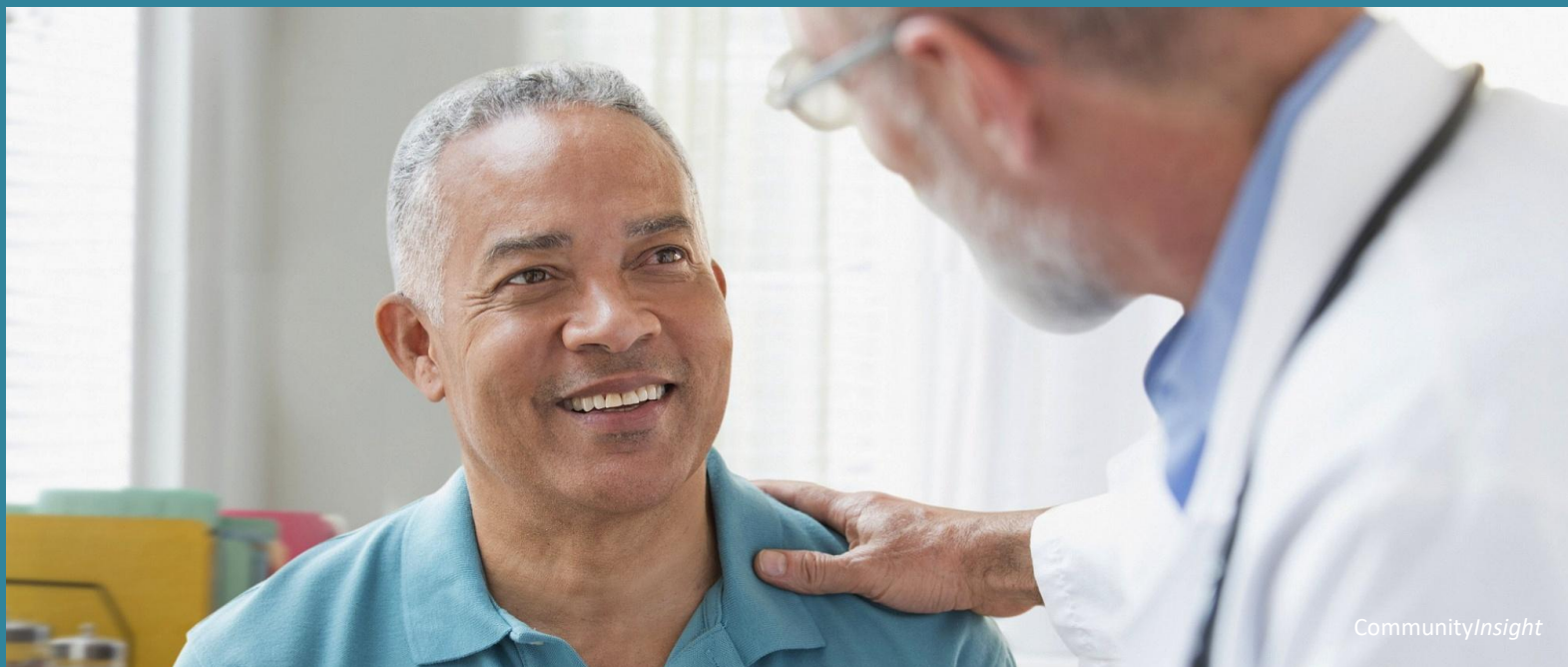# The Experience of GP Services: Healthsense

A trends analysis report by Healthwatch Harrow
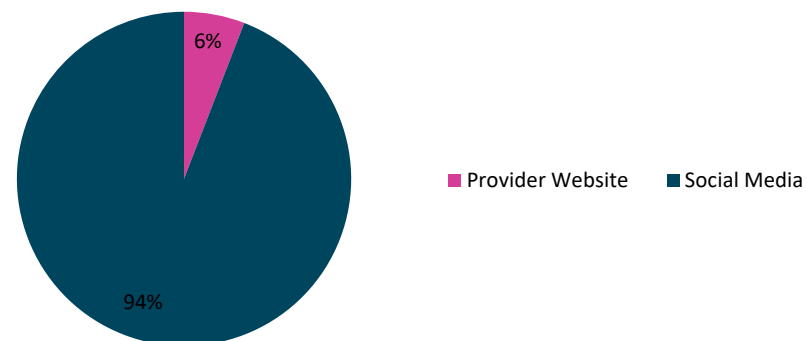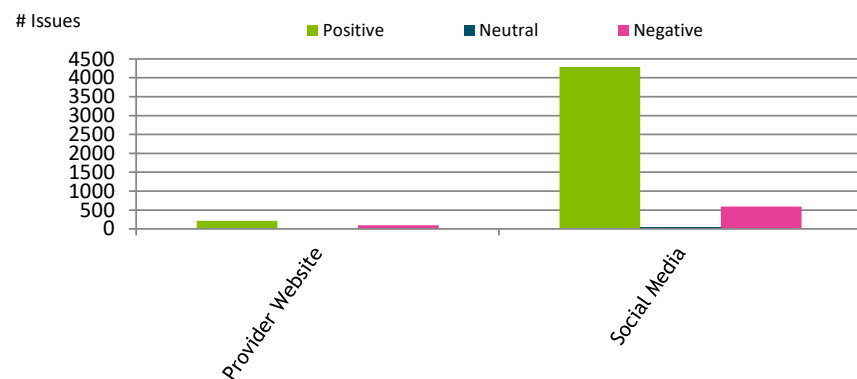
CommunityInsight

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.

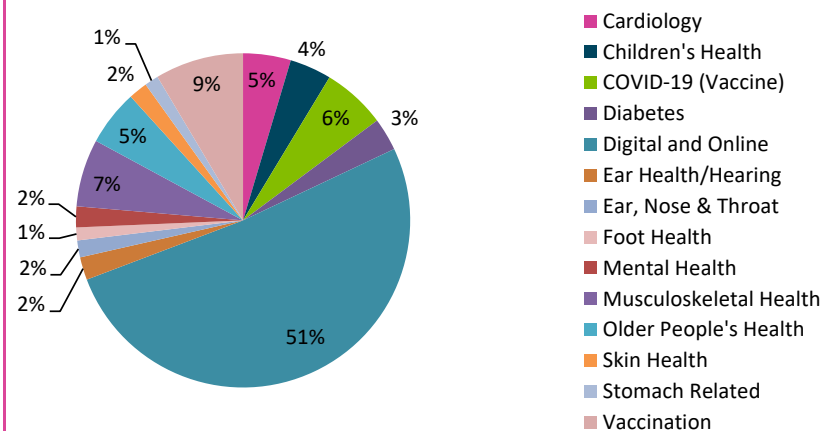*Qualitative Feedback, 1 July 2024 - 30 June 2025*

healthwatch
Harrow

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive | Neutral | Negative

Sources providing the most comments overall

Pie chart legend: Provider Website (6%) | Social Media (94%)

