The Experience of GP Services

A trends analysis report by Healthwatch Harrow

Community*Insight*

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 July 2024 - 30 June 2025

healthwatch Harrow

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 2,336 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 83% positive, 16% negative and 1% neutral, comments suggest.

> Trends...
>
> *According to feedback, overall satisfaction has improved 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...
>
> *Overall satisfaction on service access has not changed this quarter, comments suggest. Complaints are up by 23% on telephone access and by 1% on ability to book appointments. No change is recorded on waiting times.*
>
> *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 by 1% on staff attitude.*
>
> *The Pinn Medical Centre and Kenton Clinic 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, prescriptions and staff training are also cited as issues.

> Trends...
>
> *Complaints are down by 6% on administration, while up by 3% on communication.*
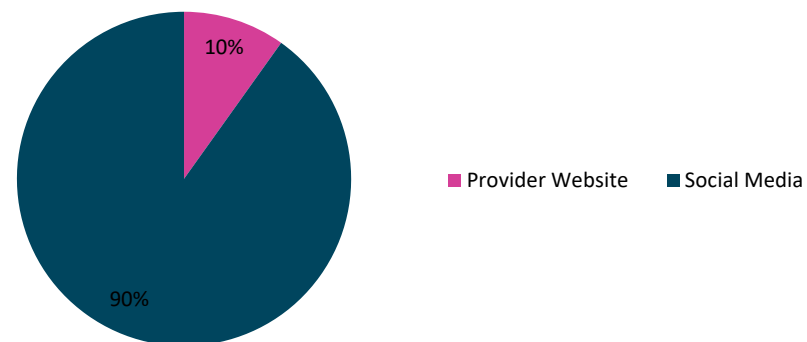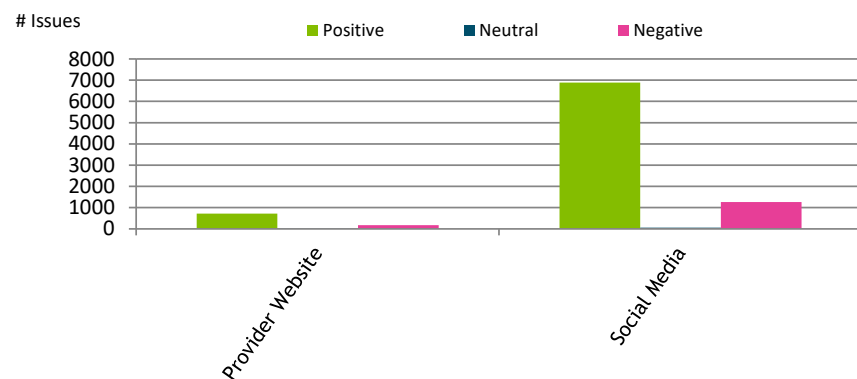>
> *The Pinn Medical Centre, Belmont Health Centre and Kenton Clinic receive a notable volume and ratio of positive feedback.*

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

Legend: Positive, Neutral, Negative

Provider Website, Social Media

Sources providing the most comments overall

Pie chart:
- Provider Website: 10%
- Social Media: 90%

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Cancer, Cardiology, Children's Health, COVID-19 (Vaccine), Diabetes, Digital and Online, Ear Health/Hearing, Foot Health, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Skin Health, Vaccination
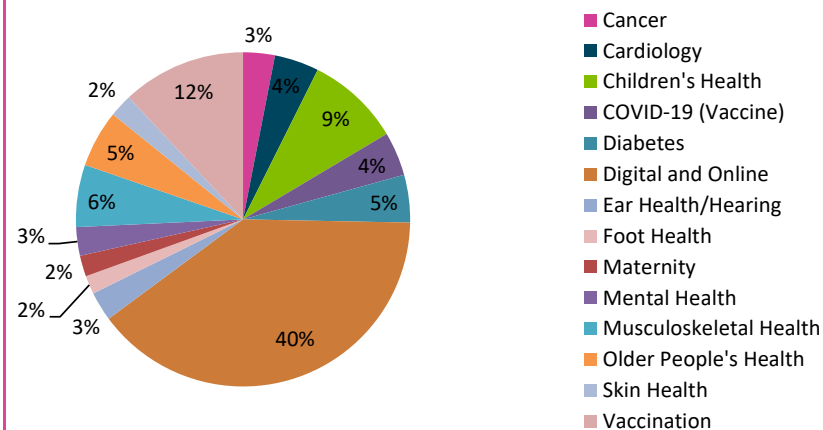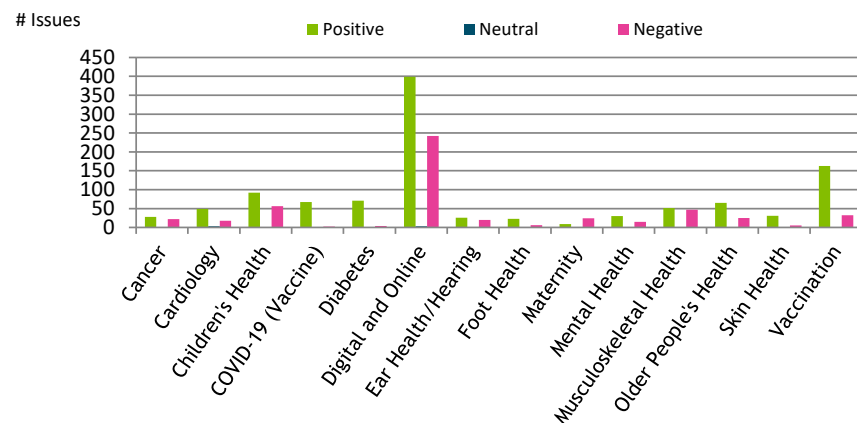
Medical conditions/topics receiving the most comments overall

