# The Experience of GP Services

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



# Index and overview of findings

## Data Source (Page 4)

This report is based on the experience of 2,088 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

## Top Themes (Page 5)

A broad majority of people receive good quality treatment and nursing care, with good levels of involvement and support. According to feedback, patients would like greater levels of service access.

Overall sentiment is 80% positive, 19% negative and 1% neutral, comments suggest.

Trends...

According to feedback, overall satisfaction has declined marginally by 1% this quarter.

The Pinn Medical Centre and Kenton Clinic receive a notable volume and ratio of positive comments.

## Service Access (Page 6)

People continue to report difficulties with telephone access, associated problems with booking, and longer than expected waits for routine appointments.

### Trends...

Satisfaction on service access has declined by 4% this quarter, comments suggest. Complaints are up by 17% on ability to book appointments and by 3% on waiting times, while down by 8% on telephone access.

The Pinn Medical Centre and Kenton Clinic receive a notable volume and ratio of positive comments.

## Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment & nursing care, however user involvement is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are up by 3% on staff attitude, with no change recorded on treatment and care.

The Pinn Medical Centre, Kenton Clinic, GP Direct and Belmont Health Centre receive a notable volume and ratio of positive feedback.

## Administration and Communication (Pages 9-10)

Many people complain of general administration, and some would like greater levels of support from reception staff, and levels of communication service wide. Complaints processes, test results and staff training are also cited as issues.

Trends...

Complaints are down by 14% on communication and by 3% on administration.

The Pinn Medical Centre, Belmont Health Centre and Kenton Clinic receive a notable volume and ratio of positive feedback.

**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

### 1. Data Source and Conditions/Topics



#### 1.1 Source # Issues Negative Positive Neutral 7000 11% 6000 5000 4000 3000 2000 1000 Provider Website Social Media 0 Solid March opice, we are a size -Sources providing the most comments overall 1.2 Stated medical conditions/topics 1% Asthma # Issues 3% 4% Positive Neutral Negative Cancer 400 2% Cardiology 350 11% 300 Children's Health 250 11% COVID-19 (Vaccine) 200 8% 2% 150 Diabetes 100 Digital and Online 4% 50 0 7% Disabilities (general) to the second second A SUL AND A SUL or of the second Digital and Online ( lester still Aller Street Mental Health in the second second and and a series of the series Stip Health A CLUS A CLUS Dialogies, and a series ASCHING est of the second secon 5% Ear Health/Hearing Mental Health 2% Musculoskeletal Health 0% 40% Older People's Health Skin Health Vaccination Medical conditions/topics receiving the most comments overall

### 2.1 Overall Themes and Sentiment

#### 2.1.1 Overall, Top Trends: 8383 issues from 2088 people 2.1.2 Overall, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1800 100% 90% 15% 1600 19% 20% 23% 29% 30% 80% 1400 70% 60% 50% 40% 30% 20% 10% 0% 1200 1000 800 $\vdash$ 84% 80% 80% 77% 70% 69% 600 400 200 Safe Atrice torie and the series of the se Ceres of Company, I the line of the second second Addining and a start and a start and a start a W Willie Clist 800 in 100 Peres al Medicion (100) op op of the second sec Support Contraction of the second Borough (All) Harrow East Health Alliance Healthsense Sphere PCN illi illi Harrow Collaboration PCN PCN Network Issues receiving the most comments overall. See pages 14-15 for issue descriptions Sentiment by PCN 2.1.3 Overall, Issues by Practice ■ Positive ■ Neutral ■ Negative 3500 3000 No. of issues 2500 2000 1500 1000 500 0 Headstone Line Medical Centre piner ven Medical Carthe The Statesbury Medica Centre The somoe webalcence Ellot Hal we did Centre Enderer Road wederal Centre Hachfield Medical Centre Heatsone Road Street Horeno wedcal centre King Real Metical Centre Robourne Medica Centre s peers we draken the steafed teath centre The Streamed he deal cante civic medica Centre FIRS-CROBE WEBER Southe Medical Contre The Northwide Sureen The Phylodeal centre The prime Road Sugery Aspinnedical centre Baconatesueart Benot Health centre NotionWorkstreen The Circle Practice The Bidgewon Surgery singson House Lain Medical Centre Practices receiving the most comments overall

### 2.2 Service Access

#### 2.2.1 Service Access: 1311 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 450 100% 90% 400 31% 80% 37% 38% 350 44% 70% 60% 50% 40% 30% 20% 10% 0% 62% 61% 300 250 200 67% 63% 150 60% 54% 100 36% 39% 50 0 W aprilinge List Constant of the state of the st Borough (All) Harrow East Health Alliance Healthsense Sphere PCN Harrow 800 1110 800 Collaboration PCN 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 Headsone me Medical centre PINNER VIEW MEDICAL CARTIE Rokourre Medica Centre 5 peres medical centre Streafted Health Centre the phy we deal centre The Statesbury Metical Contre Ellot Hall Medica Centre Enderer Road wederal Centre FIFS-CHOILE MERICAL CAFE Heatione Road Street Horenot we dra Centre kine head we like Centre Savita Medical Centre The Northwid Surgery the stamore we deal centre The Streamed Medical Centre Nolisonwaysureer The Live Practice the pine food superv The Rudgewon Surgery Aspin Medical Contre Bacontane Surgery Beinort Health centre simpson House tain medical contre Practices receiving the most comments overall

