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, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

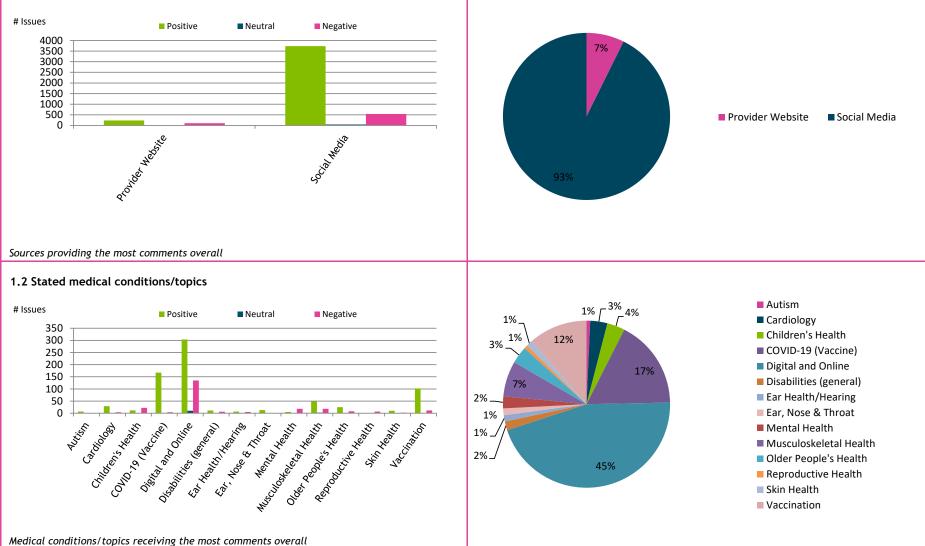
Reporting Period: 1 October 2023 - 30 September 2024



1. Data Source and Conditions/Topics



1.1 Source



2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 839 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 350 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 300 28% 38% 39% 53% 250 63% 67% 200 150 70% 60% 61% 100 45% 35% 33% 50 0 Store Contraction of the store Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN 60 00 10 00 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 600 500 No. of issues 400 300 200 100 0 The Pinn Medical Centre orbourne Medical Cent sonthous . Medical centre lift The Ridgens nderley anton Bridge tenton Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 1789 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 600 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 11% 6% 11% 19% 20% 23% 500 400 300 F 93% 89% 89% 81% 79% 77% 200 100 Local Contraction of the second 0 Gree huge and a set of a set o to the second second Realis Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN State of the second state the second secone Collaboration PCN 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 1600 1400 1200 No. of issues 1000 800 600 400 200 0 Jokooune Medical Centre The Pinn Medical Centre e Medica Centre Drift The Ridgeway nderley anton Bridgel 8 tenton 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: 957 issues detected ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 600 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 16% 9% 20% 19% 17% 500 33% 400 300 90% \square 84% 83% 80% 81% 67% 200 100 0 Post Contraction of the second Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN Clinic, Clinic 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 800 700 600 No. of issues 500 400 300 200 100 0 -estealcalente Presail The promote dealers and a second -odourne Medical Centr The Ridgeway Enderley antonBridgel 8 tenton Practices receiving the most comments overall

2.5 Administration

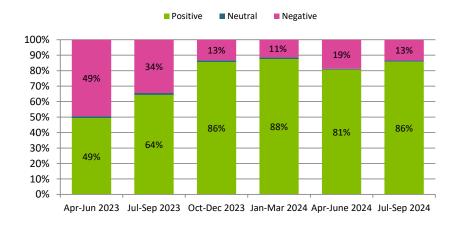
2.5.1 Administration: 397 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 160 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 140 25% 35% 31% 37% 43% 120 47% 100 80 75% 60 69% 65% 63% 57% 52% 40 20 A Contraction of the second se 0 Pagest Pa tealing 5 See Media Alason Ala Manageorge , Peristing and a series Addition of the second Stood 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 250 200 No. of issues 150 100 50 0 the Pinn Nealist Centr oxpourse Medical ent , Medical centre !! The Ridger nderley tenton nton Practices receiving the most comments overall

2.6 Communication

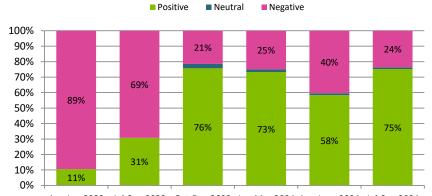
2.6.1 Communication: 197 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 35 19% 22% 21% 26% 30% 44% 30 25 20 \vdash 81% 78% 74% 79% 15 70% 56% 10 5 0 And the second s Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN poine normalist 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 140 120 100 No. of issues 80 60 40 20 0 The Pinn Medical Centre bourne wedded cent . Medical centre Dr.h Ridget nderley tenton Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