Pie chart:
- Cancer: 3%
- Cardiology: 4%
- Children's Health: 9%
- COVID-19 (Vaccine): 4%
- Diabetes: 5%
- Digital and Online: 40%
- Ear Health/Hearing: 3%
- Foot Health: 2%
- Maternity: 2%
- Mental Health: 3%
- Musculoskeletal Health: 6%
- Older People's Health: 5%
- Skin Health: 2%
- Vaccination: 12%

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2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 9183 issues from 2336 people

Issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Planning, Support, Timing, Waiting List, Quality, Staff Attitude

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

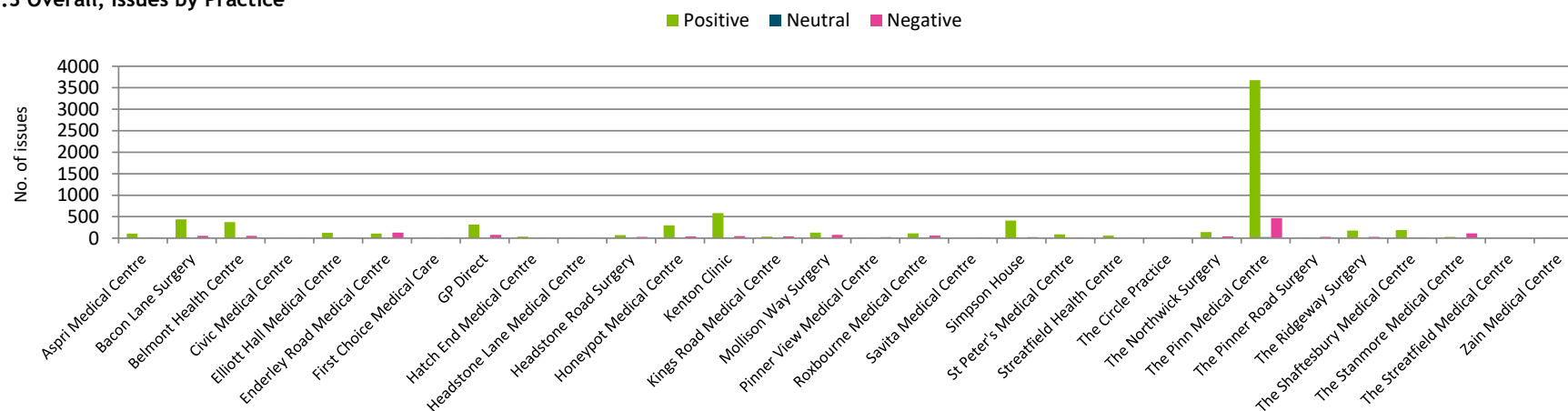### 2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	83%	16%
Harrow Collaboration Network	79%	20%
Harrow East PCN	83%	16%
Health Alliance PCN	71%	28%
Healthsense	86%	14%
Sphere PCN	83%	17%

Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Hatch End Medical Centre, Headstone Lane Medical Centre, Headstone Road Surgery, Honeypot Medical Centre, Kenton Clinic, Kings Road Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, The Streatfield Medical Centre, Zain Medical Centre
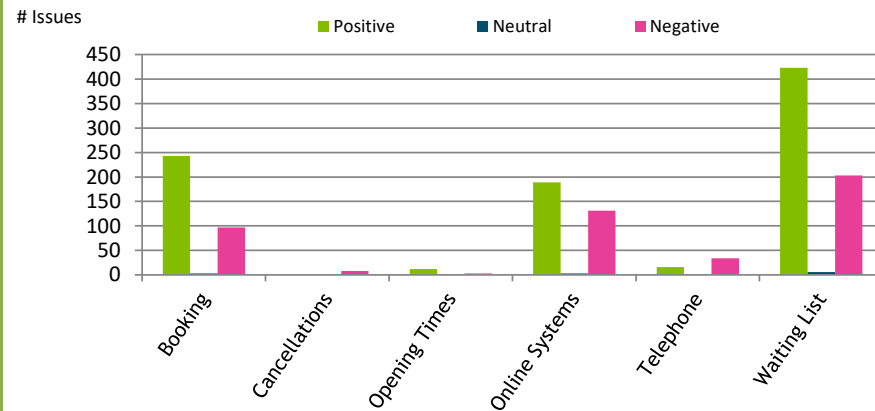
Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 1371 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List
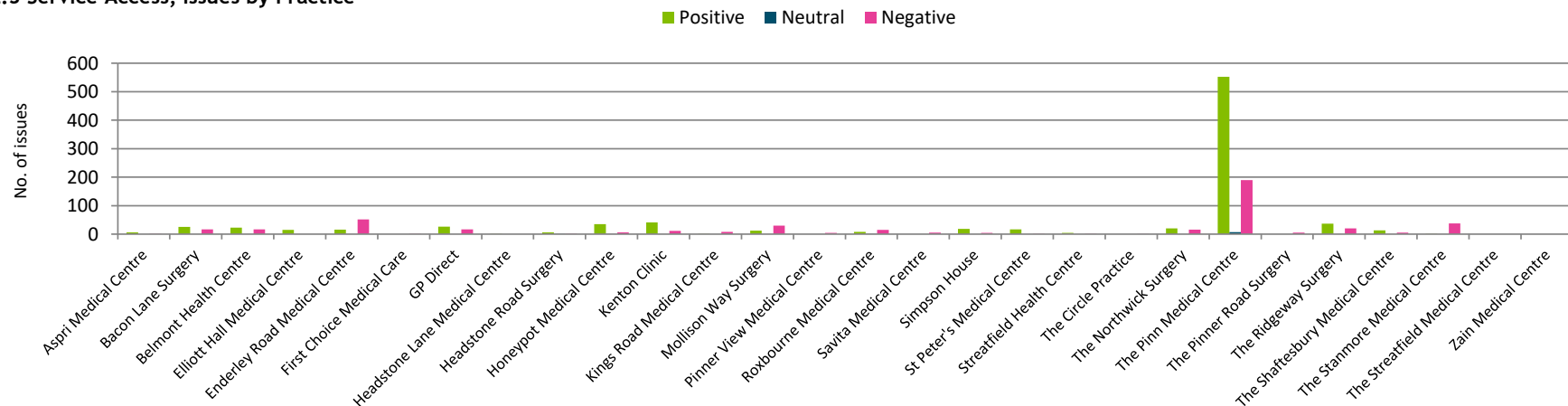
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	64%	35%
Harrow Collaboration Network	59%	39%
Harrow East PCN	57%	42%
Health Alliance PCN	34%	66%
Healthsense	69%	30%
Sphere PCN	69%	31%
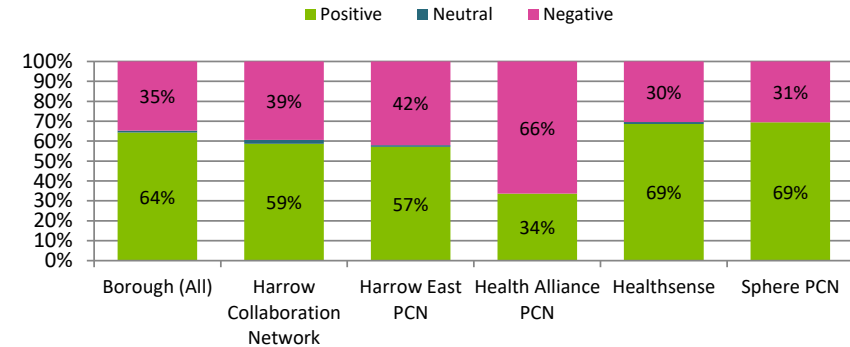
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Headstone Lane Medical Centre, Headstone Road Surgery, Honeypot Medical Centre, Kenton Clinic, Kings Road Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, The Streatfield Medical Centre, Zain Medical Centre
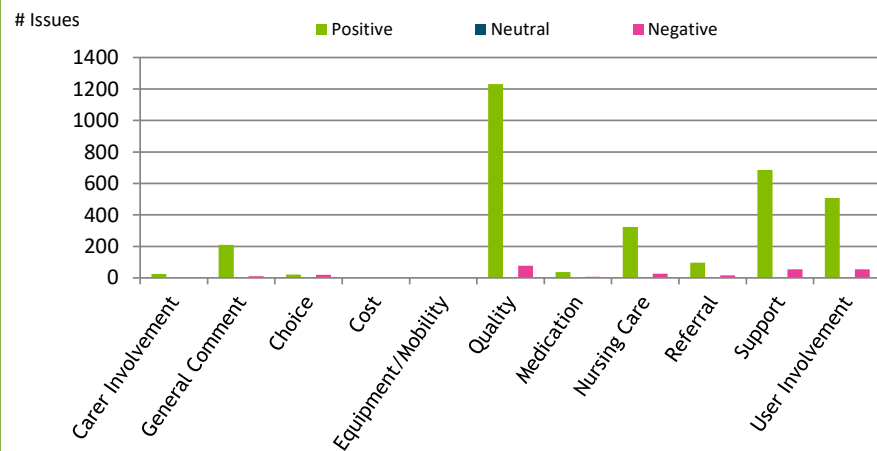
Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 3427 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
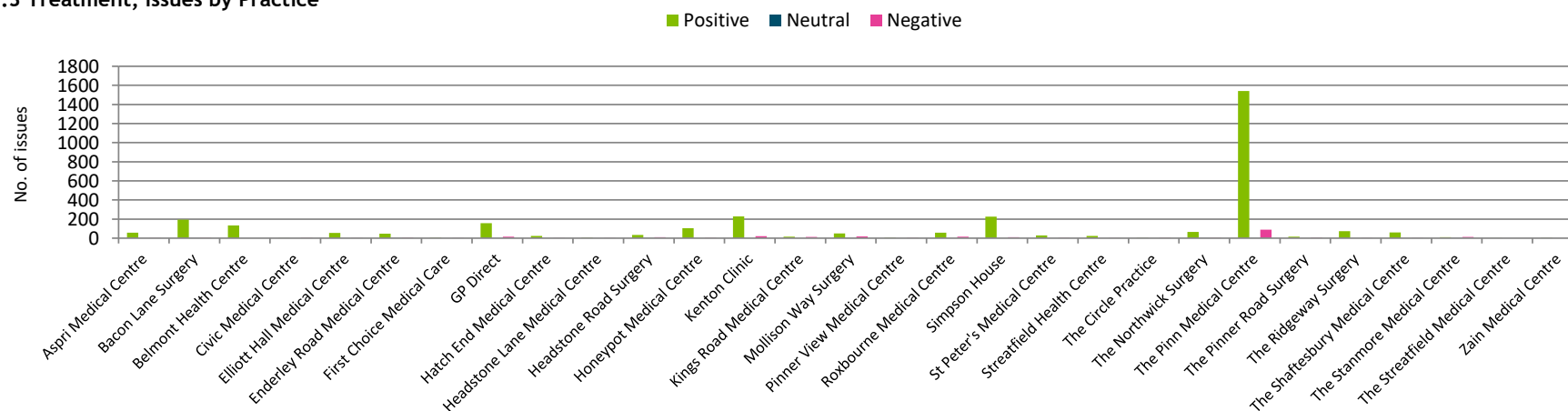
y-axis: 0 to 1400

