

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

*Qualitative Feedback, 1 January 2025 - 31 December 2025*

## Index and overview of findings

### Data Source (Page 4)

This report is based on the experience of 2,567 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 84% positive, 15% negative and 1% neutral, comments suggest.

#### Trends...

*According to feedback, overall satisfaction has improved by 3% this quarter.*

*The Pinn Medical Centre, Bacon Lane Surgery and Belmont Health Centre 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...

*Overall satisfaction on service access has improved by 2% this quarter, comments suggest. Complaints are down by 4% on waiting times while up by 3% on booking processess.*

*The Pinn Medical Centre receives 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 down by 2% on treatment and care and staff attitude.*

*The Pinn Medical Centre receives 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, prescriptions and staff training are also cited as issues.

#### Trends...

*Complaints are down by 9% on administration while up by 7% on communication.*

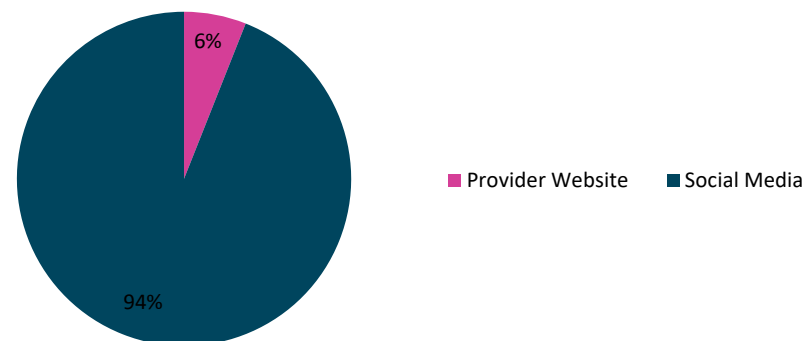
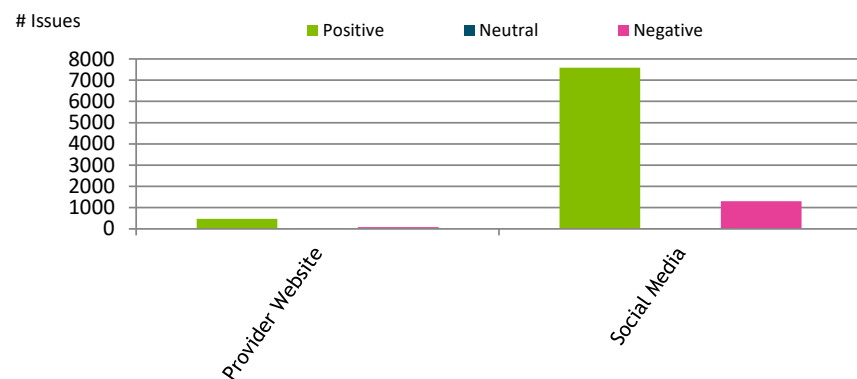
*Belmont Health Centre and the Pinn Medical Centre receive a notable volume and ratio of positive feedback.*

**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.



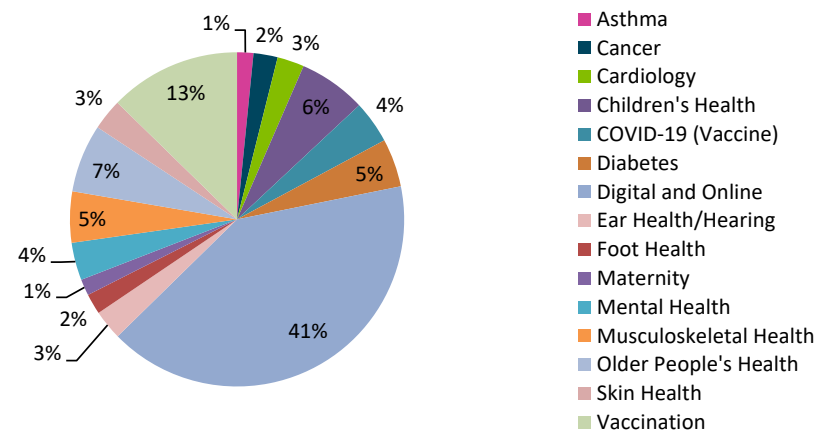
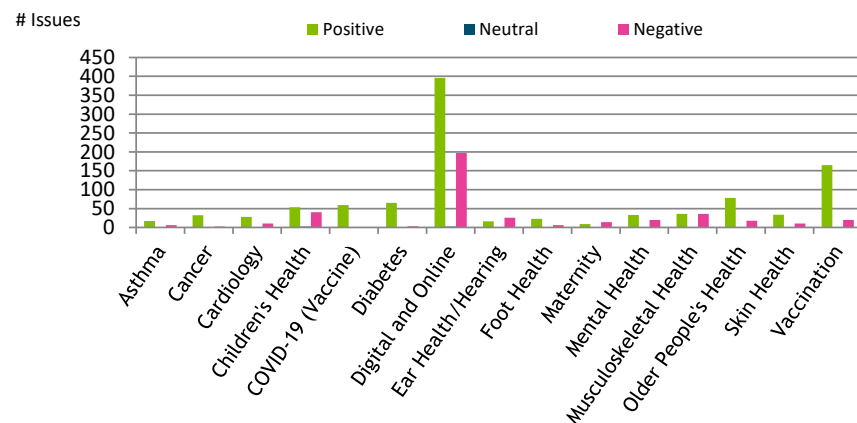
## 1. Data Source and Conditions/Topics

