

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 October 2024 - 30 September 2025

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 2,526 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 declined marginally by 1% this quarter.

The Pinn Medical Centre, Bacon Lane Surgery, Belmont Health 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 improved by 4% this quarter, comments suggest. Complaints are down by 5% on waiting times, while up by 2% on telephone access. No change is recorded on booking processes.

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 up by 4% on treatment and care, and by 1% on 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 1% on administration, while up by 4% on communication.

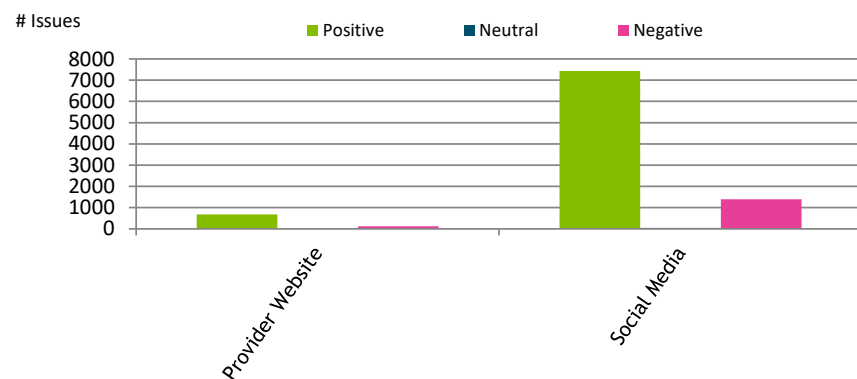
Belmont Health Centre and the Pinn Medical Centre receive a notable volume and ratio of positive feedback.

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.

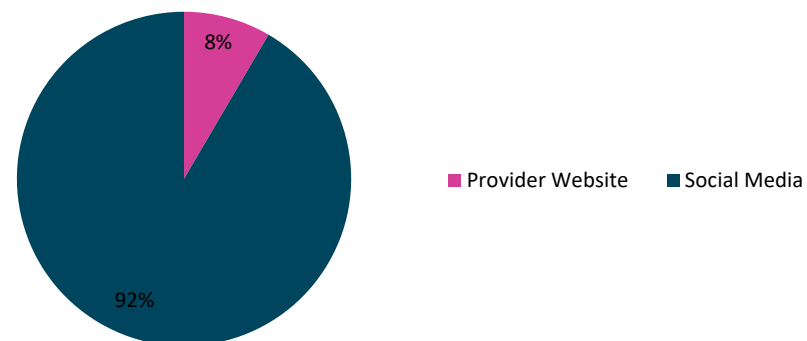


1. Data Source and Conditions/Topics

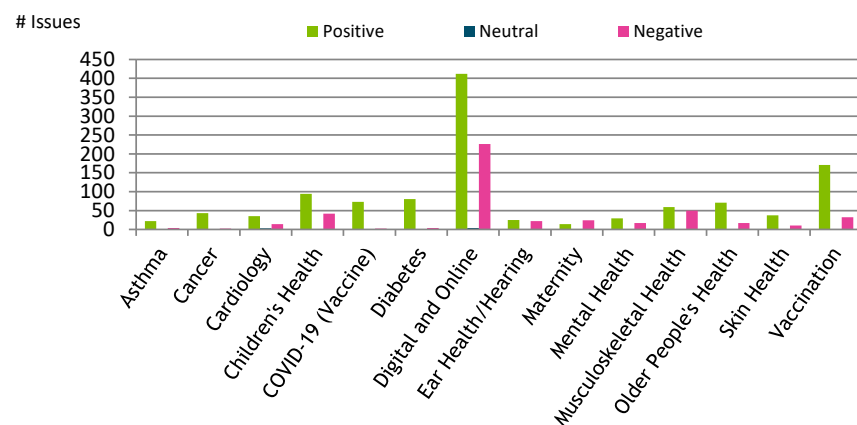
1.1 Source



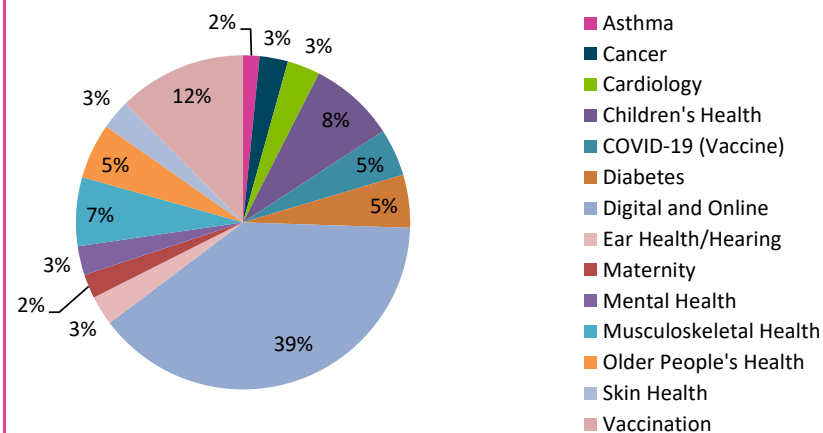
Sources providing the most comments overall



1.2 Stated medical conditions/topics



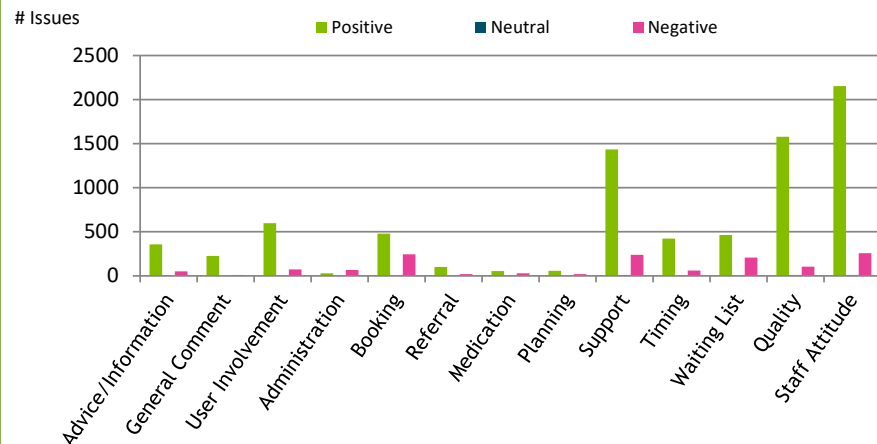
Medical conditions/topics receiving the most comments overall