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

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	92%	8%
Harrow Collaboration Network	85%	15%
Harrow East PCN	92%	7%
Health Alliance PCN	88%	11%
Healthsense	94%	6%
Sphere PCN	92%	8%
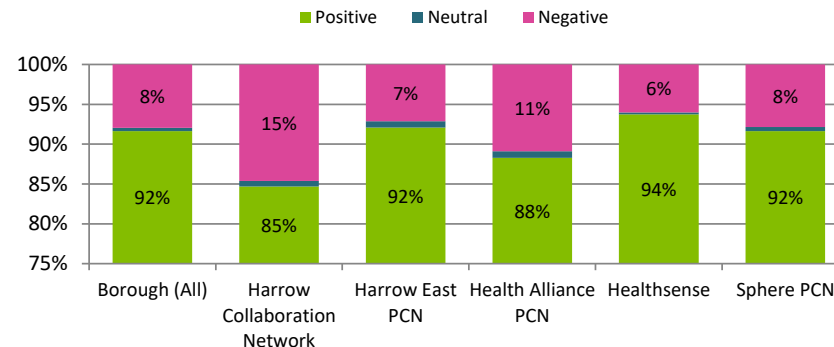
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis: 0 to 1800)

Practices (x-axis): Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Hatch End Medical Centre, Headstone Lane Medical Centre, Headstone Road Surgery, Honeypot Medical Centre, Kenton Clinic, Kings Road Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, The Streatfield Medical Centre, Zain Medical Centre
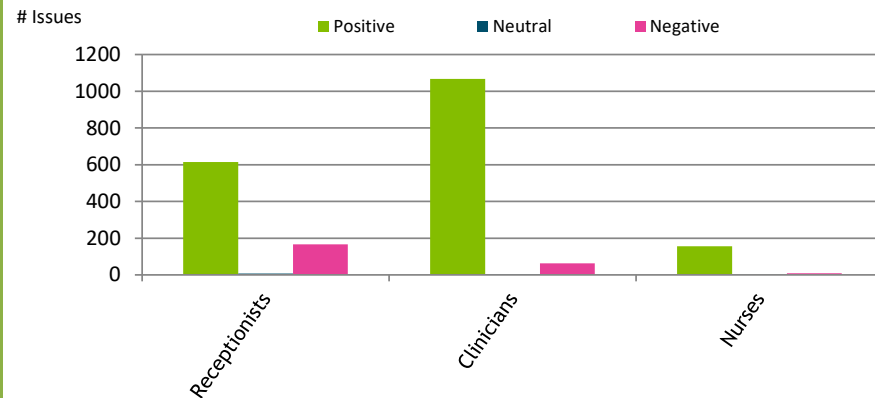
Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 2090 issues detected
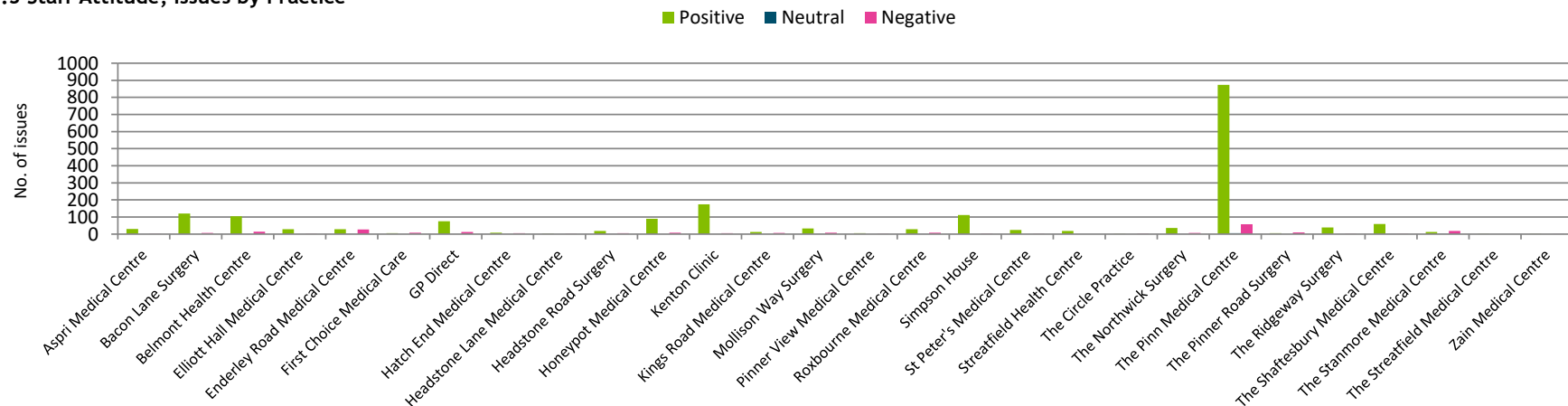
Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