### 1.1 Source



Sources providing the most comments overall

### 1.2 Stated medical conditions/topics

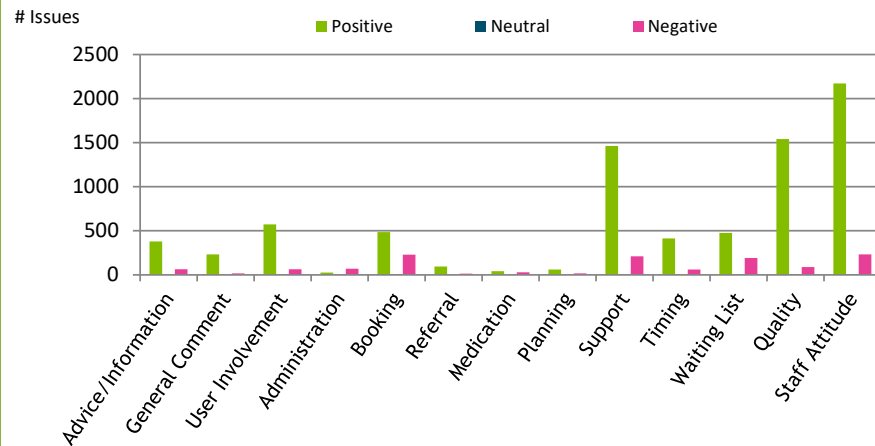


Medical conditions/topics receiving the most comments overall



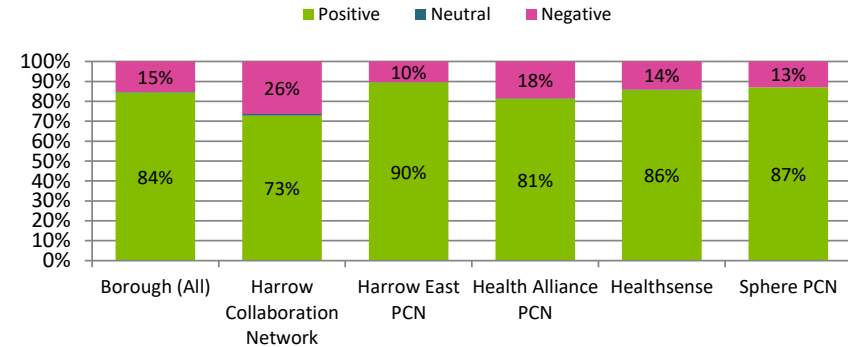
## 2.1 Overall Themes and Sentiment

### 2.1.1 Overall, Top Trends: 9611 issues from 2567 people



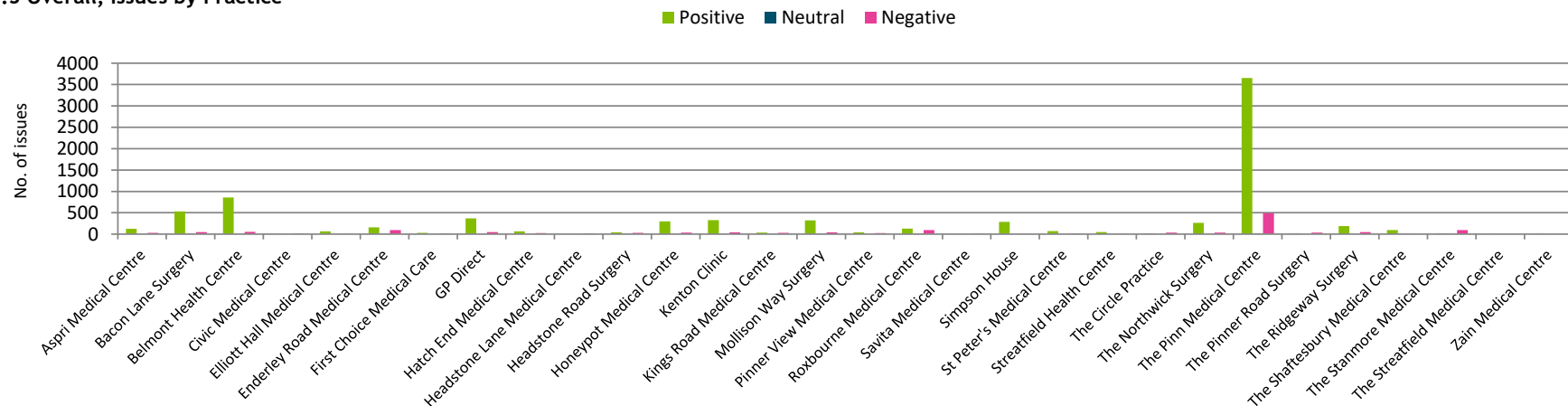
Issues receiving the most comments overall. See pages 14-15 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