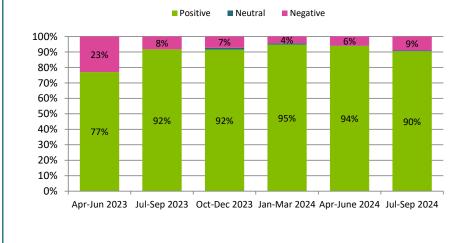
3.1 Overall Sentiment



3.2 Service Access, Sentiment

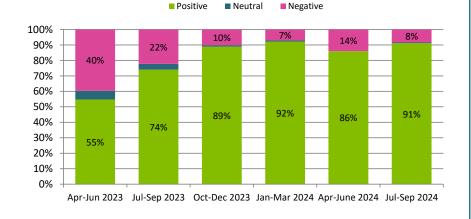


Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024



3.3 Treatment and Care, Sentiment

3.4 Staff Attitude, Sentiment



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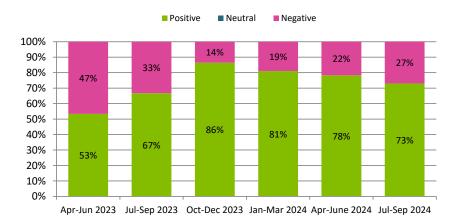
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3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Positive Neutral Negative 100% 90% 25% 27% 29% 80% 43% 56% 58% 70% 60% 50% 40% 73% 73% 71% 30% 57% 20% 42% 39% 10% 0% Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024

3.6 Communication, Sentiment



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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 | | | | |
|--------------------|--|--|----------|----------|----------|-------|--|--|
| issue nume | Descriptor | | Positive | Neutral | Negative | Total | | |
| Advice/Information | Communication, including access to advice and information. | | 152 | 0 | 43 | 195 | | |
| Carer Involvement | Involvement of carers, friends or family members. | | 10 | 0 | 4 | 14 | | |
| General Comment | A generalised statement (ie; "The doctor was good.") | | 130 | 2 | 7 | 139 | | |
| User Involvement | Involvement of the service user. | | 321 | 1 | 24 | 346 | | |
| Administration | Administrative processes and delivery. | | 15 | 1 | 35 | 51 | | |
| Booking | Ability to book, reschedule or cancel appointments. | | 303 | 11 | 121 | 435 | | |
| Cancellations | Cancellation of appointment by the service provider. | | 0 | 0 | 3 | 3 | | |
| Data Protection | General data protection (including GDPR). | | 0 | 0 | 1 | 1 | | |
| Referral | Referral to a service. | | 56 | 0 | 4 | 60 | | |
| Medical Records | Management of medical records. | | 0 | 0 | 2 | 2 | | |
| Medication | Prescription and management of medicines. | | 34 | 0 | 14 | 48 | | |
| Opening Times | Opening times of a service. | | 4 | 0 | 2 | 6 | | |
| Planning | Leadership and general organisation. | | 77 | 0 | 8 | 85 | | |
| Registration | Ability to register for a service. | | 0 | 0 | 0 | 0 | | |
| Support | Levels of support provided. | | 648 | 5 | 87 | 740 | | |
| Telephone | Ability to contact a service by telephone. | | 1 | 0 | 16 | 17 | | |
| Timing | Physical timing (ie; length of wait at appointments). | | 285 | 6 | 26 | 317 | | |
| Waiting List | Length of wait while on a list. | | 289 | 3 | 97 | 389 | | |
| Choice | General choice. | | 23 | 0 | 9 | 32 | | |
| Cost | General cost. | | 2 | 0 | 2 | 4 | | |
| Language | Language, including terminology. | | 1 | 0 | 0 | 1 | | |
| Nutrition | Provision of sustainance. | | 0 | 0 | 1 | 1 | | |
| Privacy | Privacy, personal space and property. | | 0 | 0 | 2 | 2 | | |
| Quality | General quality of a service, or staff. | | 690 | 4 | 45 | 739 | | |
| Sensory | Deaf/blind or other sensory issues. | | 0 | 0 | 1 | 1 | | |
| Stimulation | General stimulation, including access to activities. | | 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). | | 4 | 0 | 1 | 5 | |
| Environment/Layout | Physical environment of a service. | | 9 | 1 | 2 | 12 | |
| Equipment | General equipment issues. | | 3 | 0 | 2 | 5 | |
| Hazard | General hazard to safety (ie; a hospital wide infection). | | 0 | 0 | 1 | 1 | |
| Hygiene | Levels of hygiene and general cleanliness. | | 10 | 0 | 2 | 12 | |
| Mobility | Physical mobility to, from and within services. | | 1 | 0 | 0 | 1 | |
| Travel/Parking | Ability to travel or park. | | 1 | 0 | 1 | 2 | |
| 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 | 2 | 2 | |
| Staff Attitude | Attitude, compassion and empathy of staff. | | 902 | 5 | 93 | 1000 | |
| Complaints | Ability to log and resolve a complaint. | | 0 | 0 | 3 | 3 | |
| Staff Training | Training of staff. | | 1 | 0 | 4 | 5 | |
| Staffing Levels | General availability of staff. | | 0 | 0 | 0 | 0 | |
| | | Total: | 3972 | 39 | 666 | 4677 | |

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