	Borough (All)	Harrow Collaboration Network	Harrow East PCN	Health Alliance PCN	Healthsense	Sphere PCN
Negative	11%	14%	9%	21%	8%	13%
Positive	88%	86%	91%	78%	91%	86%
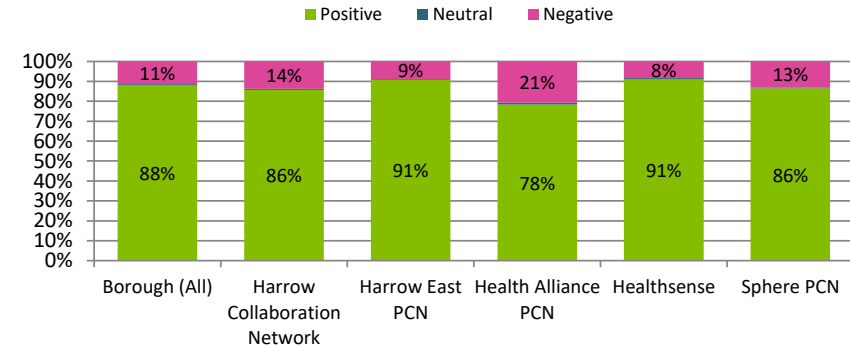
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

Practices receiving the most comments overall

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2.5 Administration

2.5.1 Administration: 962 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Management, Registration, Repeat Prescription, Support, Test Results, Training
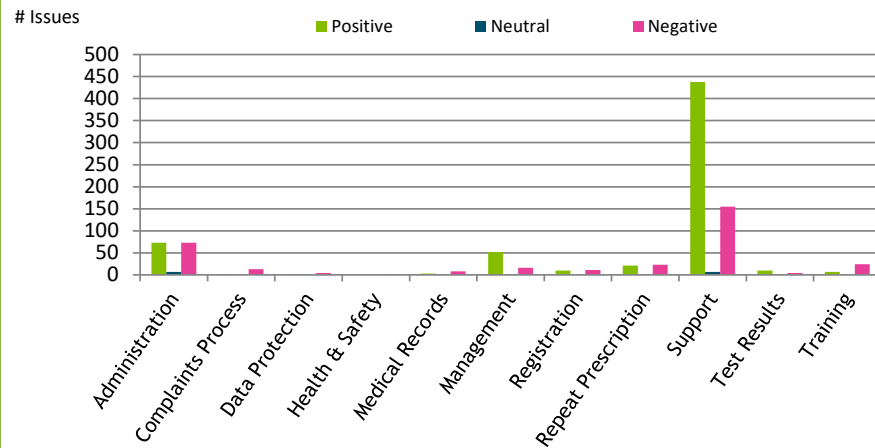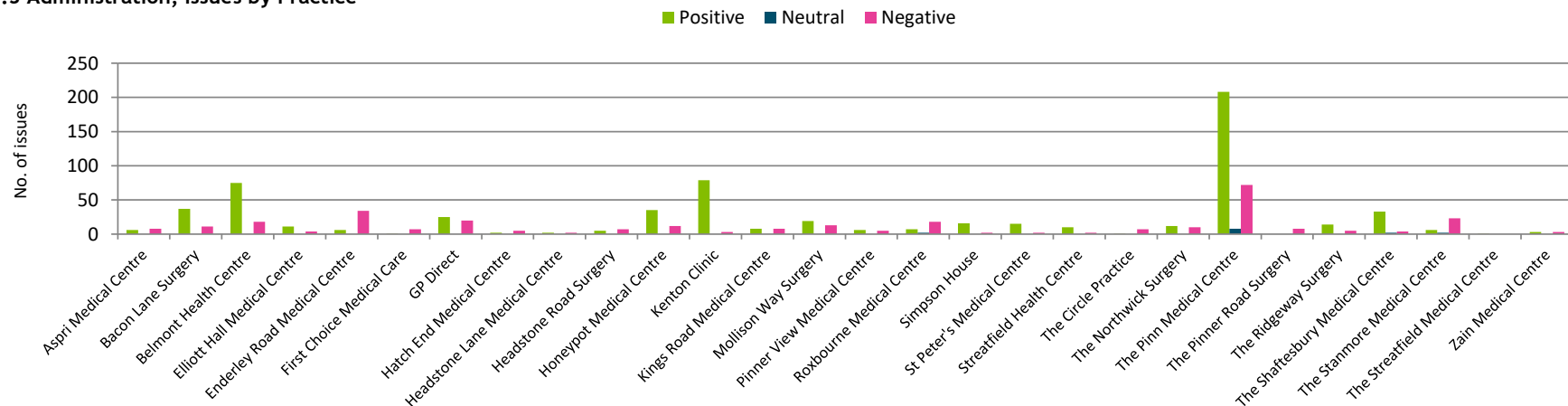
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Borough (All)	Harrow Collaboration Network	Harrow East PCN	Health Alliance PCN	Healthsense	Sphere PCN
Negative	35%	27%	28%	39%	33%	36%
Positive	64%	72%	72%	60%	64%	64%
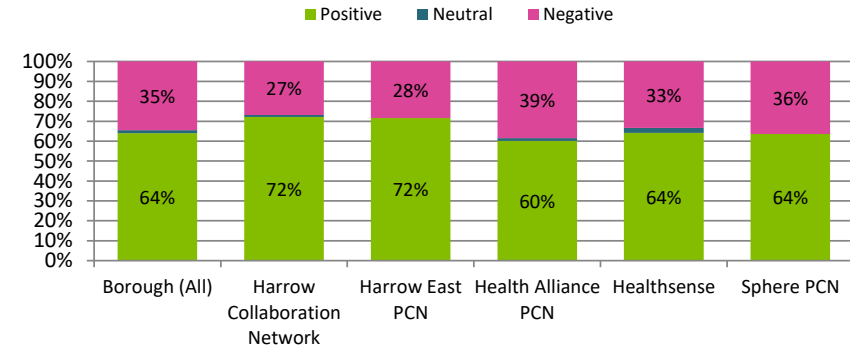
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis)