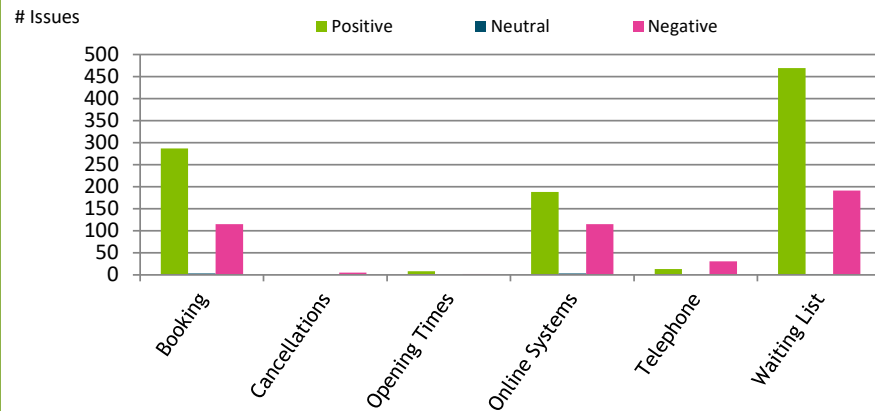


Practices receiving the most comments overall



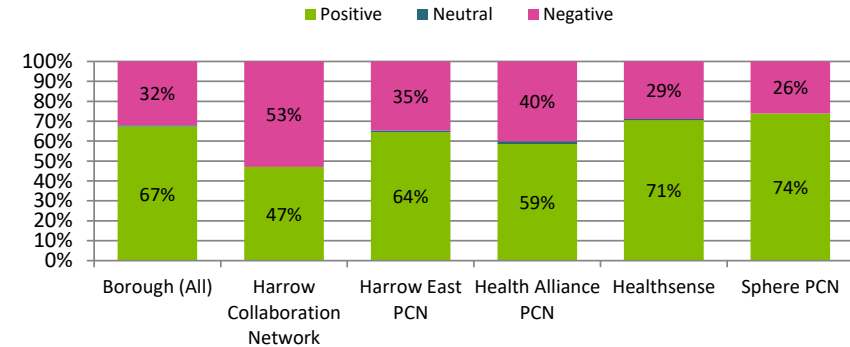
## 2.2 Service Access

### 2.2.1 Service Access: 1432 issues detected



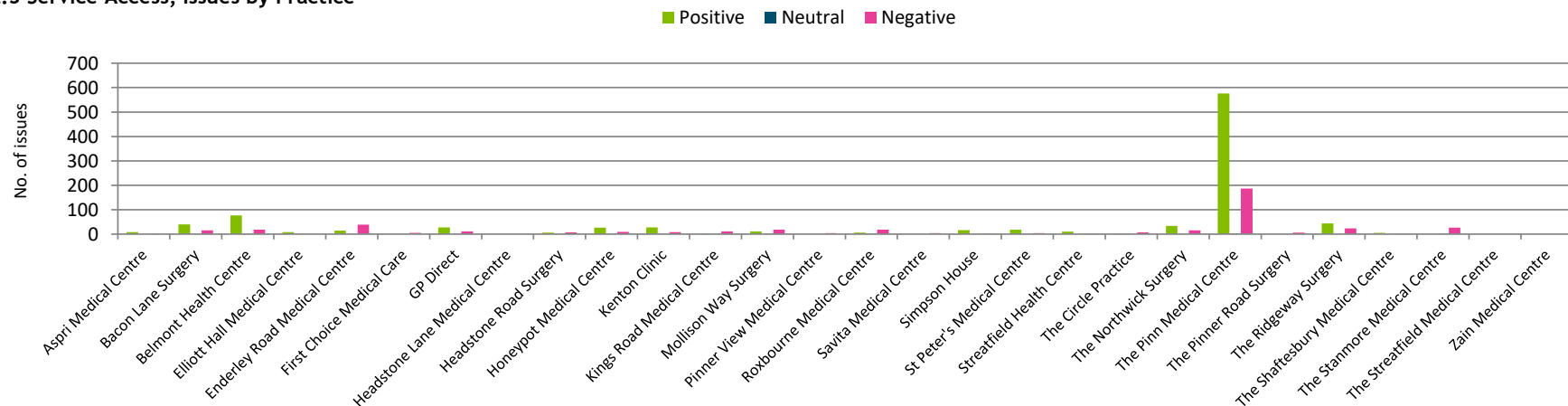
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