1.2 Stated medical conditions/topics

Issues

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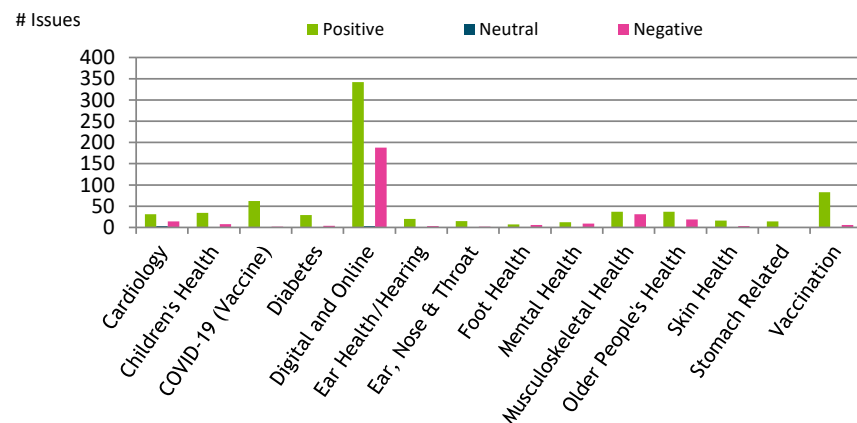
Medical conditions/topics receiving the most comments overall

Pie chart legend:
- Cardiology — 5%
- Children's Health — 4%
- COVID-19 (Vaccine) — 6%
- Diabetes — 3%
- Digital and Online — 51%
- Ear Health/Hearing — 2%
- Ear, Nose & Throat — 2%
- Foot Health — 1%
- Mental Health — 2%
- Musculoskeletal Health — 7%
- Older People's Health — 5%
- Skin Health — 2%
- Stomach Related — 1%
- Vaccination — 9%

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 5239 issues from 1401 people

Issues

Legend: Positive, Neutral, Negative
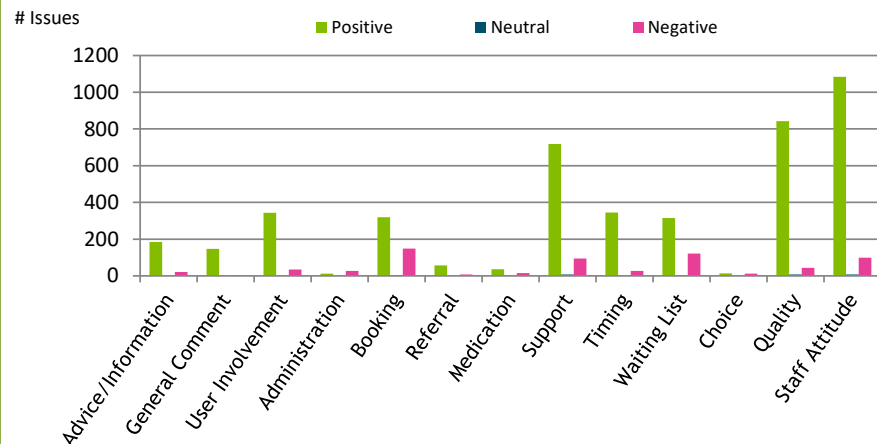
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Negative	Positive
Borough (All)	16%	83%
Harrow Collaboration Network	20%	79%
Harrow East PCN	16%	83%
Health Alliance PCN	28%	71%
Healthsense	14%	86%
Sphere PCN	17%	83%
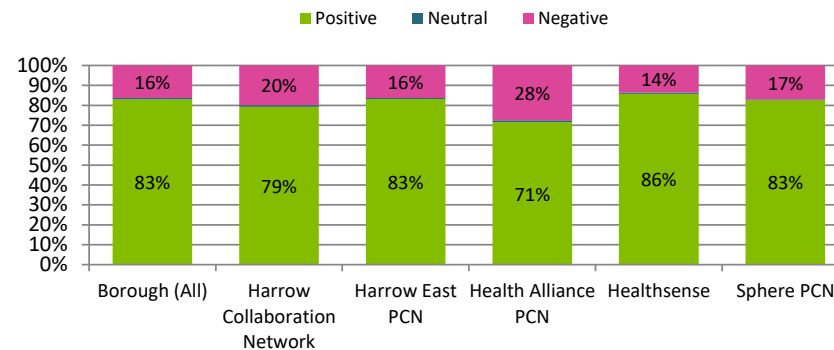
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Enderley Road Medical Centre, Kenton Bridge Medical Centre (Dr Abu), Kenton Bridge Medical Centre (Dr Raja), Roxbourne Medical Centre, Simpson House, The Pinn Medical Centre, The Ridgeway Surgery

