The Experience of GP Services: Sphere 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 600 500 17% 400 300 200 100 Provider Website Social Media 0 Solid Hard Police, Messice Sources providing the most comments overall 1.2 Stated medical conditions/topics 2% Asthma # Issues 3% Positive Neutral Negative Cancer 25 2% 3% Cardiology 9% 3% 20 Children's Health 15 Dentistry 10 14% Diabetes 5 Digital and Online 17% ALL GRAND 0 Foot Health ode of the second secon Control Contro 2% Chiconstants Digital and Online Mental Health tilles to out W. Constanting K Critich Asth Maternity 6% Mental Health 2% Musculoskeletal Health 1% 31% Older People's Health Stomach Related 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: 761 issues from 176 people 2.1.2 Overall, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Negative Neutral 160 100% 90% 80% 14% 21% 140 21% 29% 29% 37% 120 80% 70% 60% 50% 40% 30% 20% 10% 0% 100 80 \vdash 85% 79% 79% 60 70% 70% 63% 40 20 Soft Copie 0 topic and the state Ceres of Construction of Construction Kennon Marken Administration -Medi official 1 White Walt 800¹¹⁰⁸ Level al Sugar Sugar Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN illi illi 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 350 300 250 No. of issues 200 150 100 50 0 Hach End Medical Centre st Peter's Medical Centre The Northwide Sufferi GP Direct streated heath cante the that have dealer and

2.2 Service Access

2.2.1 Service Access: 99 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 35 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 30 28% 38% 39% 25 53% 63% 67% 20 15 70% 60% 61% 10 45% 35% 33% 5 0 800 100 100 100 100 on on one of the set o 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 30 25 No. of issues 20 15 10 5 0 ellot tal media contro The Northwest Surgery Hach End Medical Centre st Peter's Medical Centre GP Direct sreated heath cante

Practices receiving the most comments overall

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2.3 Clinical Treatment and Care

Practices receiving the most comments overall

2.3.1 Treatment: 319 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 120 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 11% 6% 11% 19% 20% 23% 100 80 60 93% 89% 89% 81% 79% 77% 40 20 0 4000 March 1000 March Contraction of the second second ter ist L Soort rec. money Realis Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN ener of Color 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 180 160 140 No. of issues 120 100 80 60 40 20 0 Hach End Medica Centre The Northwide Surgery Ellet Hall Medical Centre st peer's medical centre GP Direct streathed heath cente

2.4 Staff Attitude

2.4.2 Staff Attitude, Sentiment by Primary Care Network 2.4.1 Staff Attitude: 178 issues detected ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 100 90 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 16% 9% 20% 19% 17% 80 70 33% 60 50 40 30 20 10 90% \vdash 84% 83% 80% 81% 67% 0 Postorio Contraction of the second se Clinicold States 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 90 80 70 60 50 40 30 20 10 No. of issues 0 Hathend we die de centre ellet tal media cente street shedica centre The Nothing Subert streasted teath centre GP Direct

Practices receiving the most comments overall

2.5 Administration

Practices receiving the most comments overall

2.5.1 Administration: 77 issues detected 2.5.2 Administration, 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% 25 35% 31% 37% 43% 47% 20 15 75% 65% 69% 63% 10 57% 52% 5 Star Contraction of the second 0 and a second Data Dolo Todes & Hileon Ne color ton and the second Menselling . People Strate 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 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 25 20 No. of issues 15 10 5 0 The Northwide Sugery Hatch Frd Medical Centre GP Direct s peteis Medical cante the that have dealer and Steaffed Health centre

2.6 Communication

Practices receiving the most comments overall

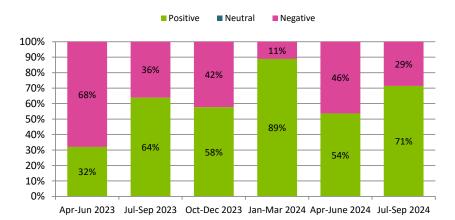
2.6.1 Communication: 47 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 35 19% 22% 21% 26% 30% 44% 30 25 20 81% 78% 74% 79% 15 70% 56% 10 5 0 40, 10,000 10,000 10,000 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 22208642086 No. of issues The Northwide Sugery Hach End Medical Centre st Peter's netical centre Elliot Hall Medical Centre GP Direct streathed Health centre