### 2.3 Clinical Treatment and Care

Practices receiving the most comments overall

#### 2.3.1 Treatment: 3062 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1200 100% 90% 10% 15% 6% 16% 17% 1000 80% 70% 60% 50% 40% 30% 20% 10% 0% 800 600 93% 90% 90% 85% 83% 82% 400 200 Not de de la constitue de la c the stand of the s 0 A Line of the second se the second second terest in the second se Sector Contraction of the sector of the sect Borough (All) Harrow East Health Alliance Healthsense Sphere PCN Cholin Cholin Harrow Croice 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 The Statesburn Medical Centre Headsone me Medica Centre Horenot we deal centre Kine head we like Centre Pinner View Medical Centre Steafed Heath Centre The stormoe webalcerice Ellot Hall We deal Centre Endeley Road Medical Cantre FIRST CHOLE WERDEN COVE Had Fra Medica Centre Headsone noad street Roabourne Medical Centre 51 peres wedical centre The Northwid Surgers the nine food superv The streamed medical cantre Cwichedical Centre Nolison way surger the phy we deal cante The Billeshin Suffer Aspinetical centre Bacontane Superi Bemont Health Centre The Cicle Practice Tain Medical Centre simpson House

### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 1908 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1000 100% 90% 900 15% 10% 15% 15% 21% 26% 800 80% 700 70% 60% 50% 40% 30% 20% 10% 0% 600 500 90% 85% 85% 84% 400 78% 73% 300 200 100 0 Contraction of the second second Borough (All) Harrow Harrow East Health Alliance Healthsense Sphere PCN HUSES Collaboration PCN PCN 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 Headsone the Nedical Centre The States out We lied Centre Horeno Medical Centre piner ven Medical Carthe Roadourne medical canve 5 peres medical centre Steafed Heath Centre The pinn medial centre The stamme we deal centre The Streated weden centre Enderer Road Medical Centre FIRS-CHORE MERICAL CAPE Had Fraheelica Centre Heatsone Road Street King Real Merica Lentre The Northwide Surfer the pine food sugery Bemont Health Centre Ellot Hall Medical Centre Molisonwaysurger THE RIDEEND SURFER Aspinedical Centre Bacontale Sulear simpson House The Live Practice Lain Medical Centre Practices receiving the most comments overall

#### 2.5 Administration

#### 2.5.1 Administration: 952 issues detected

### 2.5.2 Administration, Sentiment by Primary Care Network



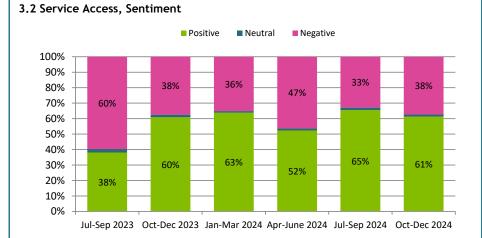
#### 2.6 Communication

#### 2.6.1 Communication: 402 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 350 100% 90% 80% 19% 300 24% 20% 22% 32% 31% 250 70% 60% 50% 40% 30% 20% 10% 0% 200 -150 81% 80% 76% 78% 68% 67% 100 50 0 the state of the s Borough (All) Harrow East Health Alliance Healthsense Sphere PCN Harrow Collaboration PCN PCN 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 states out we leave the the phymetral centre The starting e we deal centre Ellot Hall Medica Centre Erderer hoed we drad centre tach End weated Centre Heatione food Street Horenot we dra Centre King Real Merica Centre Firmer Ven Nedita Centre Rokourre Medical Centre 5 Peres Medica Centre Steafed Heath Centre the pinner food surgery The streamed medical cantre Benot Heath Centre NolisonWaySurgery The Northwide Sureen The Bidgewon Surgery Aspinnedical centre Baconate Sugar FIFS-Croke Medical Care The Lice Practice Tain Medica Contre simpson House Practices receiving the most comments overall

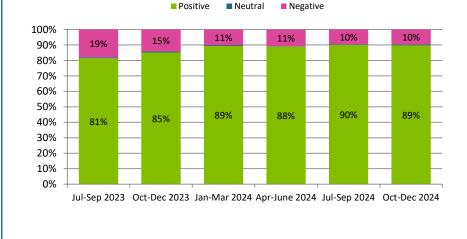
## 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 18% 18% 90% 19% 22% 25% 33% 80% 70% 60% 50% 82% 81% 40% 80% 77% 74% 65% 30% 20% 10% 0% Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024