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 923 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List
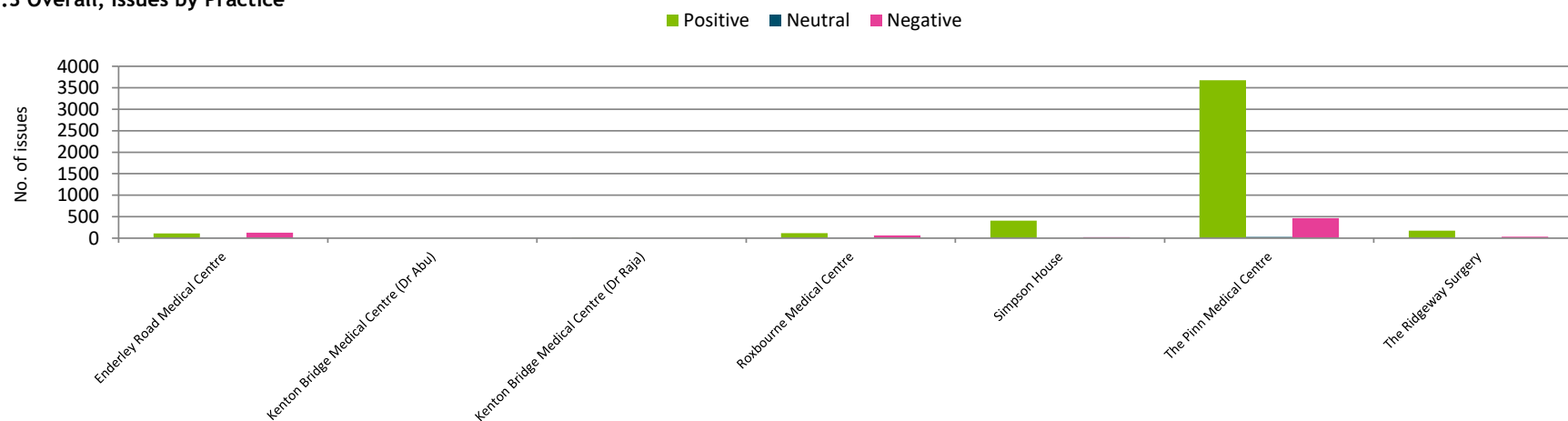
y-axis: 0 to 350
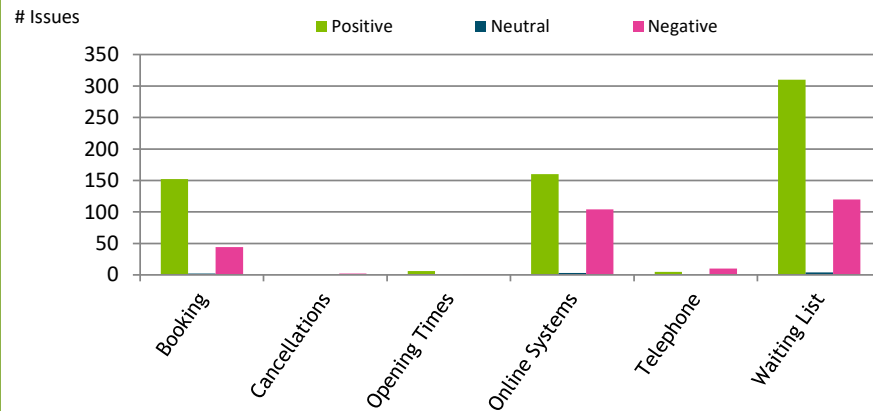
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	64%	35%
Harrow Collaboration Network	59%	39%
Harrow East PCN	57%	42%
Health Alliance PCN	34%	66%
Healthsense	69%	30%
Sphere PCN	69%	31%
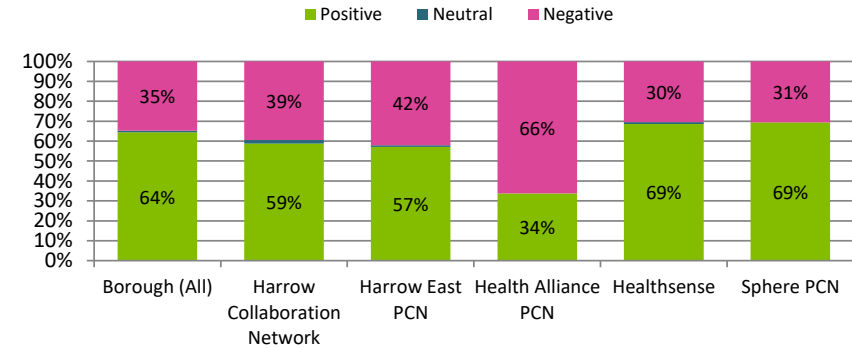
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Enderley Road Medical Centre, Kenton Bridge Medical Centre (Dr Abu), Kenton Bridge Medical Centre (Dr Raja), Roxbourne Medical Centre, Simpson House, The Pinn Medical Centre, The Ridgeway Surgery

y-axis: 0 to 600

Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 1996 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Chart showing number of issues by category:
- Carer Involvement
- General Comment
- Choice
- Cost
- Equipment/Mobility
- Quality
- Medication
- Nursing Care
- Referral
- Support
- User Involvement

(Y-axis: 0 to 800)

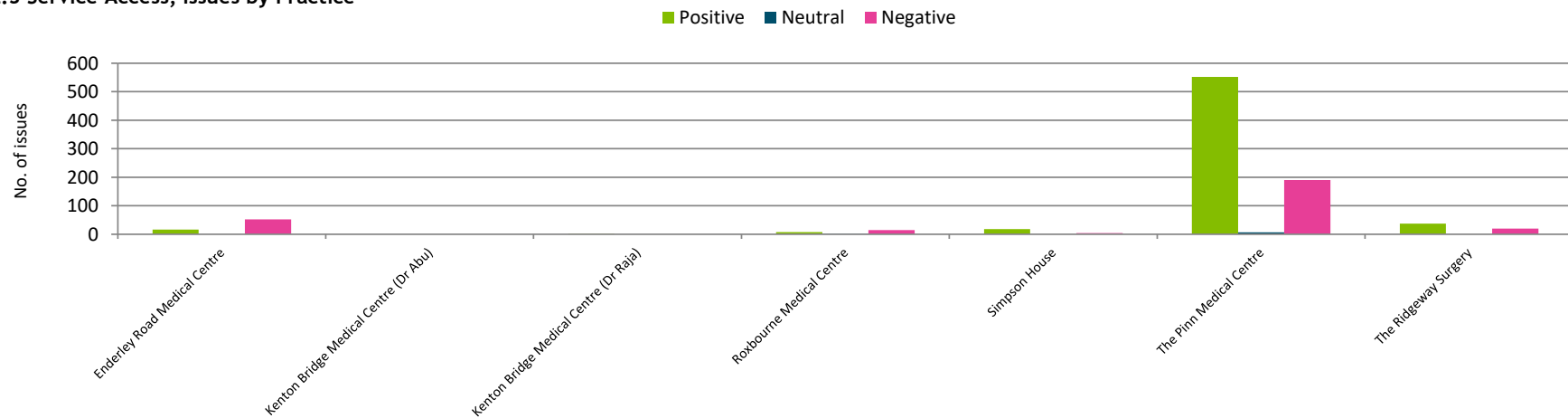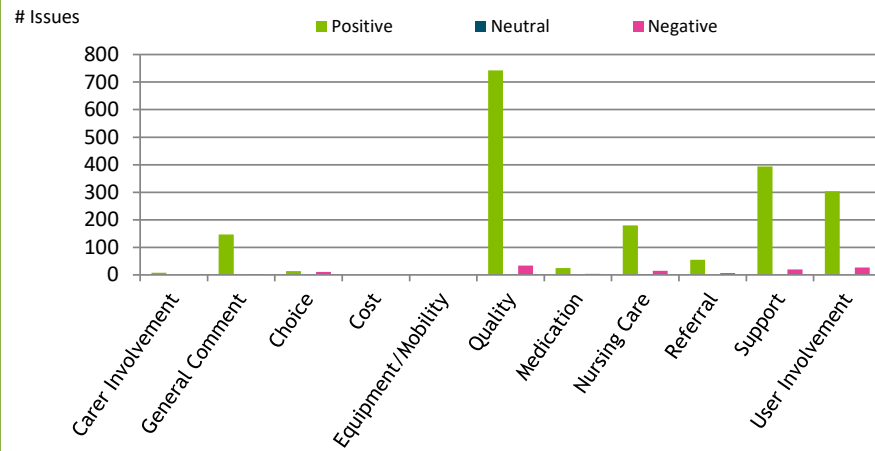*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