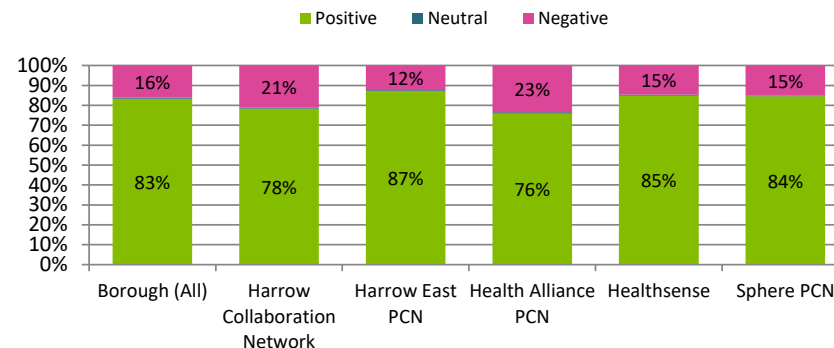
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 9775 issues from 2526 people



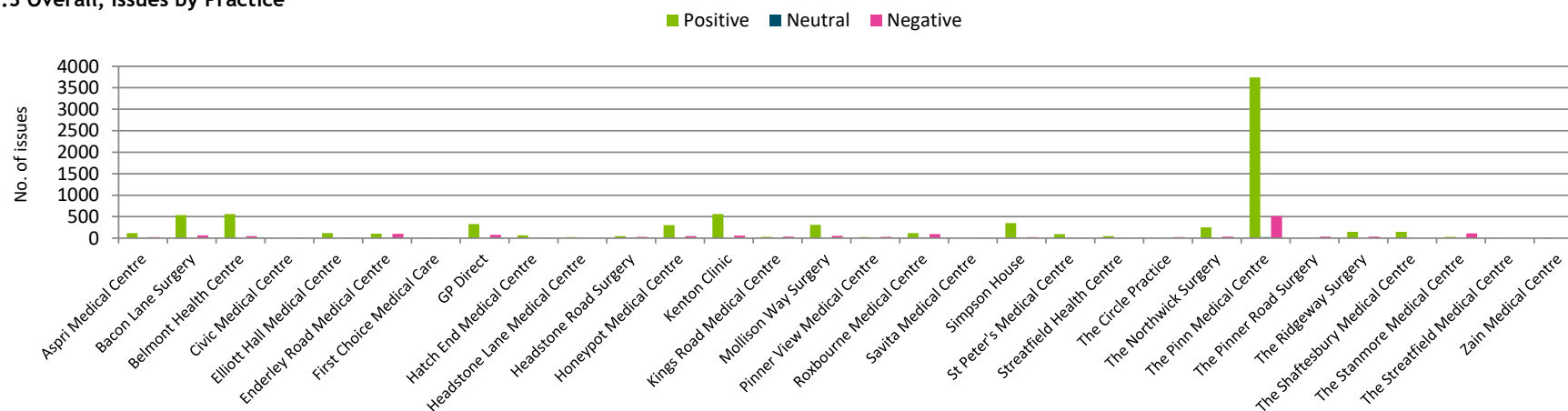
Issues receiving the most comments overall. See pages 14-15 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