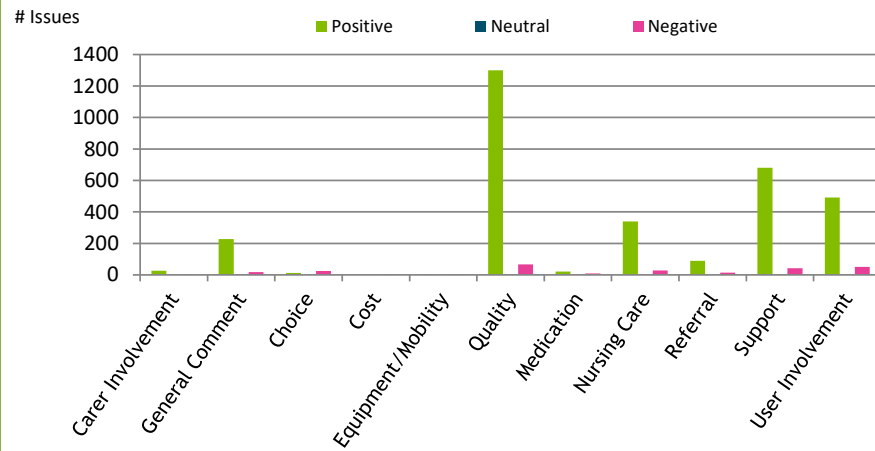


Practices receiving the most comments overall



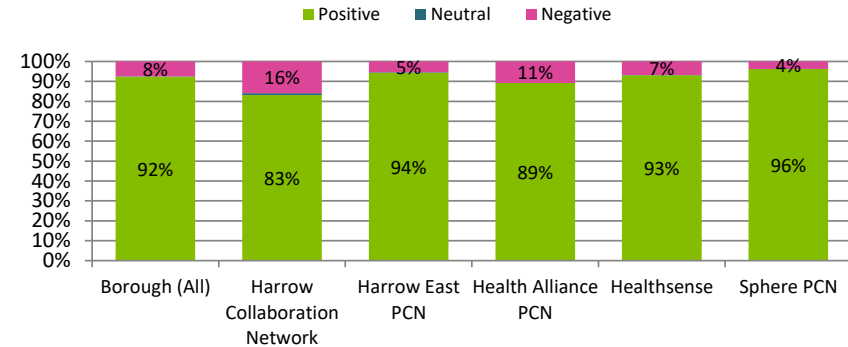
## 2.3 Clinical Treatment and Care

### 2.3.1 Treatment: 3457 issues detected



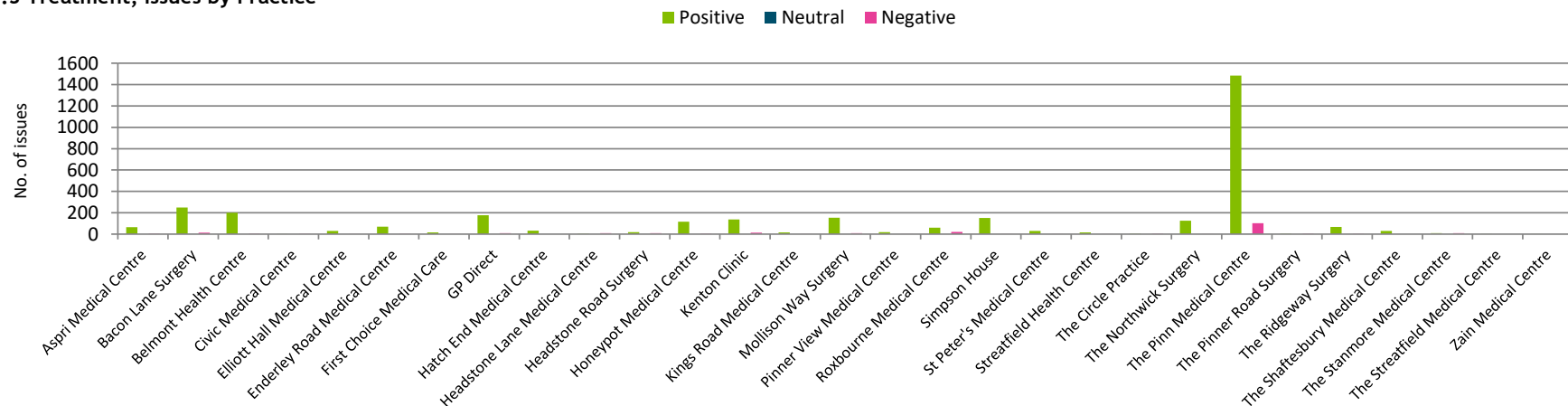
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

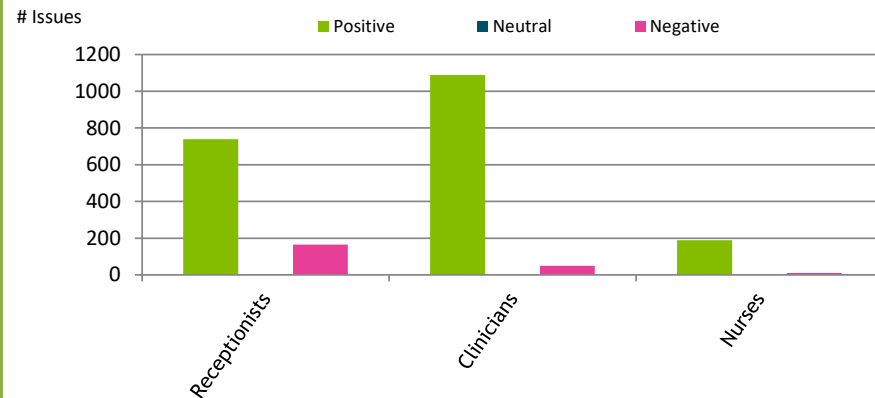


Practices receiving the most comments overall



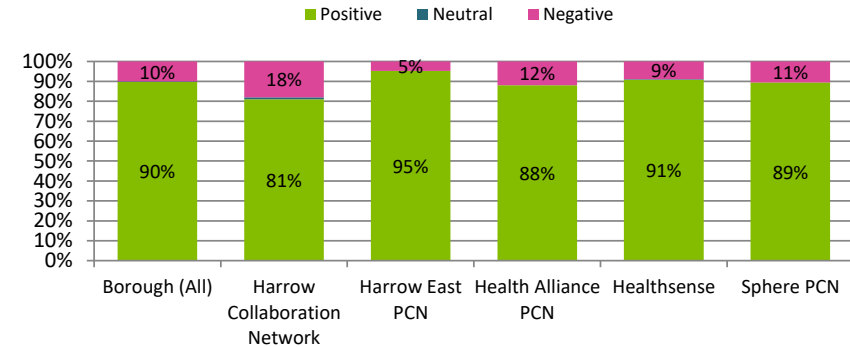
## 2.4 Staff Attitude

### 2.4.1 Staff Attitude: 2248 issues detected



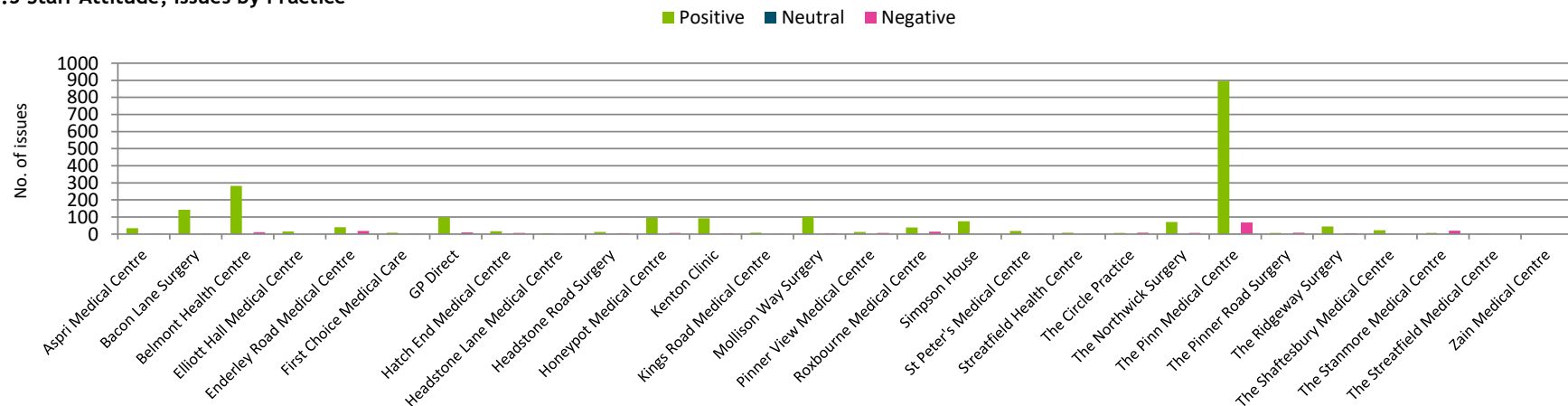
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



