

# The Experience of GP Services

A trends analysis report by Healthwatch Harrow



21 April 2021

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

**Reporting Period: 1 April 2020 - 31 March 2021**

## Index and overview of findings

### Data Source (Page 4)

This report is based on the experience of 561 people. Feedback has been obtained from a variety of sources, including general outreach and comments posted online (NHS, Care Opinion and social media).

### Top Themes (Pages 5-6)

Feedback suggests that people are broadly satisfied with customer service (staff attitude and quality). While service access remains an issue for many - complaints about ability to book appointments, waiting times and lists have all marginally decreased this quarter. Administration also remains an issue, with more complaints recorded.

Overall sentiment is 60% positive, 39% negative and 1% neutral.

#### Trends...

*Satisfaction levels have improved by a noticeable 9% this quarter, comments suggest.*

*Bacon Lane Surgery, GP Direct and Mollison Way Surgery receive a notable volume and ratio of positive feedback, while the Pinn Medical Centre and Stanmore Medical Centre receive a notable volume of negative comments.*

### Appointment Booking and Waiting (Pages 7-10)

The ability to obtain timely appointments is a problem for many, with accounts of congested telephone lines and waits of days (or more) to see a clinician. Choice is also an issue, with some patients not comfortable with, or able to undertake remote appointments.

#### Trends...

*Sentiment about booking and waiting has improved by 11% this quarter.*

*Comments suggest booking is a particular issue at the Pinn Medical Centre and Stanmore Medical Centre.*

## Clinical Treatment and Staff Attitude (Pages 11-14)

Experiences indicate the vast majority of people receive good quality, compassionate treatment and care, and feel supported and involved.

### Trends...

*Sentiment about clinical treatment and staff attitude has improved by 4% this quarter.*

*Bacon Lane Surgery, GP Direct and Mollison Way Surgery receive a notable volume and ratio of positive comments.*

## Administration and Communication (Pages 15-18)

Over 100 people leave negative feedback about administration, with sentiment clearly negative overall. People would also like greater levels of communication and support from administrative staff, comments suggest.

### Trends...

*Sentiment about administration and communication has declined by 2% this quarter.*

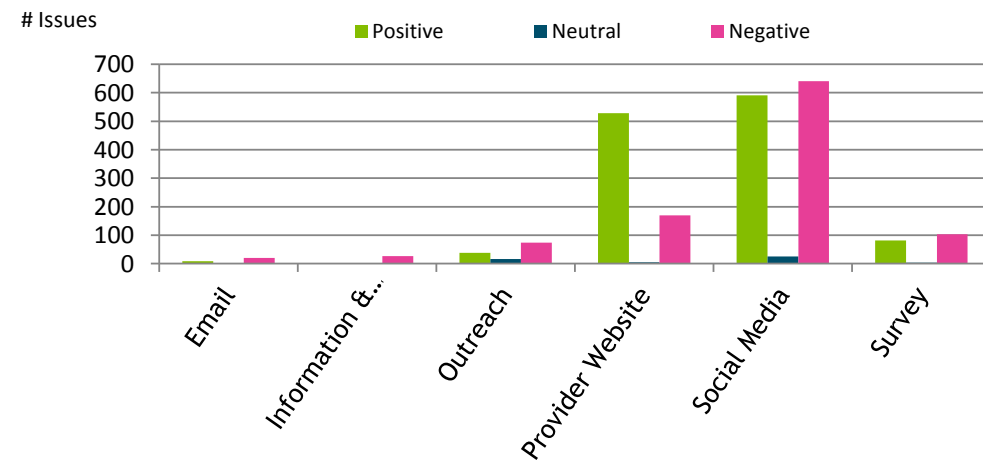
*The Pinn Medical Centre receives a notable volume and ratio of negative feedback.*

**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.

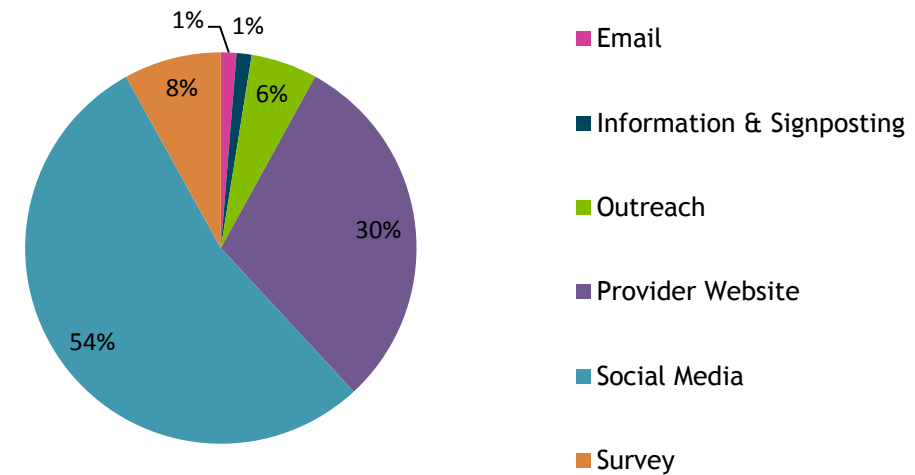
## 1. Data Source: Where did we collect the feedback?