2.1.3 Overall, Issues by Practice

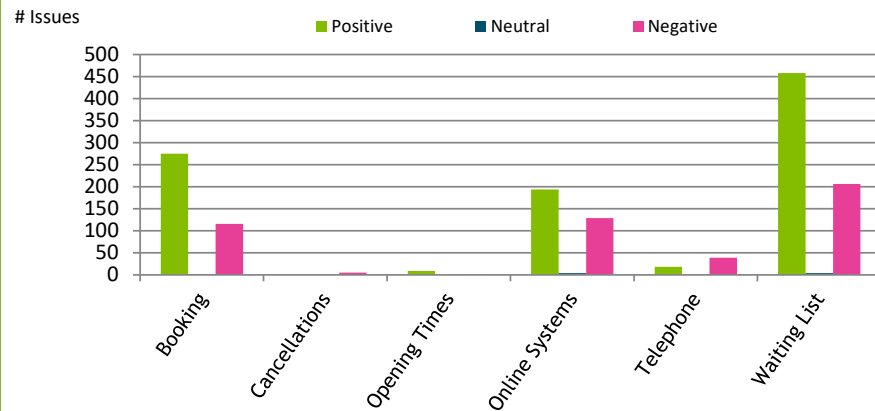


Practices receiving the most comments overall



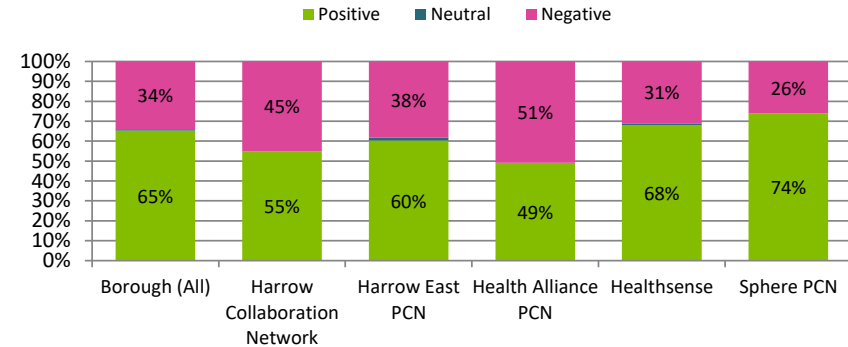
2.2 Service Access

2.2.1 Service Access: 1460 issues detected



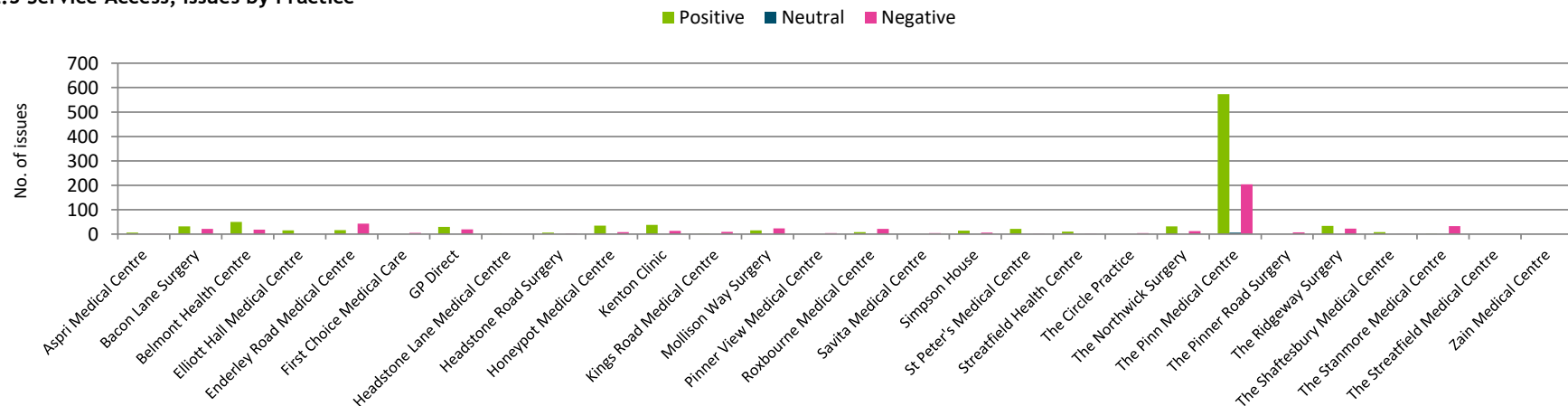
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

2.2.3 Service Access, Issues by Practice

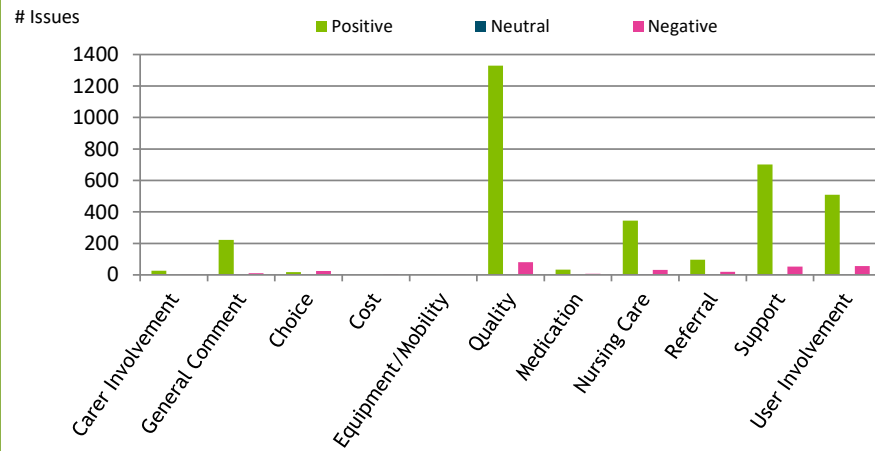


Practices receiving the most comments overall



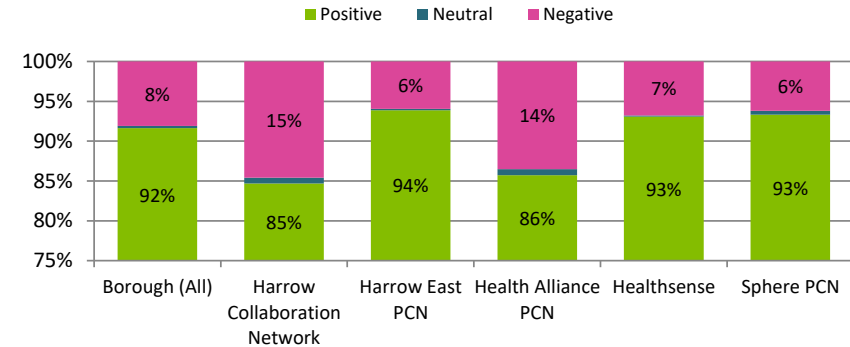
2.3 Clinical Treatment and Care

2.3.1 Treatment: 3579 issues detected



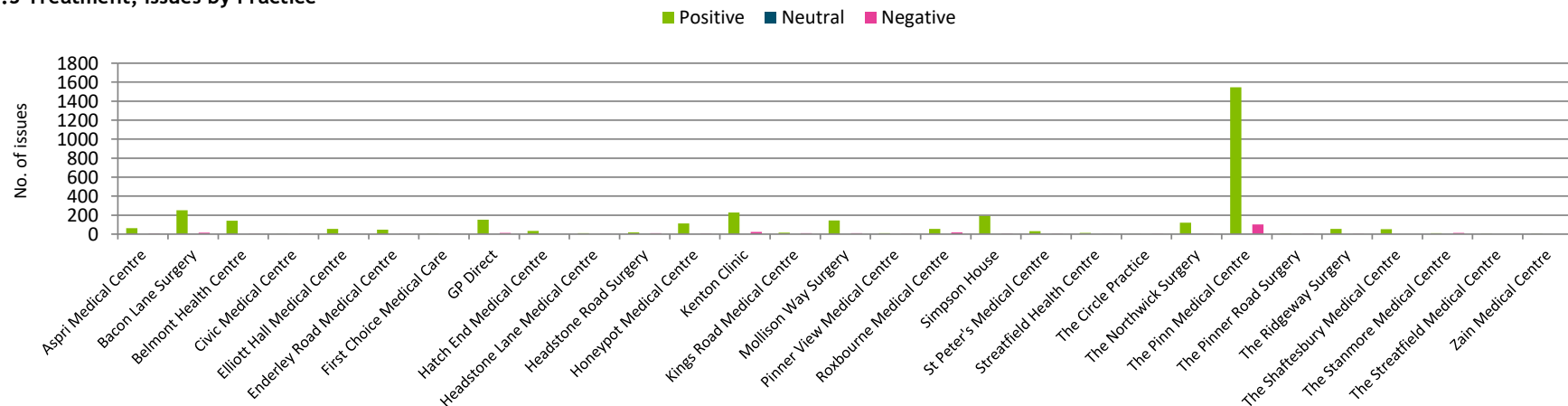
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