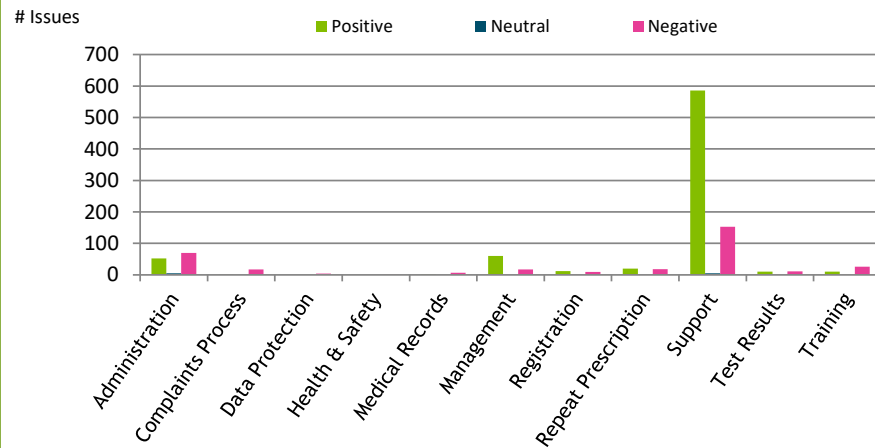
Practices receiving the most comments overall





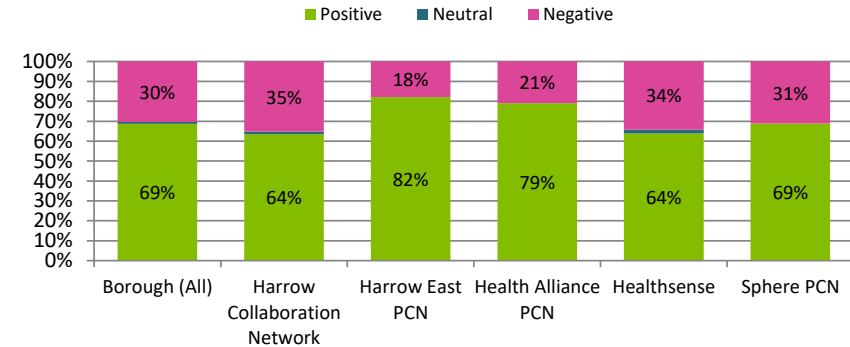
## 2.5 Administration

### 2.5.1 Administration: 1096 issues detected



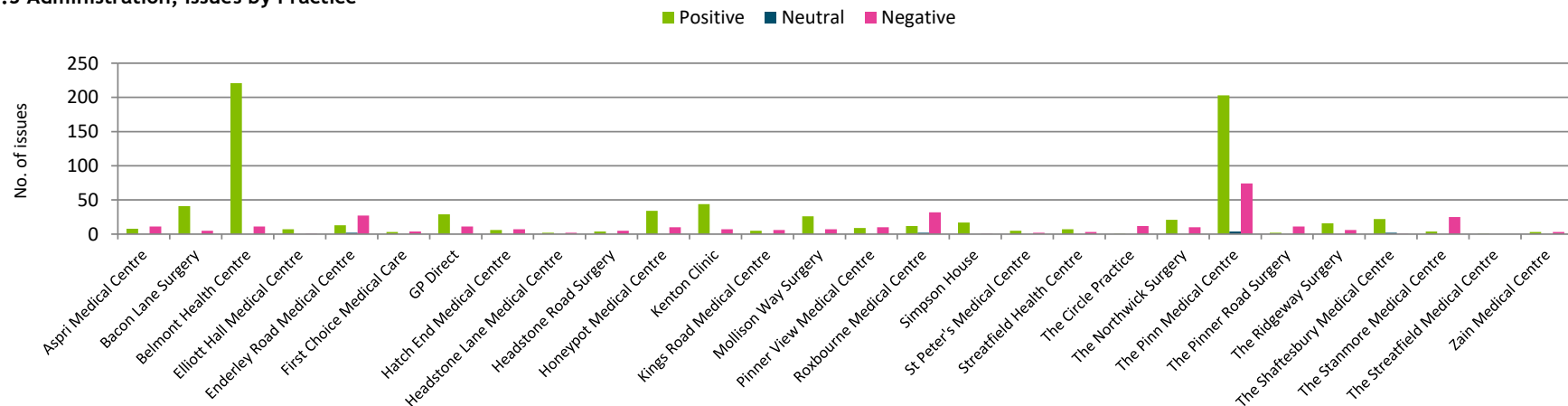
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