	Positive	Negative
Borough (All)	92%	8%
Harrow Collaboration Network	85%	15%
Harrow East PCN	92%	7%
Health Alliance PCN	88%	11%
Healthsense	94%	6%
Sphere PCN	92%	8%

(Y-axis: 75% to 100%)
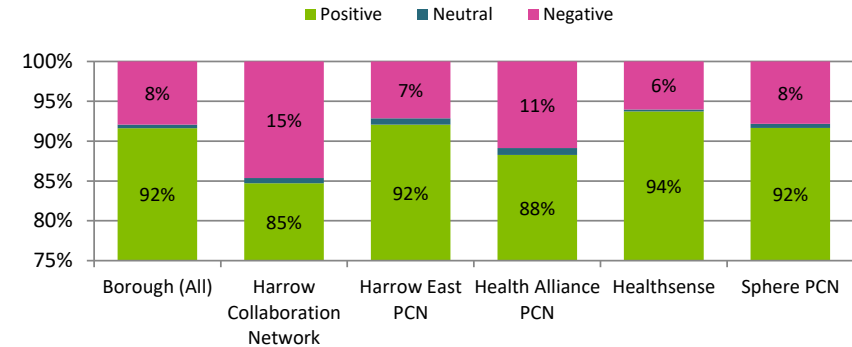
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues (Y-axis: 0 to 1800)

Chart showing issues by practice:
- Enderley Road Medical Centre
- Kenton Bridge Medical Centre (Dr Abu)
- Kenton Bridge Medical Centre (Dr Raja)
- Roxbourne Medical Centre
- Simpson House
- The Pinn Medical Centre
- The Ridgeway Surgery

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 1096 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative
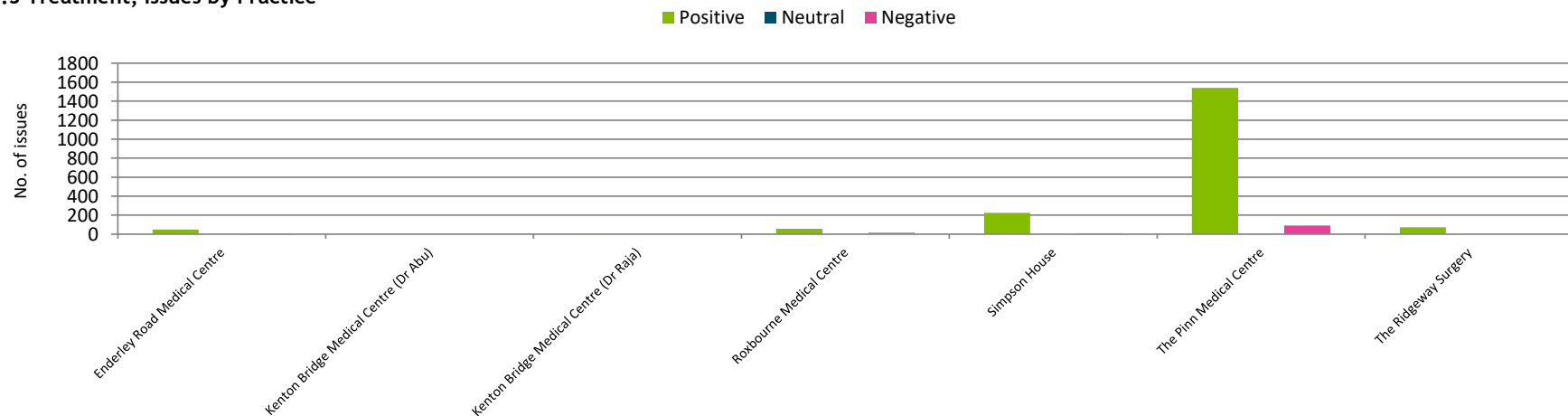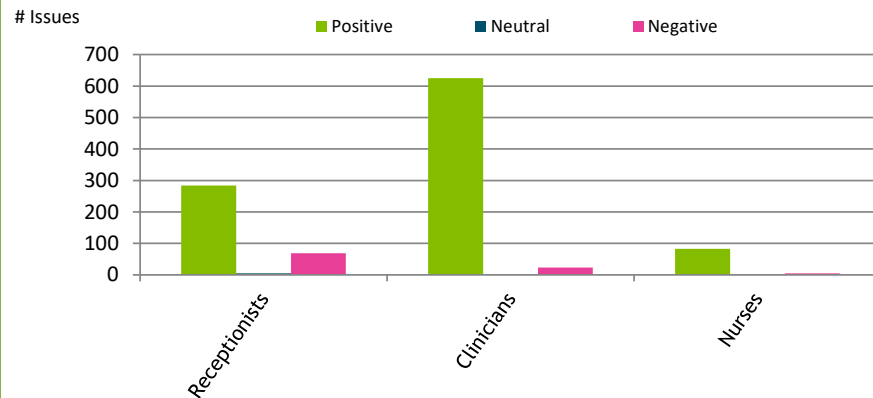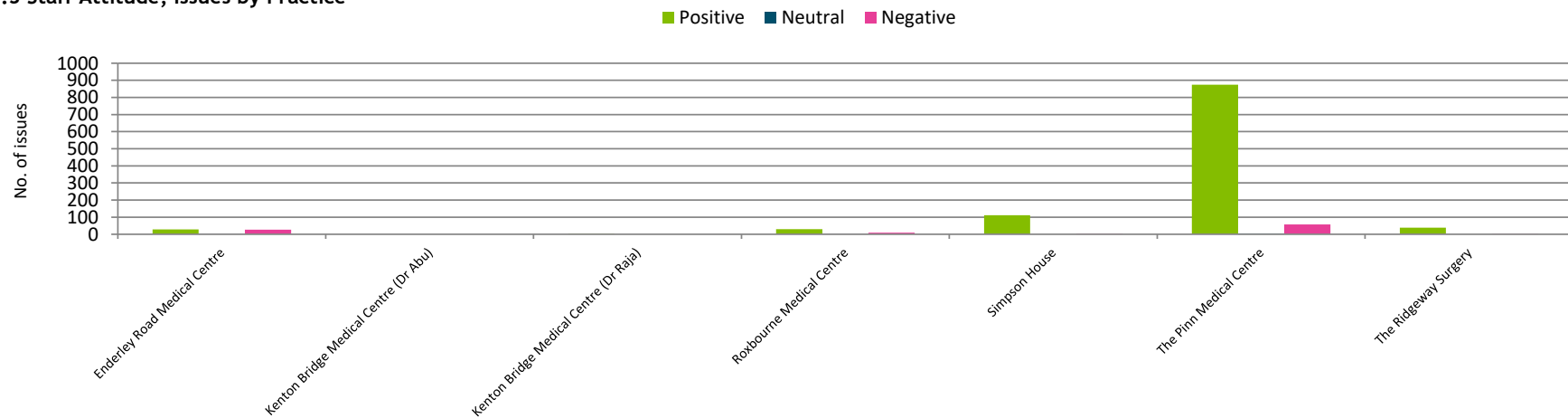
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

