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.

Qualitative Feedback, 1 January - 31 December 2024



1. Data Source and Conditions/Topics



1.1 Source # Issues Negative Positive Neutral 600 500 22% 400 300 200 100 Provider Website Social Media 0 Solis Maria opion internet internet Sources providing the most comments overall 1.2 Stated medical conditions/topics Alzheimers # Issues Positive Neutral Negative 2% Cancer 3% 40 35 30 25 20 15 10 5 0 Cardiology 2% 12% Children's Health COVID-19 (Vaccine) 3% 5% Diabetes 5% Digital and Online 6% Maternity College College Ostial and Ostine or of the second Popological and a second Child Street Street Stopped and Reserved eriological states Set of the K Critical 10% Mental Health Att A starting W Color Color Musculoskeletal Health Older People's Health 2%. 28% Reproductive Health 6% 4% Sexual Health Stomach Related Vaccination Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 834 issues from 182 people 2.1.2 Overall, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Negative Neutral 180 100% 90% 80% 15% 160 19% 20% 23% 29% 30% 140 70% 60% 50% 40% 30% 20% 10% 0% 120 100 \vdash 80 84% 80% 80% 77% 70% 69% 60 40 20 Soft Copie 0 topic of the state Ceres of Construction of Construction Kennon Marken Medicion in the second White Walt 800 in 03 Level al Support Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN illi illi 90,00 00,00 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 300 250 No. of issues 200 150 100 50 0 The Portunid Suffert Elliot Hall Medical Contro st Peter's Medical Centre GP Direct Hatch End Medical Centre streathed heath cente Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 117 issues detected 2.2.2 Service Access, 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 31% 38% 37% 44% 30 62% 61% 25 20 15 67% 63% 60% 54% 10 36% 39% 5 0 800 1100 100 State of the 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 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 30 25 No. of issues 20 15 10 5 0 Ellot Hall Medical Centre spece medical centre The Northwide Sugery Hach End Medical Centre GP Difect sreathed heath centre Practices receiving the most comments overall

2.3 Clinical Treatment and Care

Practices receiving the most comments overall

2.3.1 Treatment: 331 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% 10% 15% 6% 9% 16% 17% 100 80 60 90% 93% 90% 85% 83% 82% 40 20 to ogo states 0 to not the second Contraction of the second second and the second s Coolin Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN out of the 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 160 140 120 No. of issues 100 80 60 40 20 0 Elliot Hall Medical Contre GP Direct s peteis Medical cante Hatch End Medical Centre streated heath cante The Northwet Surgery

2.4 Staff Attitude

2.4.2 Staff Attitude, Sentiment by Primary Care Network 2.4.1 Staff Attitude: 192 issues detected ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 120 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 15% 15% 10% 15% 21% 26% 100 80 60 90% \vdash 85% 85% 84% 78% 73% 40 20 0 to sister in the second Clinicians -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 80 70 60 No. of issues 50 40 30 20 10 0 strees weith centre The Portunit Suger ellet tal media cente user End Medical Centre streafted treath centre GP Direct Practices receiving the most comments overall

2.5 Administration

Practices receiving the most comments overall

2.5.1 Administration: 97 issues detected 2.5.2 Administration, 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 31% 32% 37% 37% 37% 42% 30 25 20 15 68% 67% 63% 63% 63% 58% 10 5 0 Collocities -Control of the second Tester & Ster March Colorest ton and the second Addition of the second Mandal Mandal est state Stobory . 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 street shedica centre The Northwide Sugery Hathend Medical Centre GP Direct sreathed heath centre ther that we that centre

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2.6 Communication

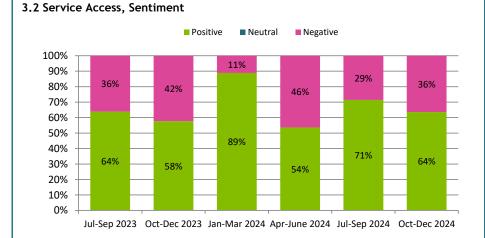
2.6.1 Communication: 45 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 35 19% 24% 20% 22% 32% 31% 30 25 20 \vdash 81% 80% 76% 78% 15 68% 67% 10 5 0 Canal Carlos Car Contraction of the second second doi logical de la contraction 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 14 12 10 No. of issues 8 6 4 2 0 Elliot Hall Medical Contre st Peter's netical centre The Northwide Sufferi GP Direct Hatter Had Medialer Me streathed heath cente