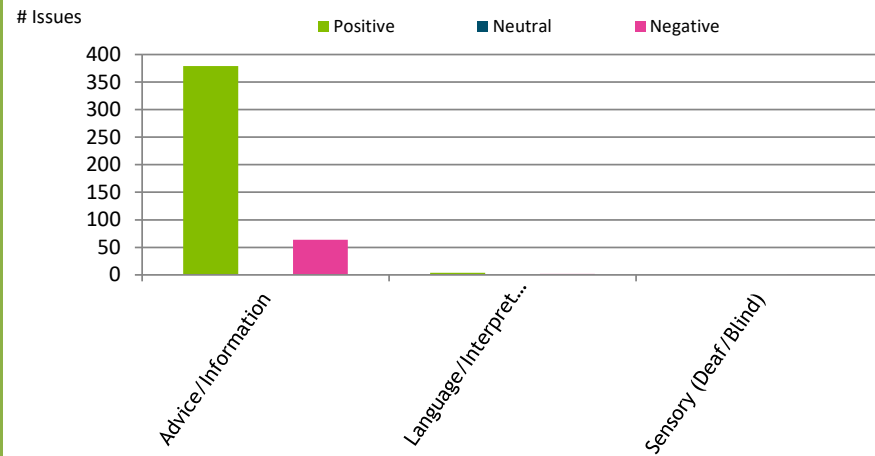


Practices receiving the most comments overall



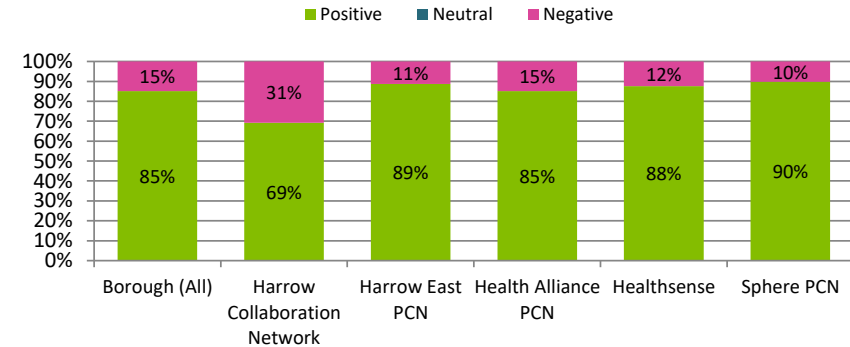
## 2.6 Communication

### 2.6.1 Communication: 450 issues detected



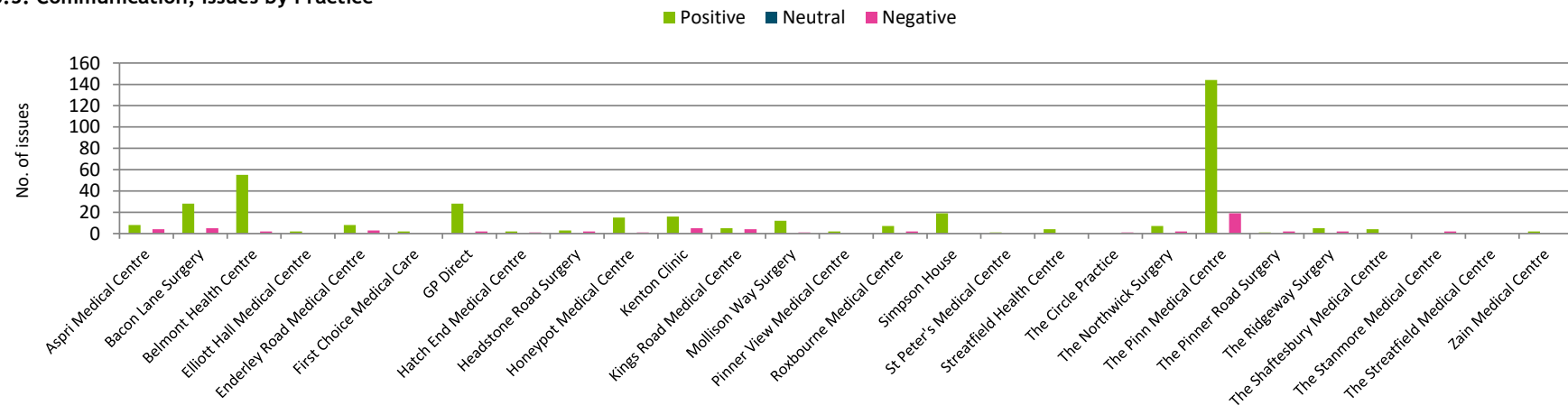
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