	Borough (All)	Harrow Collaboration Network	Harrow East PCN	Health Alliance PCN	Healthsense	Sphere PCN
Negative	11%	14%	9%	21%	8%	13%
Positive	88%	86%	91%	78%	91%	86%
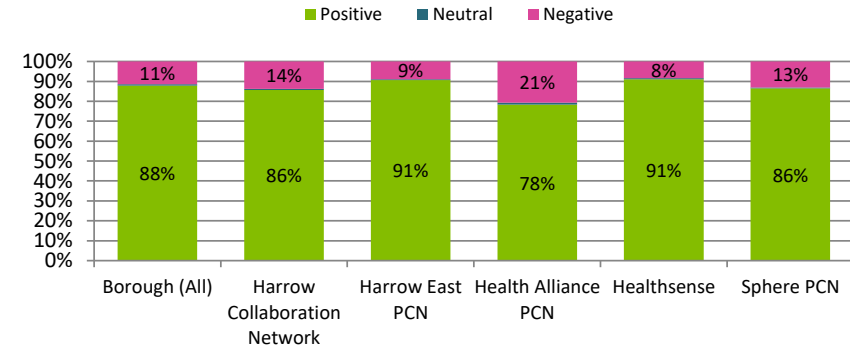
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

Practices: Enderley Road Medical Centre, Kenton Bridge Medical Centre (Dr Abu), Kenton Bridge Medical Centre (Dr Raja), Roxbourne Medical Centre, Simpson House, The Pinn Medical Centre, The Ridgeway Surgery

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 393 issues detected

Issues

Legend: Positive, Neutral, Negative

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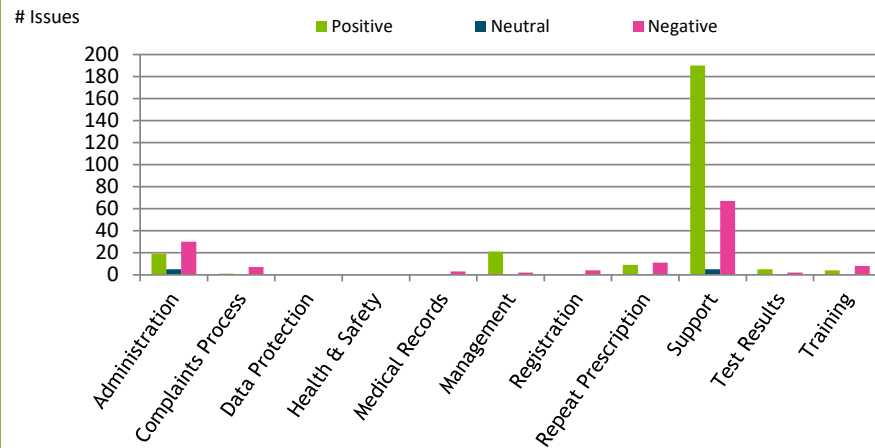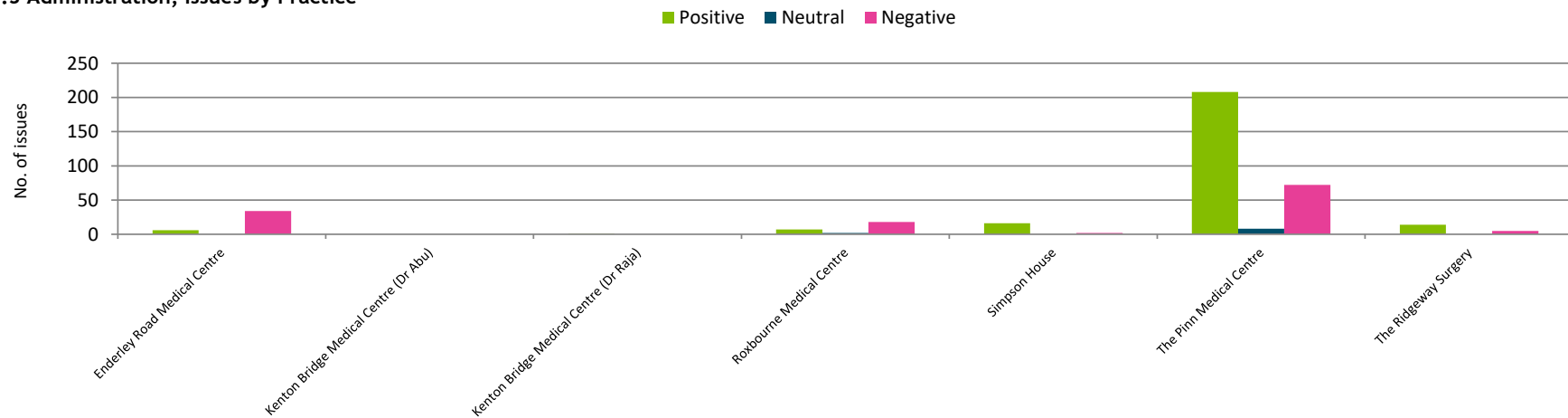
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	64%	35%
Harrow Collaboration Network	72%	27%
Harrow East PCN	72%	28%
Health Alliance PCN	60%	39%
Healthsense	64%	33%
Sphere PCN	64%	36%
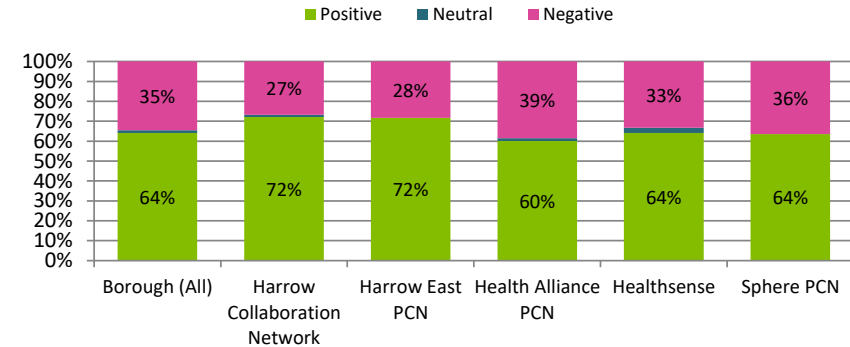
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): Enderley Road Medical Centre, Kenton Bridge Medical Centre (Dr Abu), Kenton Bridge Medical Centre (Dr Raja), Roxbourne Medical Centre, Simpson House, The Pinn Medical Centre, The Ridgeway Surgery