2.3.3 Treatment, Issues by Practice

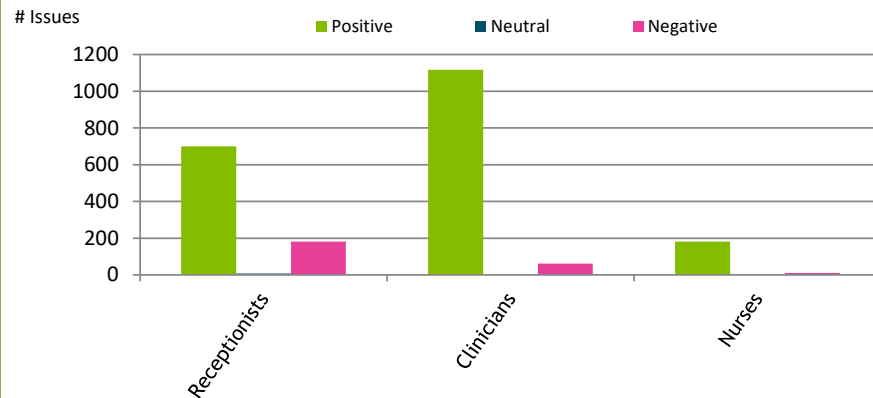


Practices receiving the most comments overall



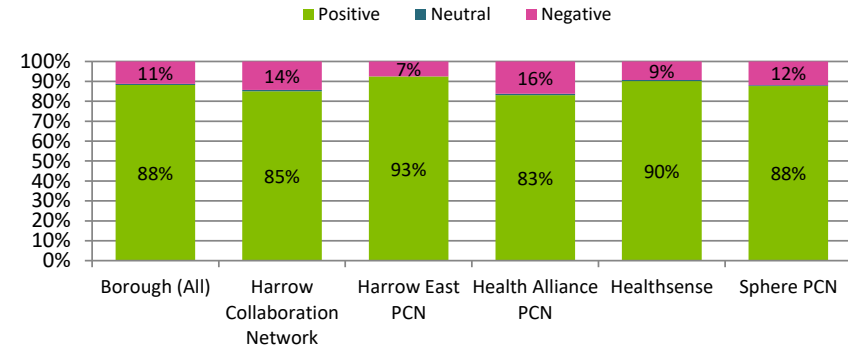
2.4 Staff Attitude

2.4.1 Staff Attitude: 2264 issues detected



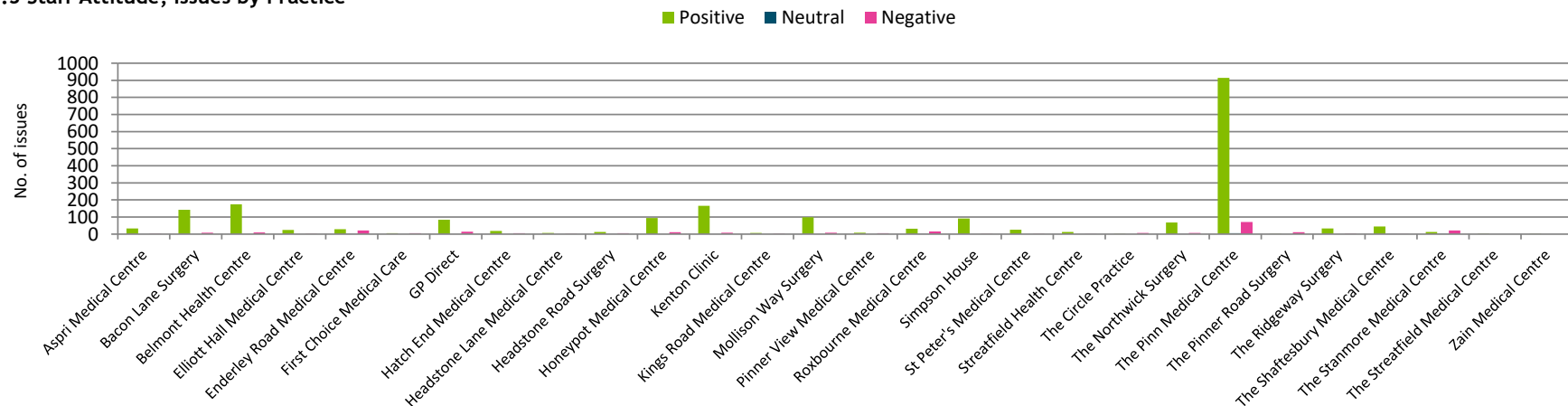
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