Practices (x-axis): Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Hatch End Medical Centre, Headstone Lane Medical Centre, Headstone Road Surgery, Honeypot Medical Centre, Kenton Clinic, Kings Road Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, The Streatfield Medical Centre, Zain Medical Centre

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 401 issues detected
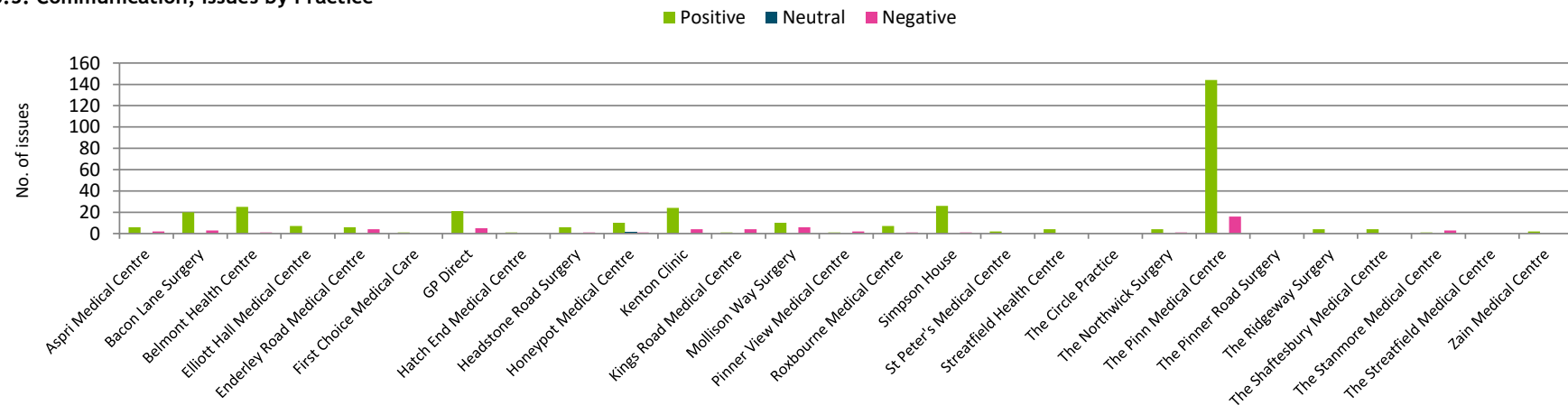
Issues