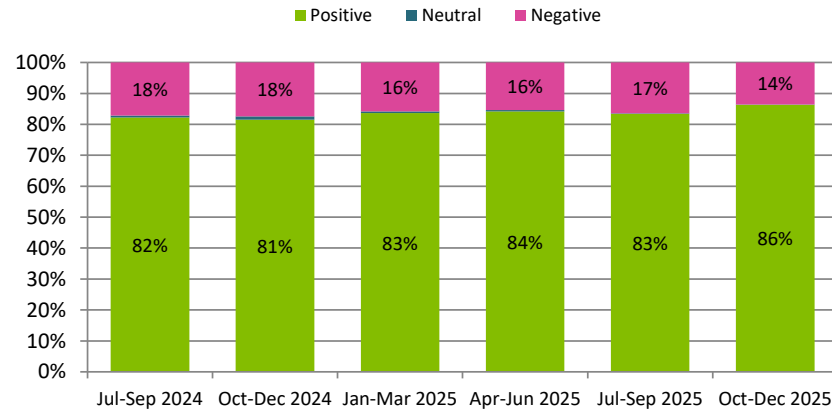


Practices receiving the most comments overall

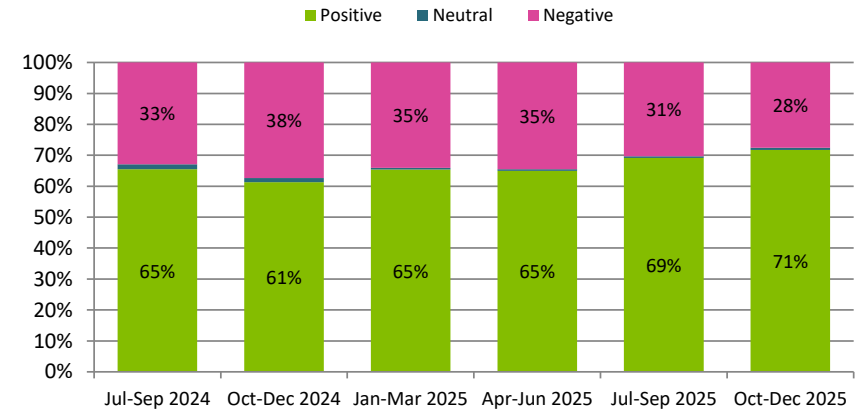


### 3. Timeline: 18 Month Tracker

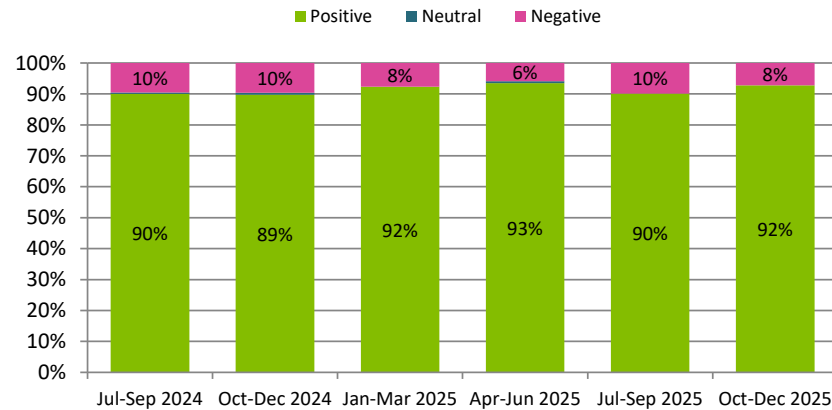
#### 3.1 Overall Sentiment



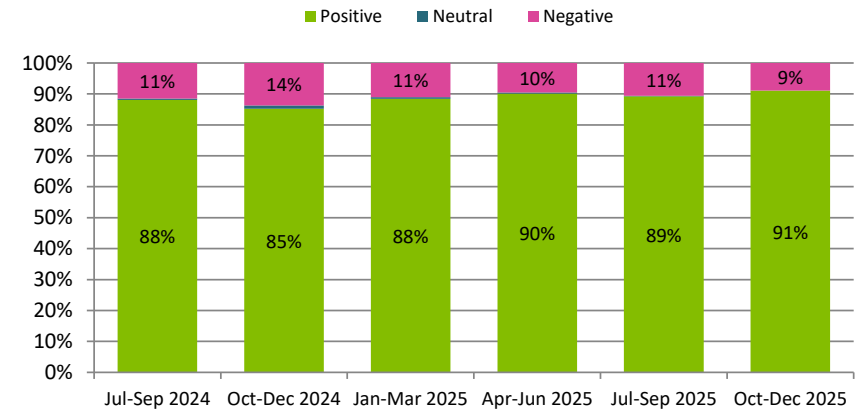
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