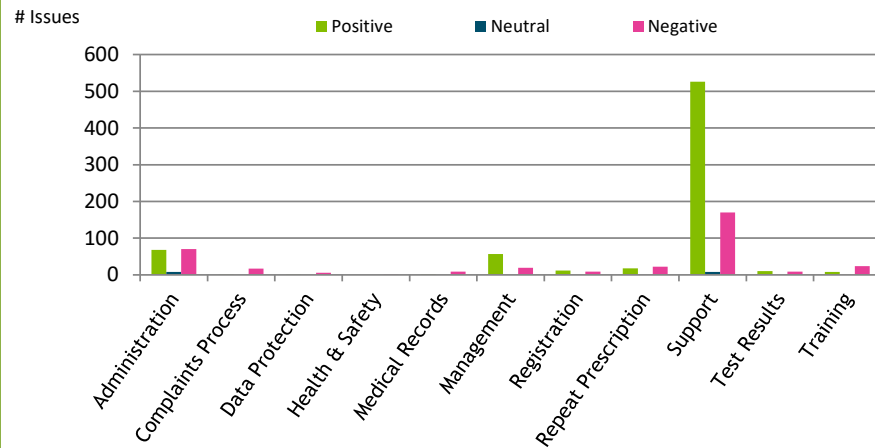


Practices receiving the most comments overall



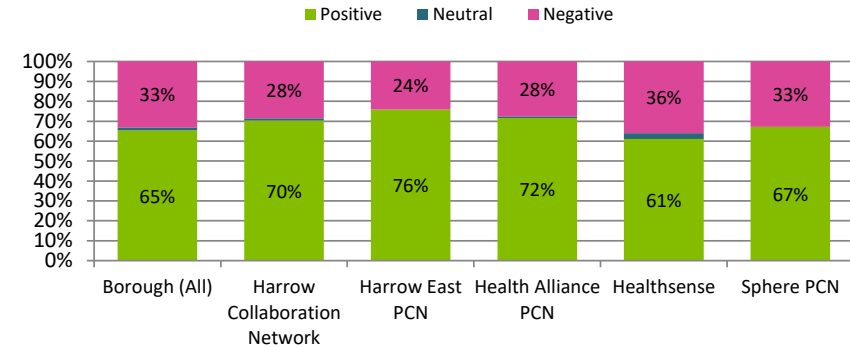
2.5 Administration

2.5.1 Administration: 1075 issues detected



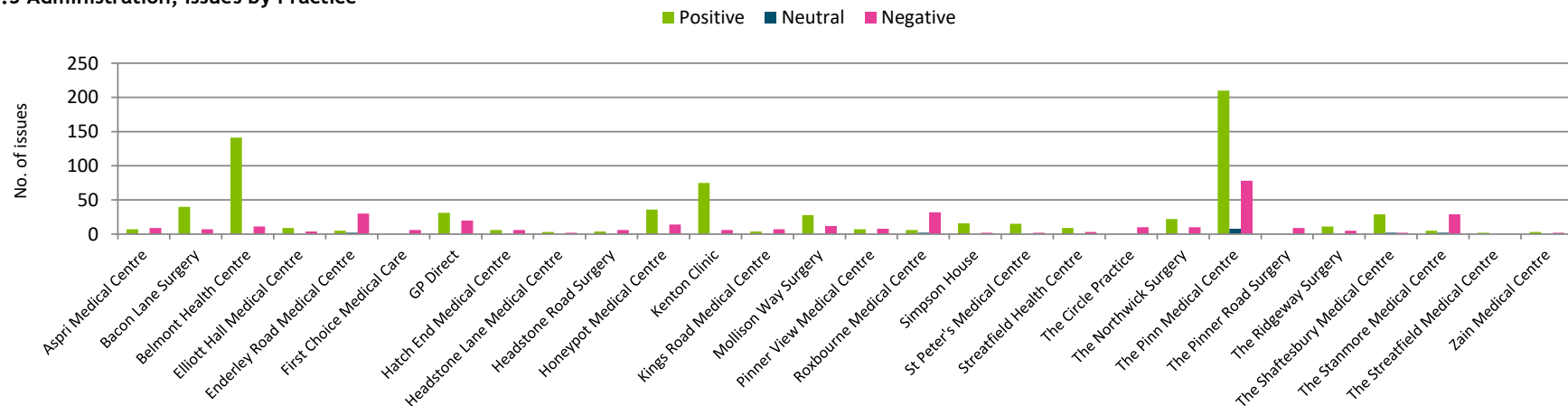
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