Legend: Positive, Neutral, Negative
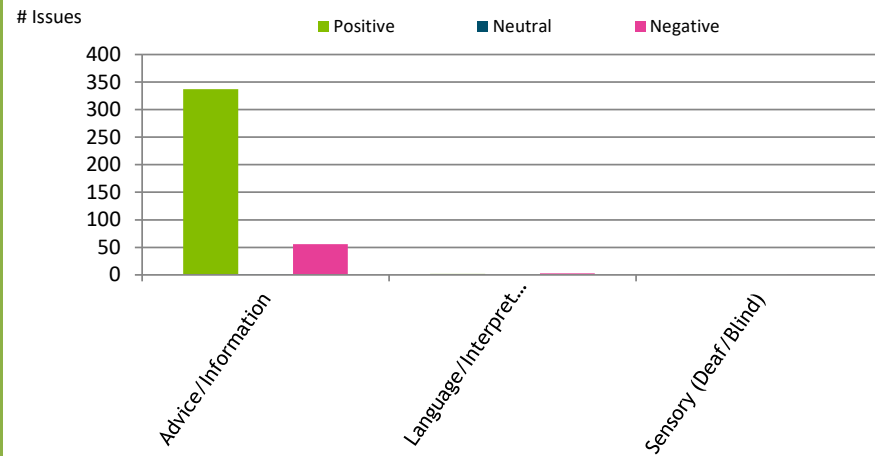
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Negative	Positive
Borough (All)	15%	85%
Harrow Collaboration Network	26%	74%
Harrow East PCN	20%	78%
Health Alliance PCN	16%	84%
Healthsense	10%	90%
Sphere PCN	13%	87%
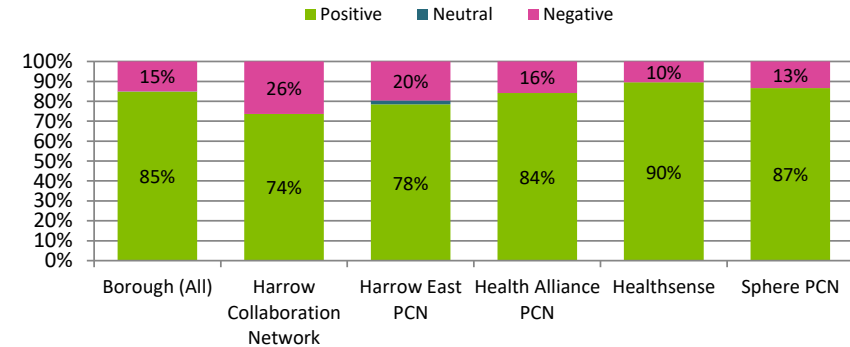
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices receiving the most comments overall
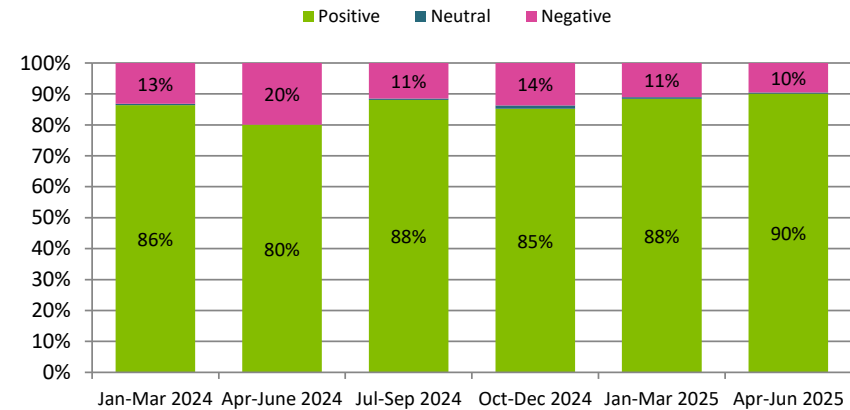
3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	80%	19%
Apr-June 2024	74%	25%
Jul-Sep 2024	82%	18%
Oct-Dec 2024	81%	18%
Jan-Mar 2025	83%	16%
Apr-Jun 2025	84%	16%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	63%	36%
Apr-June 2024	52%	47%
Jul-Sep 2024	65%	33%
Oct-Dec 2024	61%	38%
Jan-Mar 2025	65%	35%
Apr-Jun 2025	65%	35%
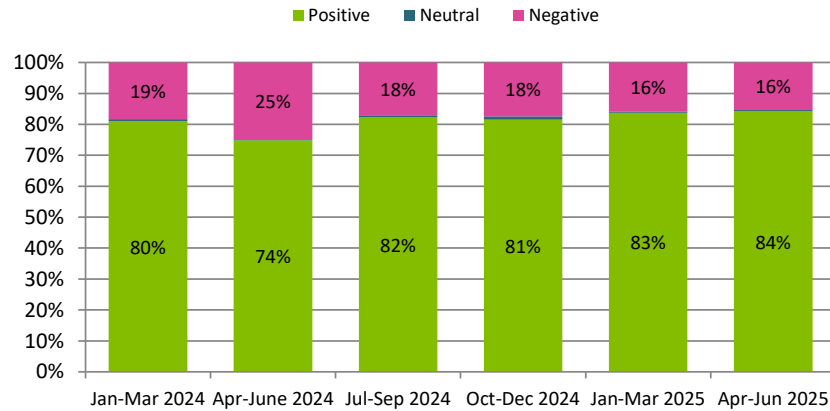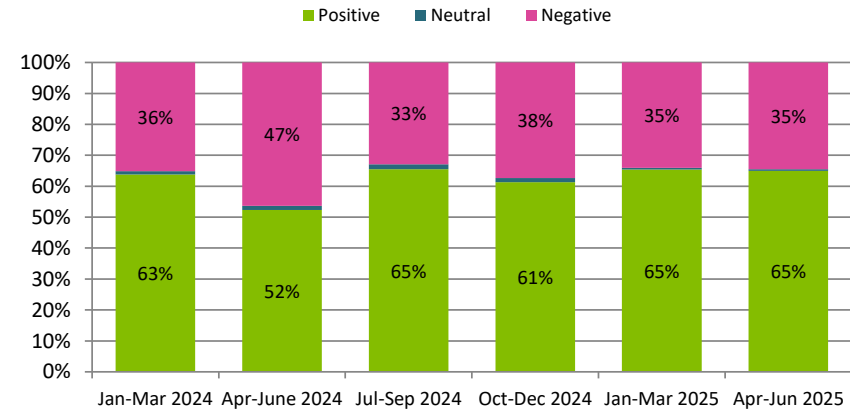
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	88%	11%
Apr-June 2024	88%	11%
Jul-Sep 2024	90%	10%
Oct-Dec 2024	89%	10%
Jan-Mar 2025	92%	8%
Apr-Jun 2025	93%	6%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	86%	13%
Apr-June 2024	80%	20%
Jul-Sep 2024	88%	11%
Oct-Dec 2024	85%	14%
Jan-Mar 2025	88%	11%
Apr-Jun 2025	90%	10%
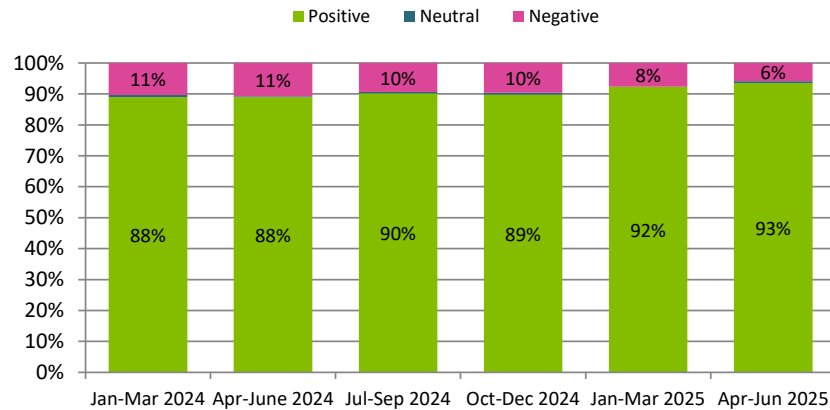
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	32%	43%	35%	32%	37%	31%
Positive	67%	57%	65%	65%	61%	69%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	25%	24%	30%	16%	9%	12%
Positive	75%	76%	70%	83%	91%	88%