3. Timeline: 18 Month Tracker

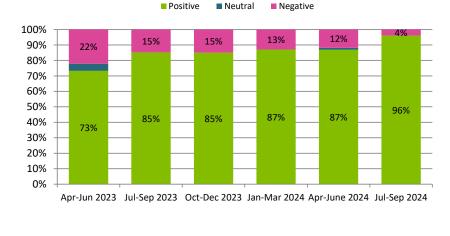
3.1 Overall Sentiment

Positive Neutral Negative 100% 11% 16% 90% 21% 24% 29% 33% 80% 70% 60% 50% 89% 83% 40% 79% 76% 71% 64% 30% 20% 10% 0% Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024

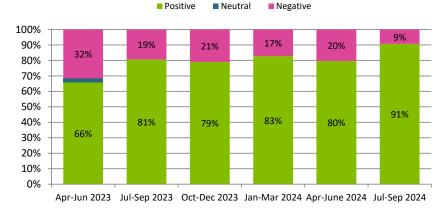
3.2 Service Access, Sentiment





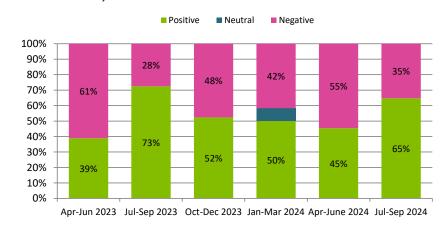


3.4 Staff Attitude, Sentiment



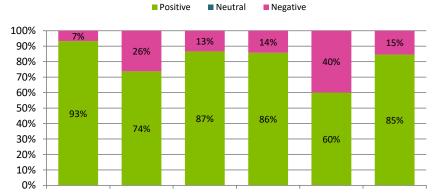
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3. Timeline: 18 Month Tracker



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

5. Data Table: Number of issues

	Issue Name	Descriptor		# Issues		
<i>(</i>)			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	Communication, including access to advice and information.	37	0	8	45
	Carer Involvement	Involvement of carers, friends or family members.	2	0	1	3
	General Comment	A generalised statement (ie; "The doctor was good.")	11	0	2	13
	User Involvement	Involvement of the service user.	63	0	9	72
	Administration	Administrative processes and delivery.	1	0	6	7
	Booking	Ability to book, reschedule or cancel appointments.	33	0	19	52
Systems	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.	8	0	1	9
	Medical Records	Management of medical records.	0	0	0	0
	Medication	Prescription and management of medicines.	8	0	5	13
	Opening Times	Opening times of a service.	0	0	0	0
	Planning	Leadership and general organisation.	2	0	1	3
	Registration	Ability to register for a service.	0	0	3	3
	Support	Levels of support provided.	113	0	23	136
	Telephone	Ability to contact a service by telephone.	0	0	5	5
	Timing	Physical timing (ie; length of wait at appointments).	9	0	1	10
Values	Waiting List	Length of wait while on a list.	31	0	16	47
	Choice	General choice.	6	1	0	7
	Cost	General cost.	0	0	1	1
	Language	Language, including terminology.	0	0	1	1
	Nutrition	Provision of sustainance.	0	0	0	0
	Privacy	Privacy, personal space and property.	0	0	0	0
	Quality	General quality of a service, or staff.	117	0	16	133
	Sensory	Deaf/blind or other sensory issues.	0	0	1	1
	Stimulation	General stimulation, including access to activities.	1	0	0	1

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	1	1		
Environment/Layout	Physical environment of a service.		3	0	0	3		
Equipment	General equipment issues.		0	0	1	1		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	1	0	1		
Hygiene	Levels of hygiene and general cleanliness.		2	0	0	2		
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	0	0		
Security/Conduct	General security of a service, including conduct of staff.		0	0	0	0		
Staff Attitude	Attitude, compassion and empathy of staff.		151	0	31	182		
Complaints	Ability to log and resolve a complaint.		0	0	3	3		
Staff Training	Training of staff.		0	0	5	5		
Staffing Levels	General availability of staff.		0	0	1	1		
		Total:	598	2	161	761		

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