2.5.3 Administration, Issues by Practice

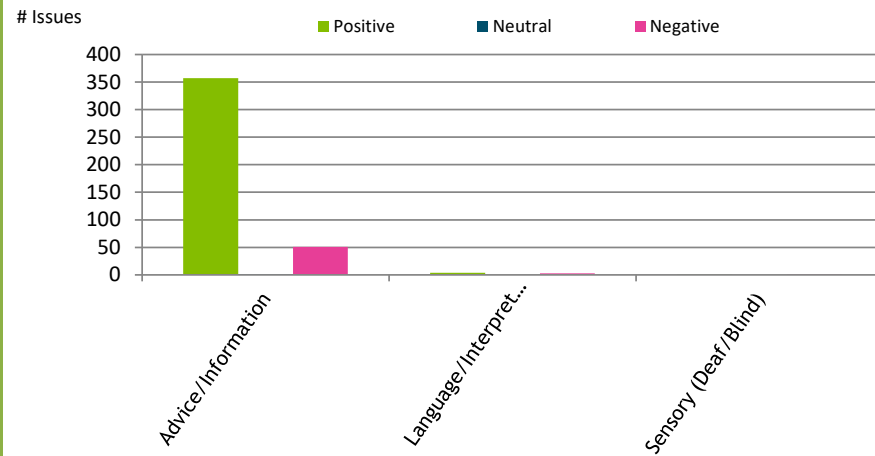


Practices receiving the most comments overall



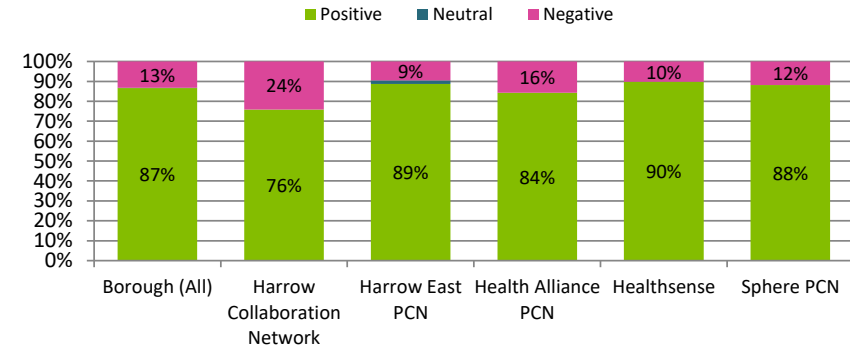
2.6 Communication

2.6.1 Communication: 418 issues detected



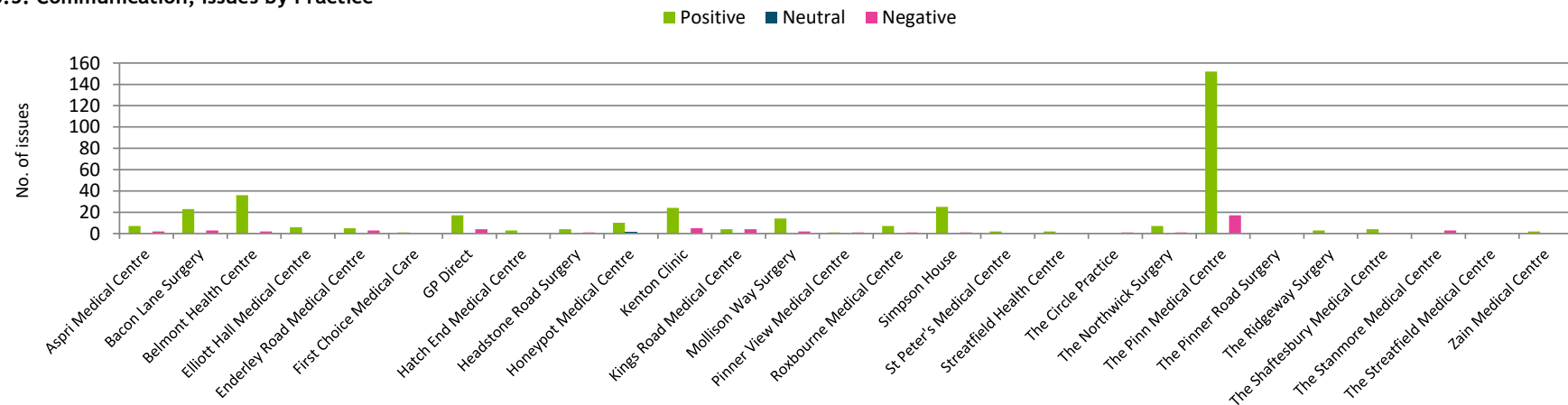
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