Practices receiving the most comments overall

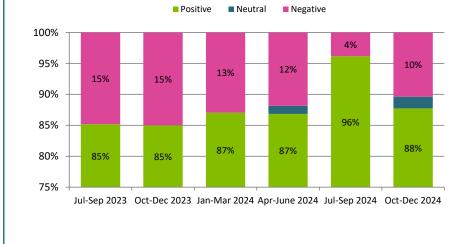
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 13% 16% 90% 21% 20% 24% 29% 80% 70% 60% 50% 87% 83% 40% 79% 79% 76% 71% 30% 20% 10% 0% Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024

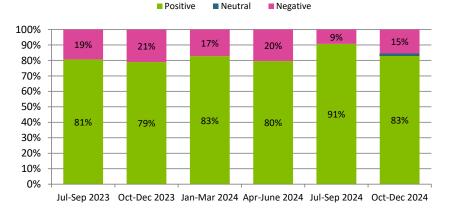
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



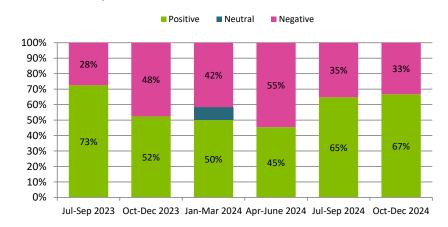
3.4 Staff Attitude, Sentiment



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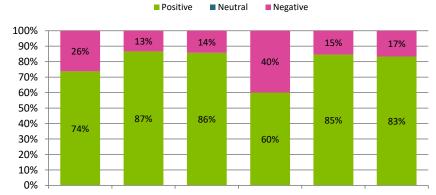


3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment





Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 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 10% 15% Harrow East PCN Health Alliance PCN Haron Clippolian. Shere Ch Kenthered I to the set of the set 9% Healthsense 56% Sphere PCN

5. Data Table: Number of issues

	Issue Name	Descriptor		# Issues					
<i>(</i> 0			Positive	Neutral	Negative	Total			
Patients/Carers	Advice/Information	Communication, including access to advice and information.	35	0	8	43			
	Carer Involvement	Involvement of carers, friends or family members.	5	0	1	6			
	General Comment	A generalised statement (ie; "The doctor was good.")	8	0	2	10			
Patier	User Involvement	Involvement of the service user.	64	0	9	73			
	Administration	Administrative processes and delivery.	3	0	8	11			
	Booking	Ability to book, reschedule or cancel appointments.	39	0	20	59			
	Cancellations	Cancellation of appointment by the service provider.	0	0	1	1			
	Data Protection	General data protection (including GDPR).	1	0	1	2			
S	Referral	Referral to a service.	9	0	1	10			
Systems	Medical Records	Management of medical records.	1	0	1	2			
	Medication	Prescription and management of medicines.	8	0	3	11			
	Opening Times	Opening times of a service.	0	0	0	0			
	Planning	Leadership and general organisation.	6	0	2	8			
	Registration	Ability to register for a service.	1	0	2	3			
	Support	Levels of support provided.	124	1	24	149			
	Telephone	Ability to contact a service by telephone.	2	0	5	7			
	Timing	Physical timing (ie; length of wait at appointments).	11	0	2	13			
	Waiting List	Length of wait while on a list.	36	0	19	55			
Values	Choice	General choice.	8	1	0	9			
	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.	130	1	16	147			
	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).		1	0	1	2
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.		1	0	0	1
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	1	1
Security/Conduct	General security of a service, including conduct of staff.		0	0	0	0
Staff Attitude	Attitude, compassion and empathy of staff.		167	1	30	198
Complaints	Ability to log and resolve a complaint.		0	0	2	2
Staff Training	Training of staff.		0	0	1	1
Staffing Levels	General availability of staff.		0	0	1	1
		Total:	664	5	165	834

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