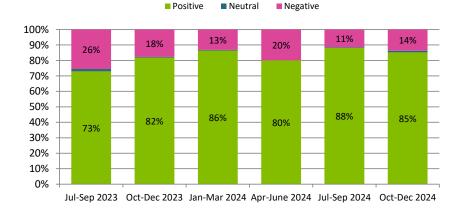
#### 3.1 Overall Sentiment



#### 3.3 Treatment and Care, Sentiment

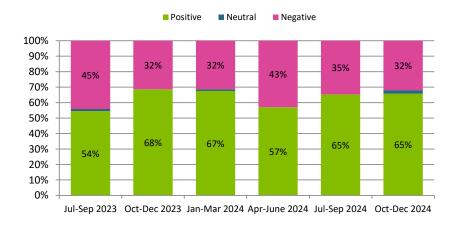


#### 3.4 Staff Attitude, Sentiment

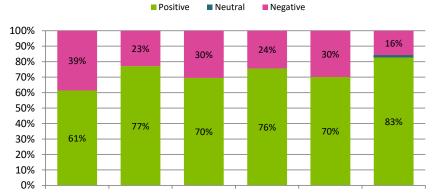


### 3. Timeline: 18 Month Tracker

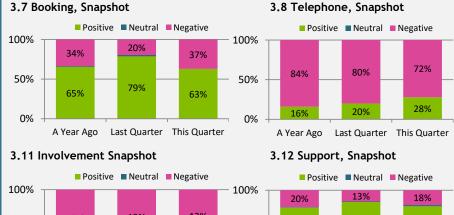
#### 3.5 Administration, Sentiment



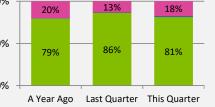
#### 3.6 Communication, Sentiment



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



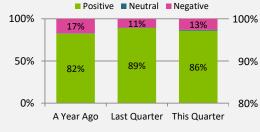




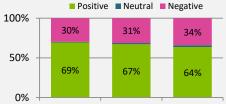
#### 3.9 Online Access, Snapshot Positive Neutral Negative 100% 41% 40% 34% 50%

0% A Year Ago Last Quarter This Quarter

#### 3.13 Staff Attitude, Snapshot



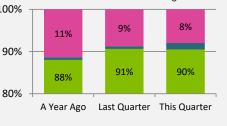
## 3.10 Waiting List, Snapshot



A Year Ago Last Quarter This Quarter

#### 3.14 Quality, Snapshot

■ Positive ■ Neutral ■ Negative



### 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 Classociation. Shere Ch Kenthe Level to the set of the set 9% Healthsense 56% Sphere PCN

## 5. Data Table: Number of issues

Issue Name	Descriptor	# Issues					
		Positive	Neutral	Negative	Total		
Advice/Information	Communication, including access to advice and information.	303	1	87	391		
Carer Involvement	Involvement of carers, friends or family members.	34	0	8	42		
General Comment	A generalised statement (ie; "The doctor was good.")	193	3	14	210		
User Involvement	Involvement of the service user.	557	1	74	632		
Administration	Administrative processes and delivery.	31	1	72	104		
Booking	Ability to book, reschedule or cancel appointments.	412	11	233	656		
Cancellations	Cancellation of appointment by the service provider.	0	0	9	9		
Data Protection	General data protection (including GDPR).	1	0	4	5		
Referral	Referral to a service.	85	0	15	100		
Medical Records	Management of medical records.	3	0	6	9		
Medication	Prescription and management of medicines.	59	0	29	88		
Opening Times	Opening times of a service.	7	0	7	14		
Planning	Leadership and general organisation.	46	0	14	60		
Registration	Ability to register for a service.	13	0	10	23		
Support	Levels of support provided.	1211	10	248	1469		
Telephone	Ability to contact a service by telephone.	9	0	50	59		
Timing	Physical timing (ie; length of wait at appointments).	328	7	44	379		
Waiting List	Length of wait while on a list.	386	6	213	605		
Choice	General choice.	31	1	15	47		
Cost	General cost.	1	0	2	3		
Language	Language, including terminology.	2	0	6	8		
Nutrition	Provision of sustainance.	0	0	0	0		
Privacy	Privacy, personal space and property.	1	0	3	4		
Quality	General quality of a service, or staff.	1201	9	122	1332		
Sensory	Deaf/blind or other sensory issues.	1	0	2	3		
Stimulation	General stimulation, including access to activities.	1	0	0	1		

Values

Patients/Carers

Systems

## 5. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total	
Catchment/Distance	Distance to a service (and catchment area for eligability).		8	0	8	16	
Environment/Layout	Physical environment of a service.		30	1	4	35	
Equipment	General equipment issues.		4	0	4	8	
Hazard	General hazard to safety (ie; a hospital wide infection).		0	1	0	1	
Hygiene	Levels of hygiene and general cleanliness.		35	0	3	38	
Mobility	Physical mobility to, from and within services.		2	0	0	2	
Travel/Parking	Ability to travel or park.		1	0	1	2	
Omission	General omission (ie; transport did not arrive).		0	1	5	6	
Security/Conduct	General security of a service, including conduct of staff.		3	0	6	9	
Staff Attitude	Attitude, compassion and empathy of staff.		1693	10	273	1976	
Complaints	Ability to log and resolve a complaint.		0	0	9	9	
Staff Training	Training of staff.		5	0	21	26	
Staffing Levels	General availability of staff.		0	0	2	2	
		Total:	6697	63	1623	8383	

Community Insight CRM