2.6.3: Communication, Issues by Practice

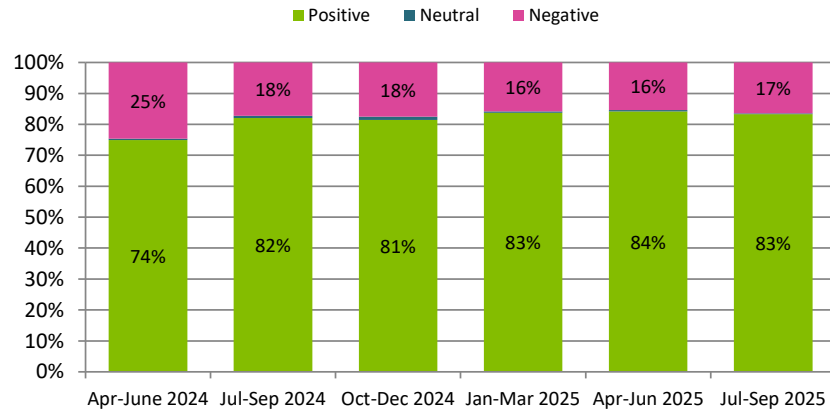


Practices receiving the most comments overall

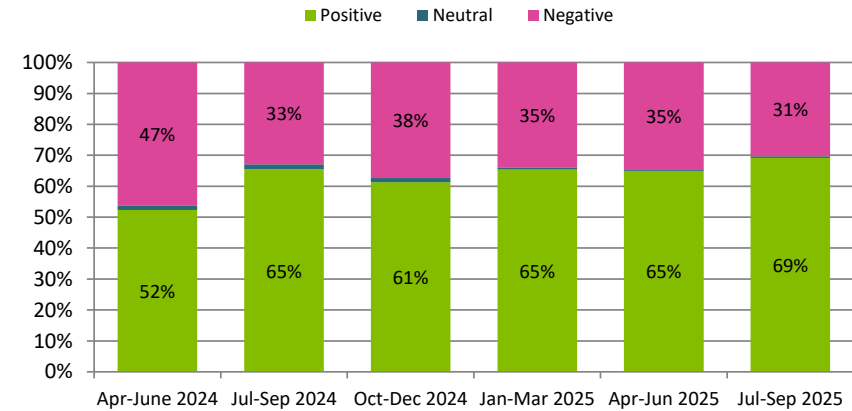
3. Timeline: 18 Month Tracker



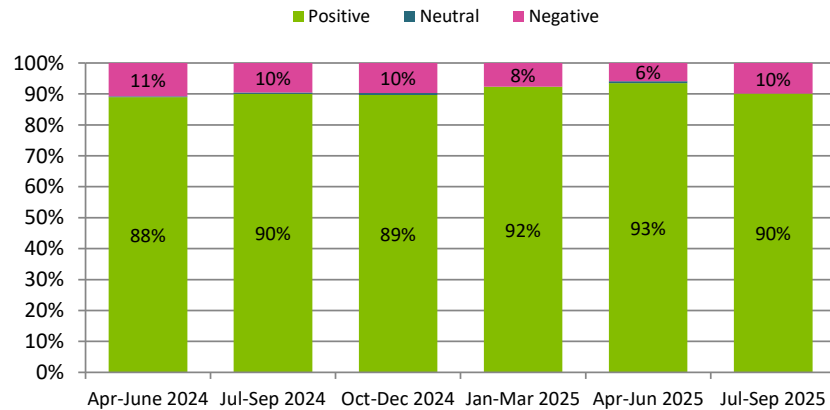
3.1 Overall Sentiment



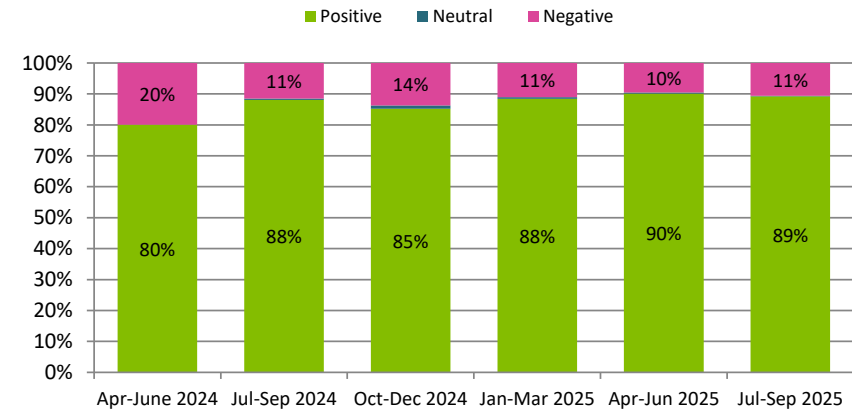
3.2 Service Access, Sentiment



3.3 Treatment and Care, Sentiment



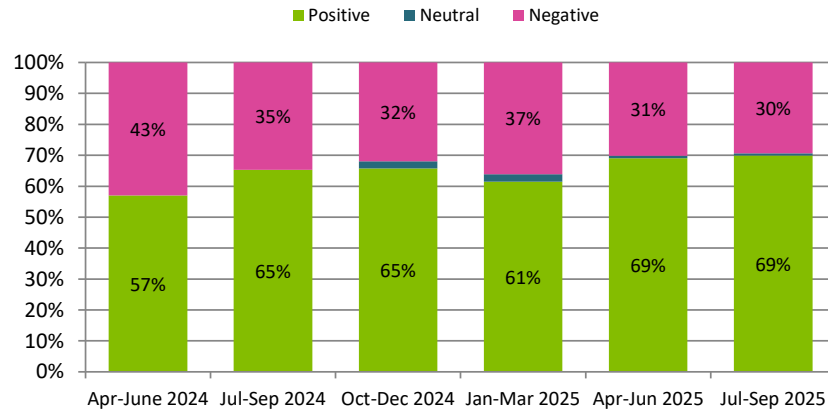
3.4 Staff Attitude, Sentiment



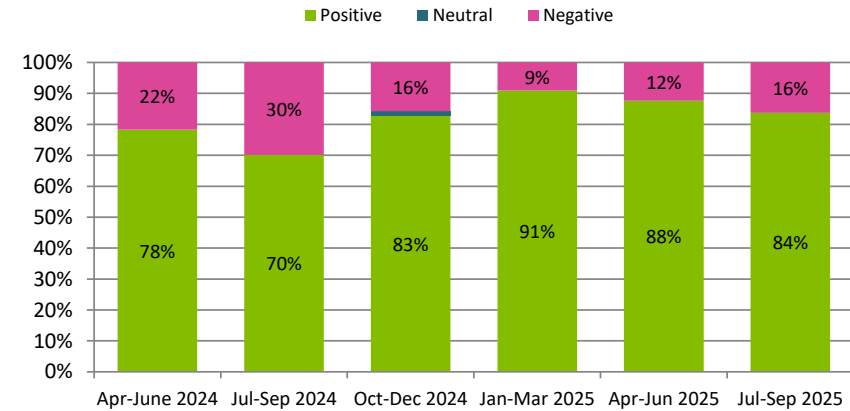


3. Timeline: 18 Month Tracker

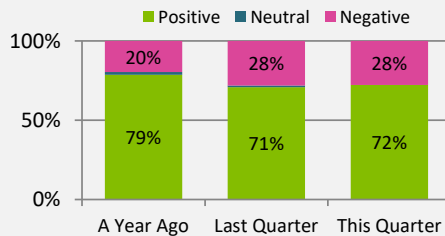
3.5 Administration, Sentiment



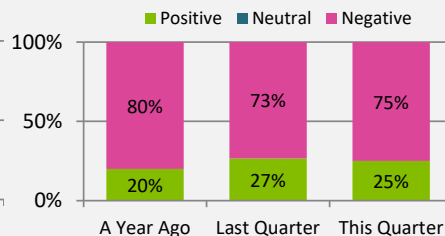
3.6 Communication, Sentiment



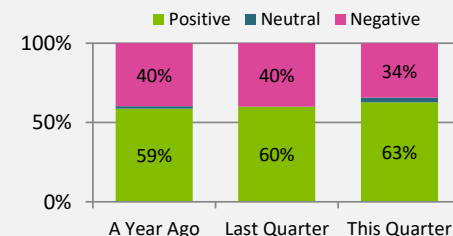
3.7 Booking, Snapshot



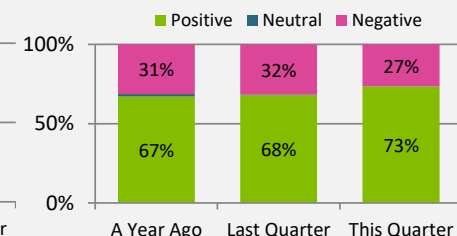
3.8 Telephone, Snapshot



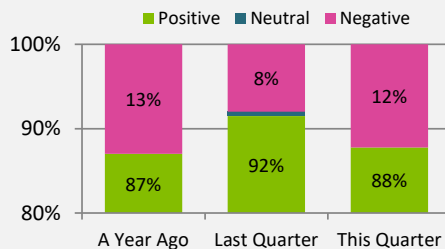
3.9 Online Access, Snapshot



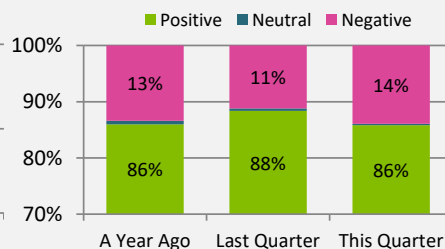
3.10 Waiting List, Snapshot



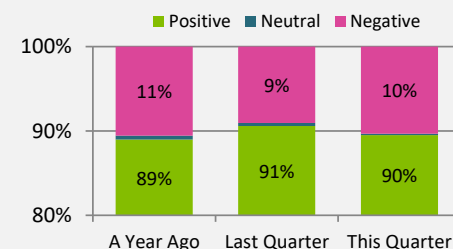
3.11 Involvement Snapshot



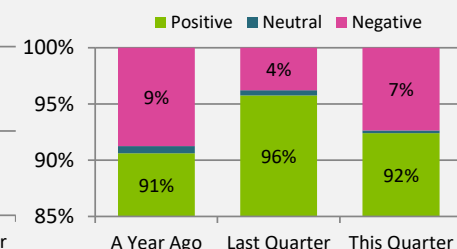
3.12 Support, Snapshot



3.13 Staff Attitude, Snapshot



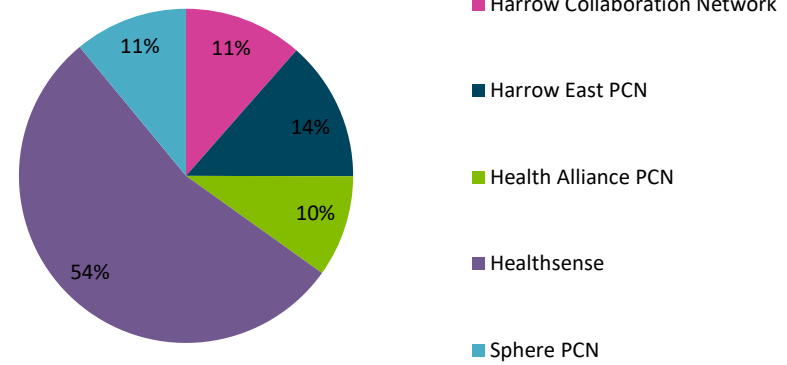
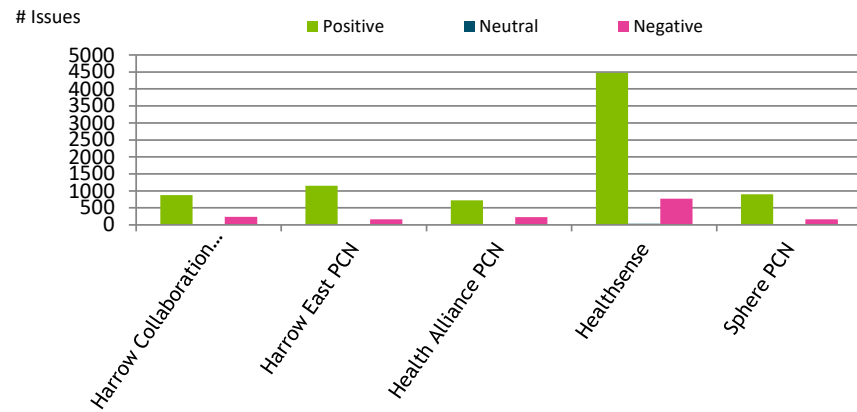
3.14 Quality, Snapshot





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	<i>Communication, including access to advice and information.</i>	357	1	51	409
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	33	0	1	34
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	225	2	11	238
	User Involvement	<i>Involvement of the service user.</i>	599	1	73	673
Systems	Administration	<i>Administrative processes and delivery.</i>	29	0	67	96
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	479	6	245	730
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	5	5
	Data Protection	<i>General data protection (including GDPR).</i>	1	0	6	7