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 210 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, Language/Interpret..., Sensory (Deaf/Blind)

y-axis: 0, 5, 10, 15, 20, 25, 30, 35
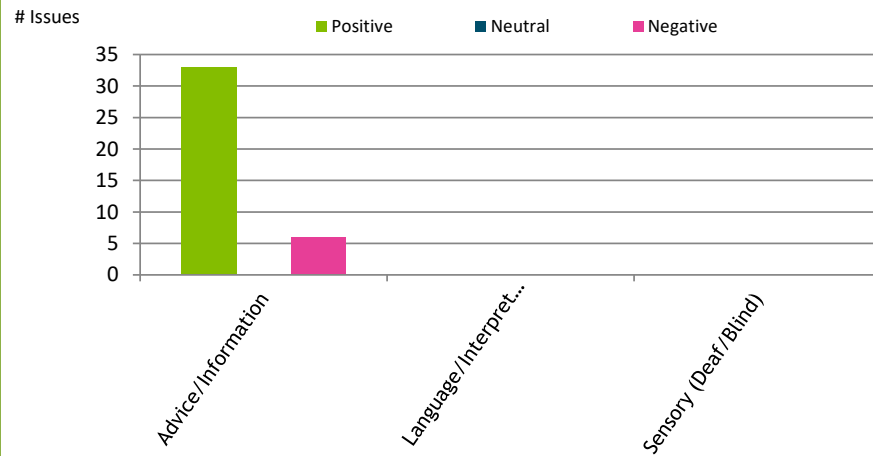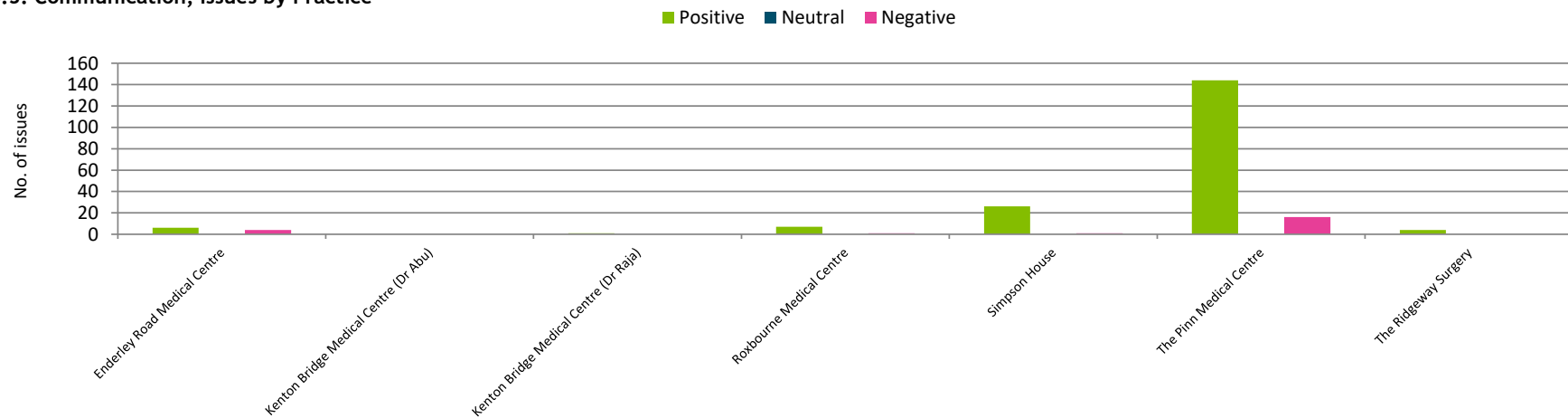
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	85%	15%
Harrow Collaboration Network	74%	26%
Harrow East PCN	78%	20%
Health Alliance PCN	84%	16%
Healthsense	90%	10%
Sphere PCN	87%	13%
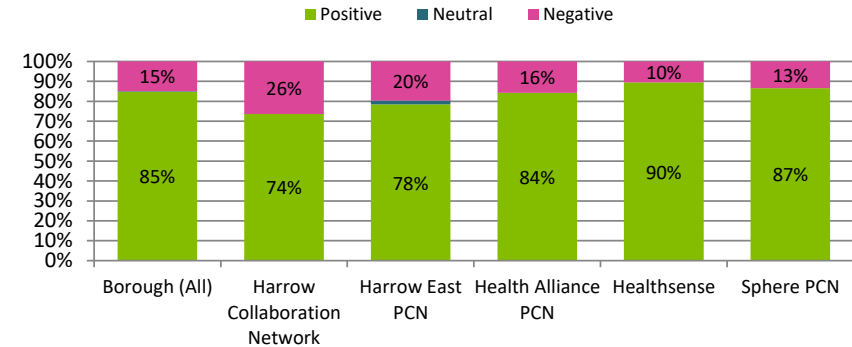
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis): 0, 20, 40, 60, 80, 100, 120, 140, 160

