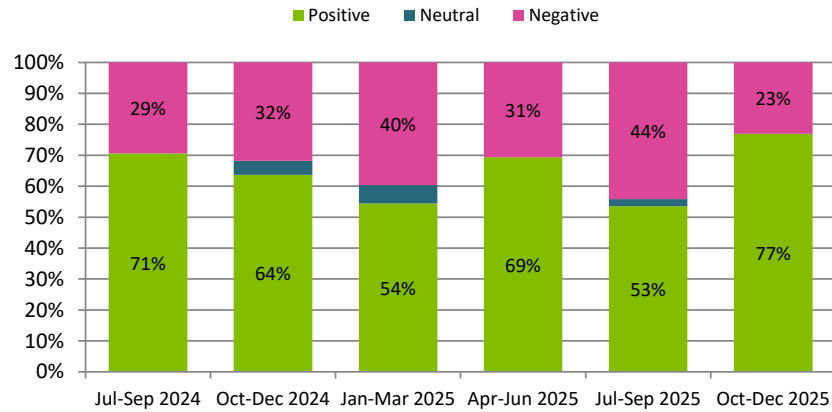
3.4 Staff Attitude, Sentiment



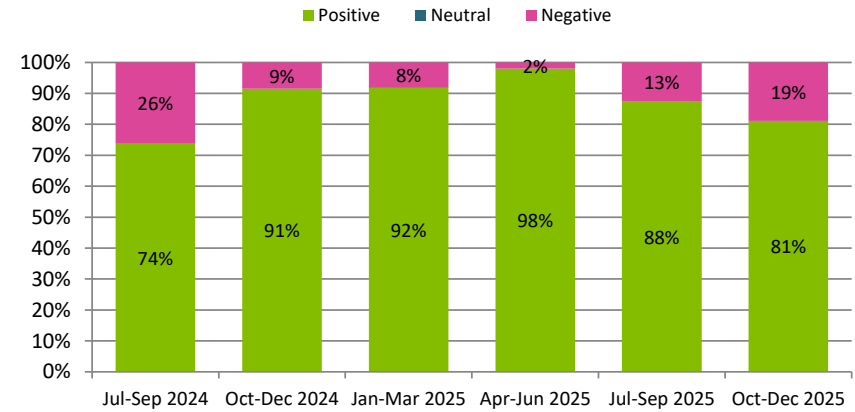
3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment



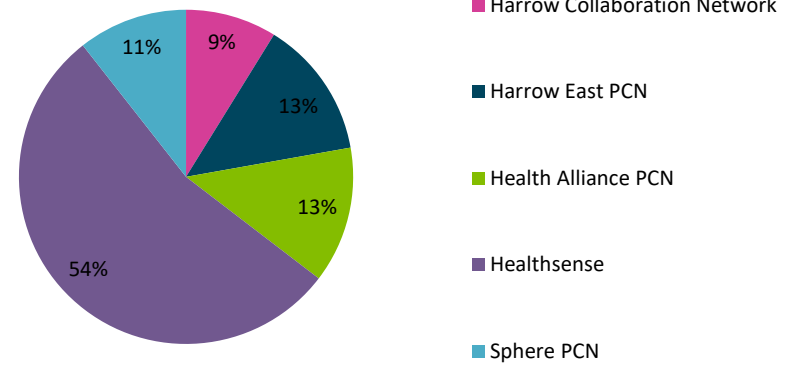
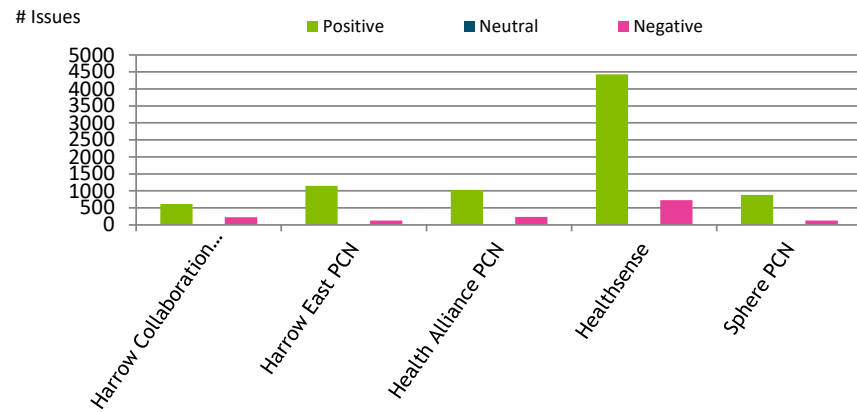
3.6 Communication, Sentiment





4. Volume by Primary Care Network

4.1 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.	183	0	25	208
	Carer Involvement	Involvement of carers, friends or family members.	8	0	0	8
	General Comment	A generalised statement (ie; "The doctor was good.")	150	1	6	157
	User Involvement	Involvement of the service user.	291	0	34	325
Systems	Administration	Administrative processes and delivery.	8	0	33	41
	Booking	Ability to book, reschedule or cancel appointments.	333	4	148	485
	Cancellations	Cancellation of appointment by the service provider.	0	0	0	0
	Data Protection	General data protection (including GDPR).	0	0	2	2
	Referral	Referral to a service.	51	0	5	56
	Medical Records	Management of medical records.	0	0	5	5
	Medication	Prescription and management of medicines.	22	0	10	32
	Opening Times	Opening times of a service.	4	0	0	4
	Planning	Leadership and general organisation.	27	0	7	34
	Registration	Ability to register for a service.	2	0	3	5
	Support	Levels of support provided.	684	4	97	785
	Telephone	Ability to contact a service by telephone.	5	0	14	19
	Timing	Physical timing (ie; length of wait at appointments).	343	0	25	368
	Waiting List	Length of wait while on a list.	327	1	110	438
Values	Choice	General choice.	9	0	14	23
	Cost	General cost.	0	0	1	1
	Language	Language, including terminology.	1	0	0	1
	Nutrition	Provision of sustenance.	0	0	0	0
	Privacy	Privacy, personal space and property.	0	0	2	2
	Quality	General quality of a service, or staff.	856	4	49	909
	Sensory	Deaf/blind or other sensory issues.	0	0	1	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
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	6	0	0	6
	Environment/Layout	<i>Physical environment of a service.</i>	3	0	1	4
	Equipment	<i>General equipment issues.</i>	2	0	2	4
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	1	10
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	0	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	6	6
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	2	2
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1098	4	105	1207
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	10	11
	Staff Training	<i>Training of staff.</i>	4	0	5	9
	Staffing Levels	<i>General availability of staff.</i>	0	0	4	4
Total:			4430	18	727	5175

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.