	Referral	<i>Referral to a service.</i>	101	0	20	121
	Medical Records	<i>Management of medical records.</i>	2	0	9	11
	Medication	<i>Prescription and management of medicines.</i>	54	0	30	84
	Opening Times	<i>Opening times of a service.</i>	9	0	2	11
	Planning	<i>Leadership and general organisation.</i>	57	0	19	76
	Registration	<i>Ability to register for a service.</i>	13	0	9	22
	Support	<i>Levels of support provided.</i>	1434	12	240	1686
	Telephone	<i>Ability to contact a service by telephone.</i>	18	0	39	57
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	422	2	60	484
	Waiting List	<i>Length of wait while on a list.</i>	464	4	209	677
Values	Choice	<i>General choice.</i>	18	0	26	44
	Cost	<i>General cost.</i>	0	0	5	5
	Language	<i>Language, including terminology.</i>	4	0	3	7
	Nutrition	<i>Provision of sustenance.</i>	1	0	0	1
	Privacy	<i>Privacy, personal space and property.</i>	1	0	6	7
	Quality	<i>General quality of a service, or staff.</i>	1577	12	103	1692
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	1	2
	Stimulation	<i>General stimulation, including access to activities.</i>	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>	9	0	6	15
	Environment/Layout	<i>Physical environment of a service.</i>	32	0	3	35
	Equipment	<i>General equipment issues.</i>	5	0	5	10
	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>	26	0	1	27
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	0	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	14	15
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	0	5	7
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	2153	12	258	2423
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	17	18
	Staff Training	<i>Training of staff.</i>	8	0	24	32
	Staffing Levels	<i>General availability of staff.</i>	1	0	8	9
Total:			8140	53	1582	9775