Practices (x-axis): Enderley Road Medical Centre, Kenton Bridge Medical Centre (Dr Abu), Kenton Bridge Medical Centre (Dr Raja), Roxbourne Medical Centre, Simpson House, The Pinn Medical Centre, The Ridgeway Surgery
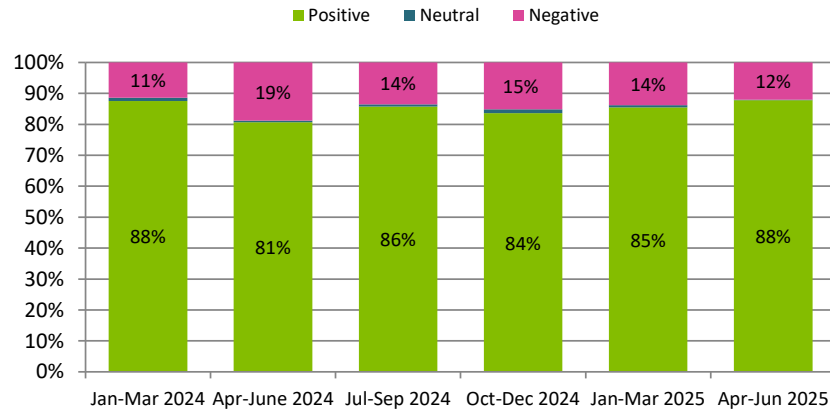
Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	88%	11%
Apr-June 2024	81%	19%
Jul-Sep 2024	86%	14%
Oct-Dec 2024	84%	15%
Jan-Mar 2025	85%	14%
Apr-Jun 2025	88%	12%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

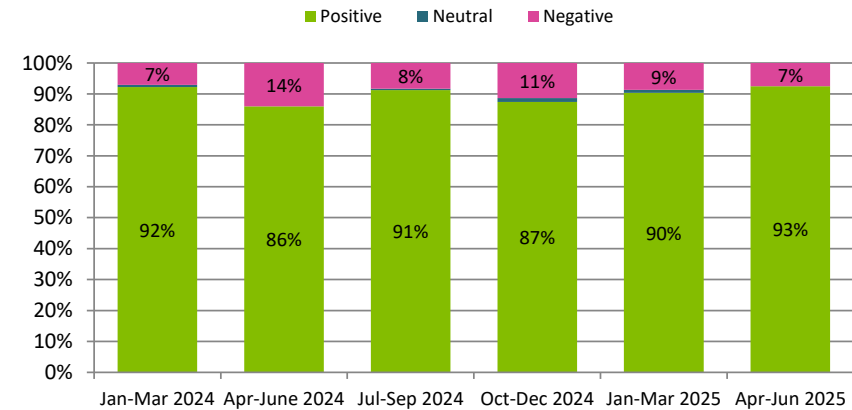| Period	Positive	Negative
Jan-Mar 2024	73%	25%
Apr-June 2024	58%	40%
Jul-Sep 2024	75%	24%
Oct-Dec 2024	63%	35%
Jan-Mar 2025	65%	34%
Apr-Jun 2025	70%	29%
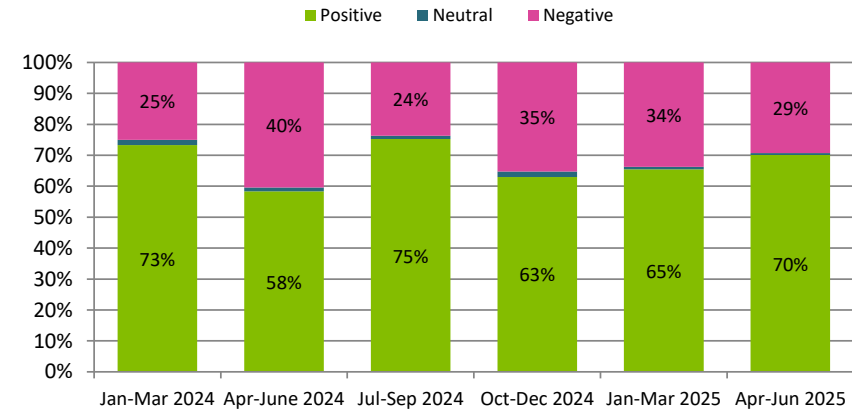
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	95%	4%
Apr-June 2024	94%	6%
Jul-Sep 2024	91%	9%
Oct-Dec 2024	93%	7%
Jan-Mar 2025	94%	6%
Apr-Jun 2025	97%	3%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	92%	7%
Apr-June 2024	86%	14%
Jul-Sep 2024	91%	8%
Oct-Dec 2024	87%	11%
Jan-Mar 2025	90%	9%
Apr-Jun 2025	93%	7%
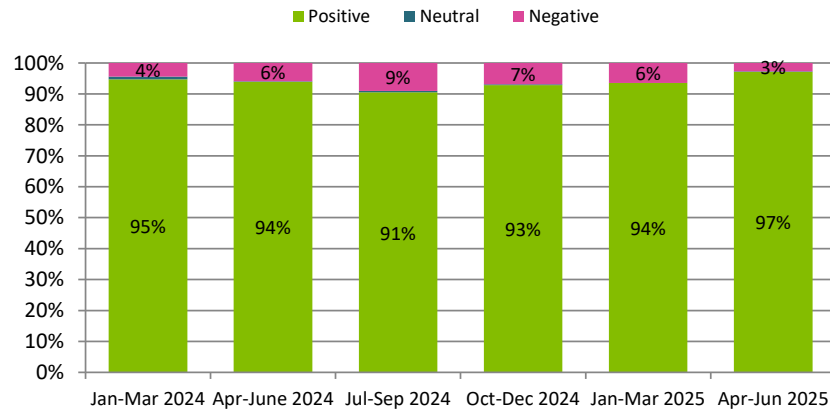
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2024	73%	25%
Apr-June 2024	57%	43%
Jul-Sep 2024	71%	29%
Oct-Dec 2024	64%	32%
Jan-Mar 2025	54%	40%
Apr-Jun 2025	69%	31%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2024	81%	19%
Apr-June 2024	78%	22%
Jul-Sep 2024	74%	26%
Oct-Dec 2024	91%	9%
Jan-Mar 2025	92%	8%
Apr-Jun 2025	98%	2%
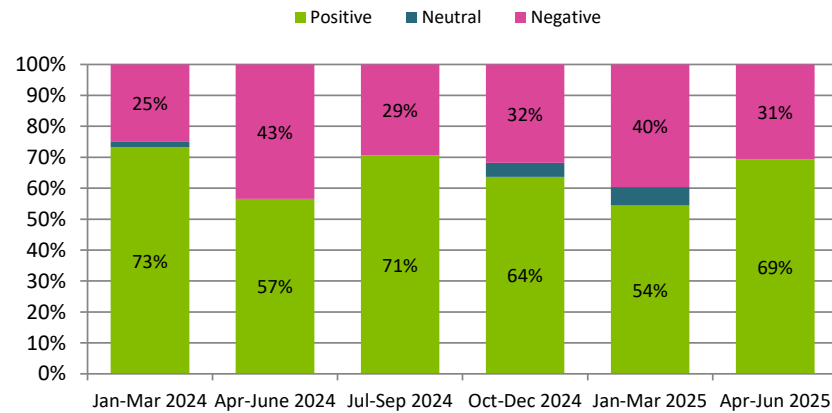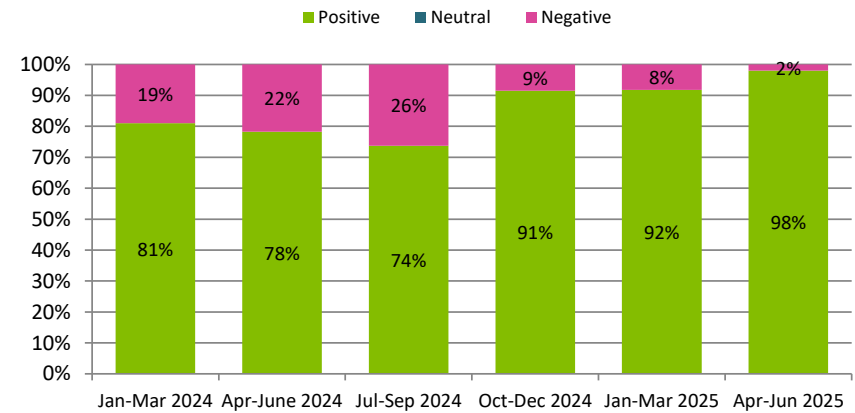
4. Volume by Primary Care Network