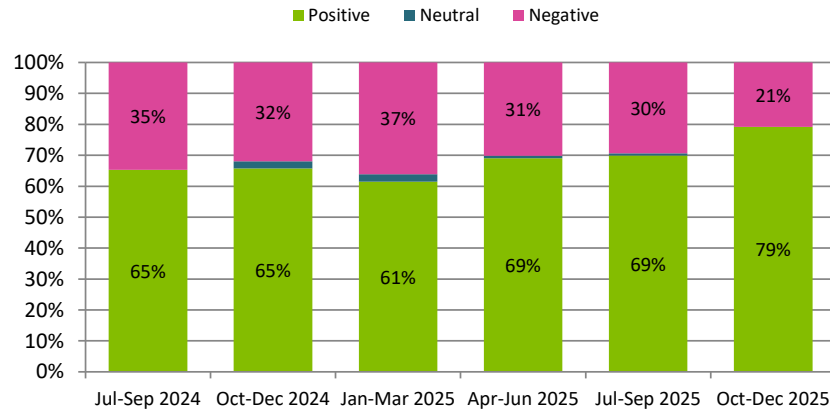
#### 3.4 Staff Attitude, Sentiment



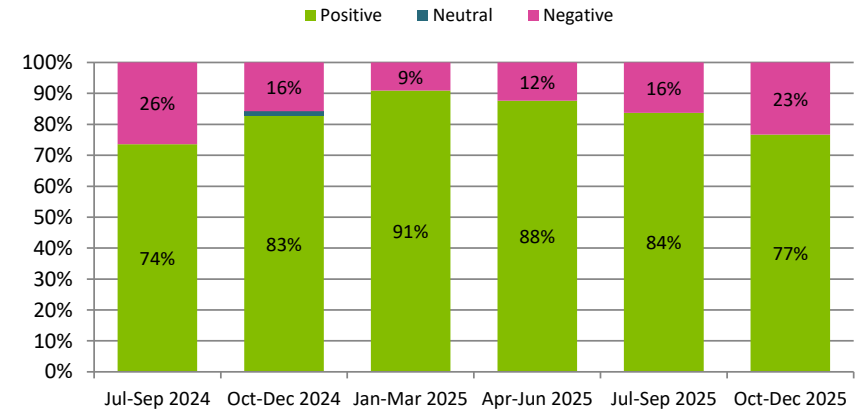


### 3. Timeline: 18 Month Tracker

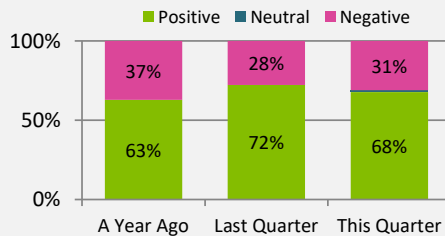
#### 3.5 Administration, Sentiment



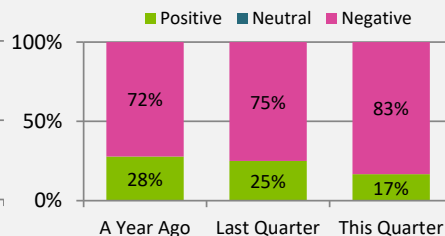
#### 3.6 Communication, Sentiment



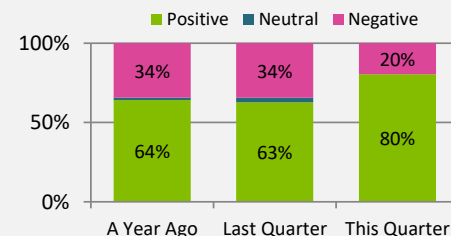
#### 3.7 Booking, Snapshot



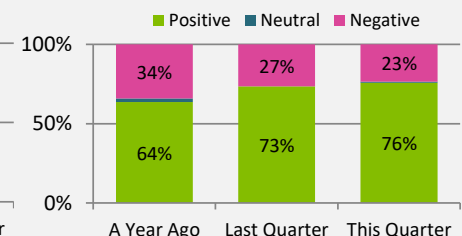
#### 3.8 Telephone, Snapshot



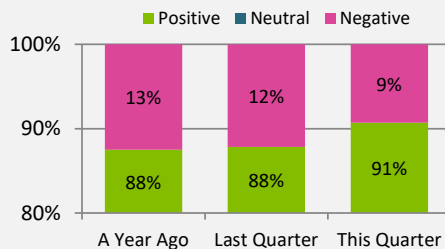
#### 3.9 Online Access, Snapshot



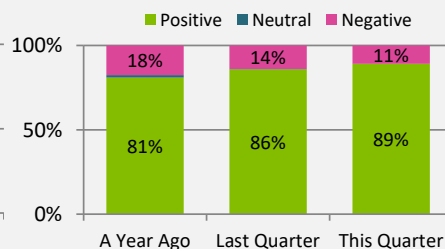
#### 3.10 Waiting List, Snapshot



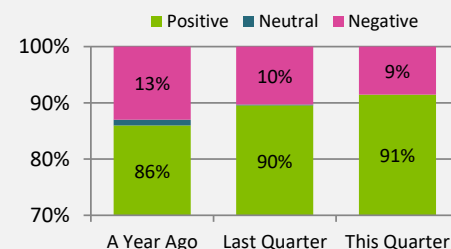
#### 3.11 Involvement Snapshot



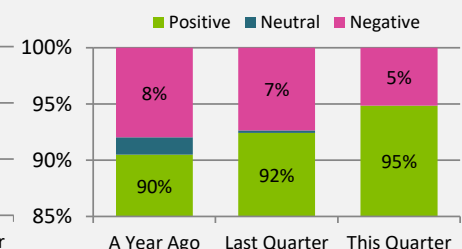
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



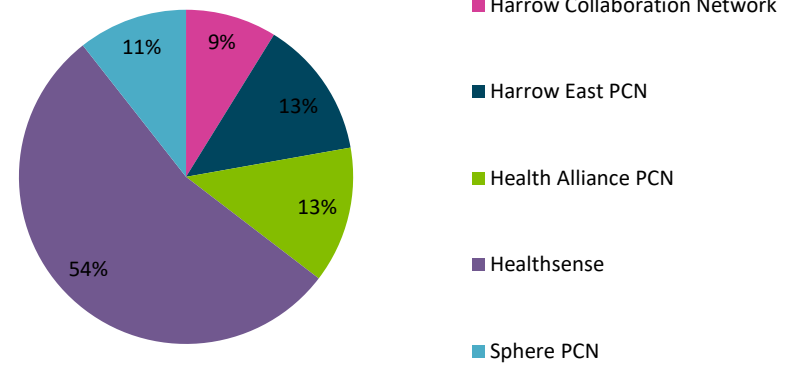
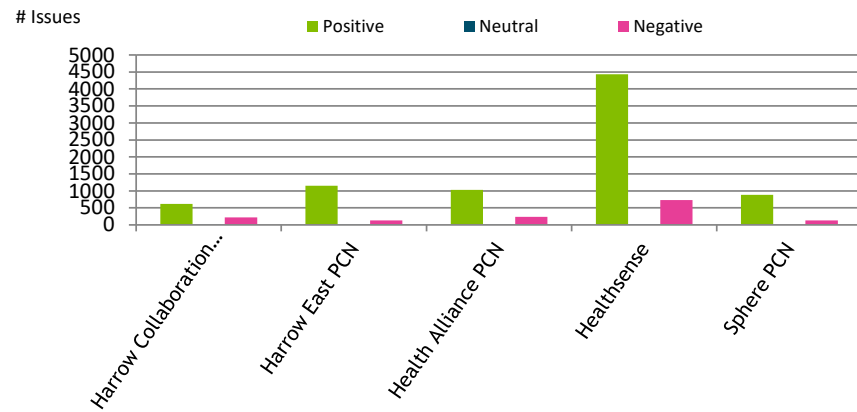
#### 3.14 Quality, Snapshot





## 4. Volume by Primary Care Network

### 4.1 PCN



## 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.	379	0	64	443
	Carer Involvement	Involvement of carers, friends or family members.	31	0	1	32
	General Comment	A generalised statement (ie; "The doctor was good.")	231	2	18	251
	User Involvement	Involvement of the service user.	572	1	64	637
Systems	Administration	Administrative processes and delivery.	25	0	70	95
	Booking	Ability to book, reschedule or cancel appointments.	484	6	230	720
	Cancellations	Cancellation of appointment by the service provider.	0	0	5	5
	Data Protection	General data protection (including GDPR).	0	0	4	4
	Referral	Referral to a service.	95	0	15	110
	Medical Records	Management of medical records.	2	0	7	9
	Medication	Prescription and management of medicines.	42	0	28	70
	Opening Times	Opening times of a service.	8	0	2	10
	Planning	Leadership and general organisation.	60	0	17	77
	Registration	Ability to register for a service.	13	0	9	22
	Support	Levels of support provided.	1462	6	212	1680
	Telephone	Ability to contact a service by telephone.	13	0	31	44
	Timing	Physical timing (ie; length of wait at appointments).	414	1	60	475
	Waiting List	Length of wait while on a list.	475	2	193	670
Values	Choice	General choice.	14	0	25	39
	Cost	General cost.	0	0	5	5
	Language	Language, including terminology.	4	0	2	6
	Nutrition	Provision of sustenance.	1	0	0	1
	Privacy	Privacy, personal space and property.	0	0	5	5
	Quality	General quality of a service, or staff.	1540	6	89	1635
	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
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	11	0	3	14
	Environment/Layout	<i>Physical environment of a service.</i>	24	0	3	27
	Equipment	<i>General equipment issues.</i>	4	0	4	8
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	1	1
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	18	0	1	19
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	4	0	0	4
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	14	14
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	5	5
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	2172	6	231	2409
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	17	18
	Staff Training	<i>Training of staff.</i>	10	0	26	36
	Staffing Levels	<i>General availability of staff.</i>	1	0	8	9
Total:			8111	30	1470	9611