3.7 Booking, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	46%	27%	28%
Positive	52%	72%	71%

3.8 Telephone, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	93%	50%	73%
Positive	7%	50%	27%

3.9 Online Access, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	43%	47%	40%
Positive	53%	52%	60%

3.10 Waiting List, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	45%	32%	32%
Positive	55%	68%	68%

3.11 Involvement Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	12%	10%	8%
Positive	88%	90%	92%

3.12 Support, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	22%	15%	11%
Positive	78%	85%	88%
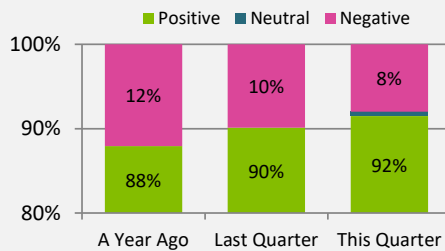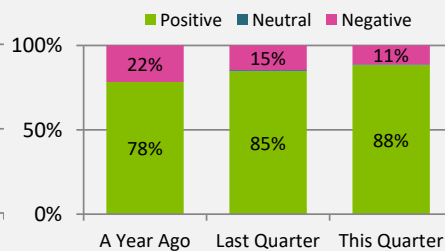
3.13 Staff Attitude, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	19%	10%	9%
Positive	81%	89%	91%

3.14 Quality, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	11%	5%	4%
Positive	89%	94%	96%
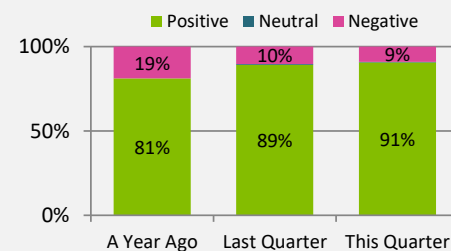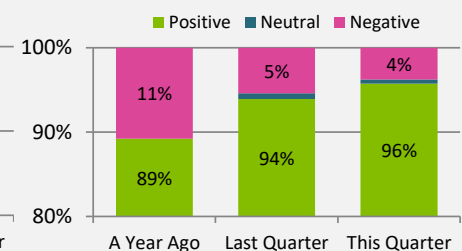
4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Harrow Collaboration..., Harrow East PCN, Health Alliance PCN, Healthsense, Sphere PCN

Pie chart:
- Harrow Collaboration Network — 13%
- Harrow East PCN — 12%
- Health Alliance PCN — 8%
- Healthsense — 57%
- Sphere PCN — 10%

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5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	337	1	56	394
	Carer Involvement	*Involvement of carers, friends or family members.*	34	0	5	39
	General Comment	*A generalised statement (ie; "The doctor was good.")*	210	2	11	223
	User Involvement	*Involvement of the service user.*	603	1	71	675
Systems	Administration	*Administrative processes and delivery.*	28	0	66	94
	Booking	*Ability to book, reschedule or cancel appointments.*	443	6	229	678
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	8	8
	Data Protection	*General data protection (including GDPR).*	1	0	4	5
	Referral	*Referral to a service.*	100	0	16	116
	Medical Records	*Management of medical records.*	3	0	8	11
	Medication	*Prescription and management of medicines.*	61	0	31	92
	Opening Times	*Opening times of a service.*	12	0	4	16
	Planning	*Leadership and general organisation.*	52	0	16	68
	Registration	*Ability to register for a service.*	11	0	11	22
	Support	*Levels of support provided.*	1328	13	221	1562
	Telephone	*Ability to contact a service by telephone.*	16	0	34	50
	Timing	*Physical timing (ie; length of wait at appointments).*	425	3	60	488
	Waiting List	*Length of wait while on a list.*	431	6	206	643
Values	Choice	*General choice.*	22	0	20	42
	Cost	*General cost.*	0	0	3	3
	Language	*Language, including terminology.*	2	0	3	5
	Nutrition	*Provision of sustainance.*	1	0	0	1
	Privacy	*Privacy, personal space and property.*	1	0	4	5
	Quality	*General quality of a service, or staff.*	1455	13	98	1566
	Sensory	*Deaf/blind or other sensory issues.*	1	0	1	2
	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	*Distance to a service (and catchment area for eligability).*	7	0	7	14
	Environment/Layout	*Physical environment of a service.*	31	1	4	36
	Equipment	*General equipment issues.*	6	0	5	11
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	1	1
	Hygiene	*Levels of hygiene and general cleanliness.*	29	0	1	30
	Mobility	*Physical mobility to, from and within services.*	1	0	0	1
	Travel/Parking	*Ability to travel or park.*	1	0	0	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	1	11	12
	Security/Conduct	*General security of a service, including conduct of staff.*	2	0	5	7
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1960	13	237	2210
	Complaints	*Ability to log and resolve a complaint.*	1	0	13	14
	Staff Training	*Training of staff.*	7	0	24	31
	Staffing Levels	*General availability of staff.*	1	0	5	6
	Total:		**7624**	**60**	**1499**	**9183**

CommunityInsight CRM