4.1 PCN
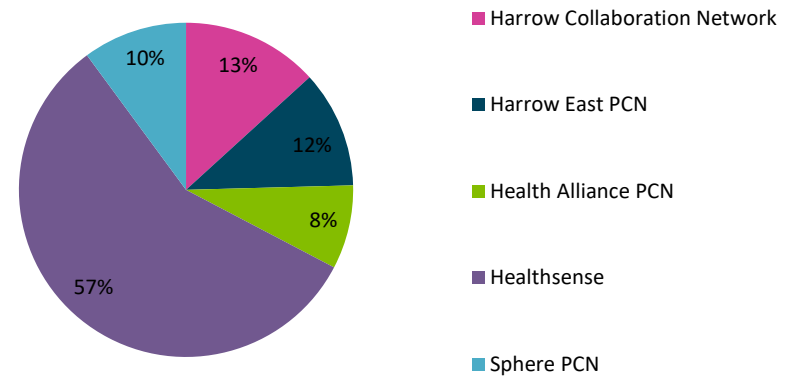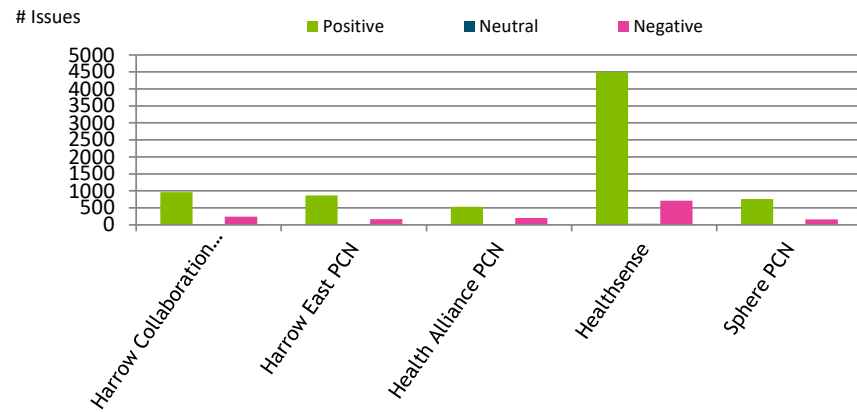
Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues (0–5000) by PCN:
- Harrow Collaboration...
- Harrow East PCN
- Health Alliance PCN
- Healthsense
- Sphere PCN

Pie chart:
- Harrow Collaboration Network: 13%
- Harrow East PCN: 12%
- Health Alliance PCN: 8%
- Healthsense: 57%
- Sphere PCN: 10%

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.*	185	0	21	206
	Carer Involvement	*Involvement of carers, friends or family members.*	11	0	1	12
	General Comment	*A generalised statement (ie; "The doctor was good.")*	147	1	3	151
	User Involvement	*Involvement of the service user.*	344	0	35	379
Systems	Administration	*Administrative processes and delivery.*	12	0	27	39
	Booking	*Ability to book, reschedule or cancel appointments.*	319	5	148	472
	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.*	57	0	7	64
	Medical Records	*Management of medical records.*	0	0	3	3
	Medication	*Prescription and management of medicines.*	36	0	15	51
	Opening Times	*Opening times of a service.*	6	0	1	7
	Planning	*Leadership and general organisation.*	21	0	2	23
	Registration	*Ability to register for a service.*	1	0	4	5
	Support	*Levels of support provided.*	718	7	95	820
	Telephone	*Ability to contact a service by telephone.*	5	0	10	15
	Timing	*Physical timing (ie; length of wait at appointments).*	345	2	27	374
	Waiting List	*Length of wait while on a list.*	315	4	121	440
Values	Choice	*General choice.*	14	0	12	26
	Cost	*General cost.*	0	0	0	0
	Language	*Language, including terminology.*	2	0	1	3
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	0	0	2	2
	Quality	*General quality of a service, or staff.*	843	7	44	894
	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**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	4	0	3	7
	Environment/Layout	*Physical environment of a service.*	5	1	2	8
	Equipment	*General equipment issues.*	4	0	3	7
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	8	0	0	8
	Mobility	*Physical mobility to, from and within services.*	1	0	0	1
	Travel/Parking	*Ability to travel or park.*	1	0	0	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	1	3	4
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1084	7	99	1190
	Complaints	*Ability to log and resolve a complaint.*	1	0	7	8
	Staff Training	*Training of staff.*	4	0	8	12
	Staffing Levels	*General availability of staff.*	0	0	3	3
	Total:		**4494**	**35**	**710**	**5239**

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