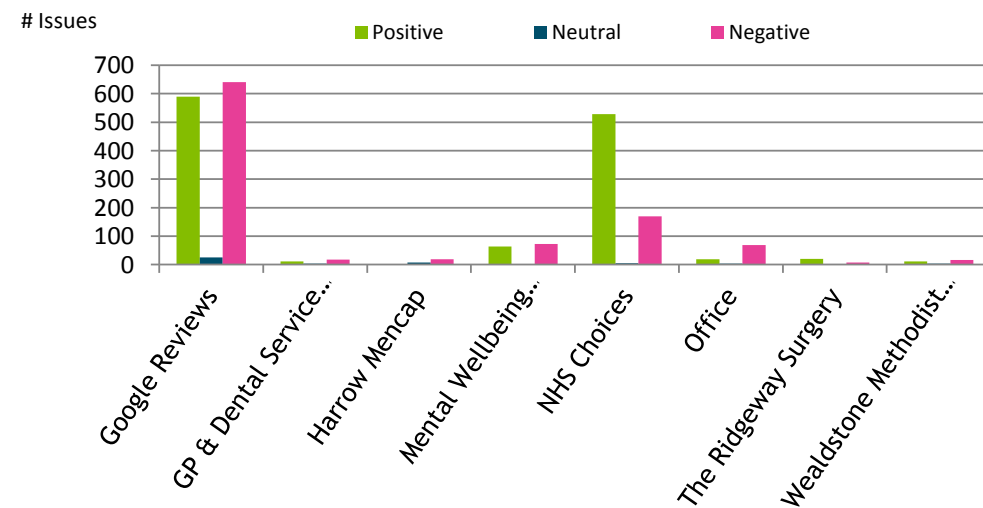
### 1.1 Source



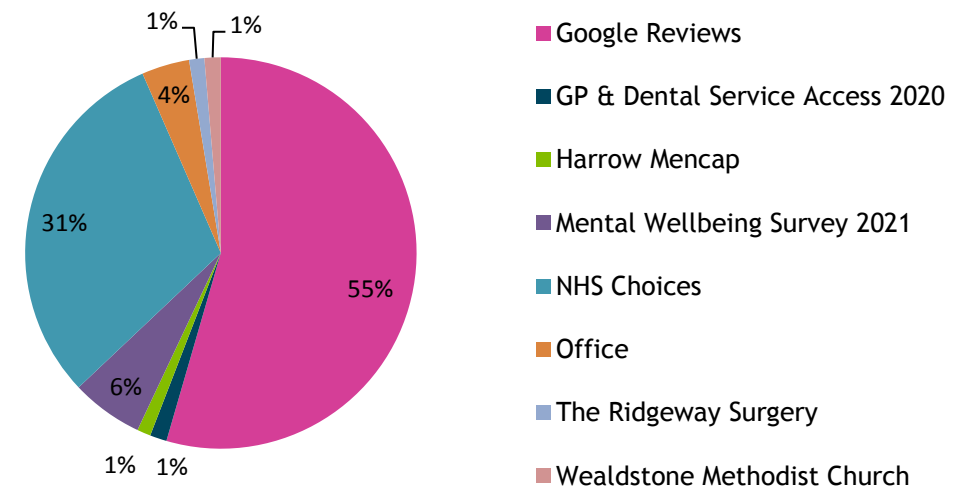
Sources providing the most comments overall



### 1.2 Origin



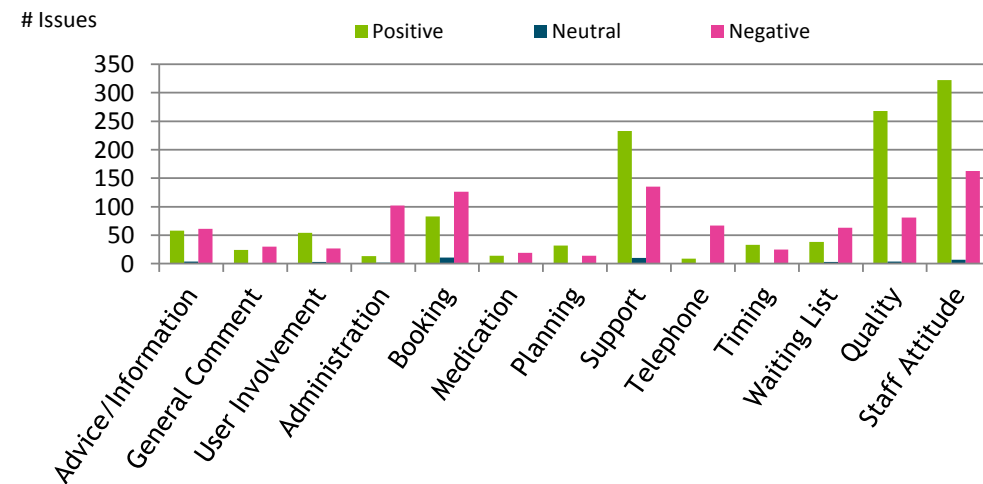
Origins providing the most comments overall



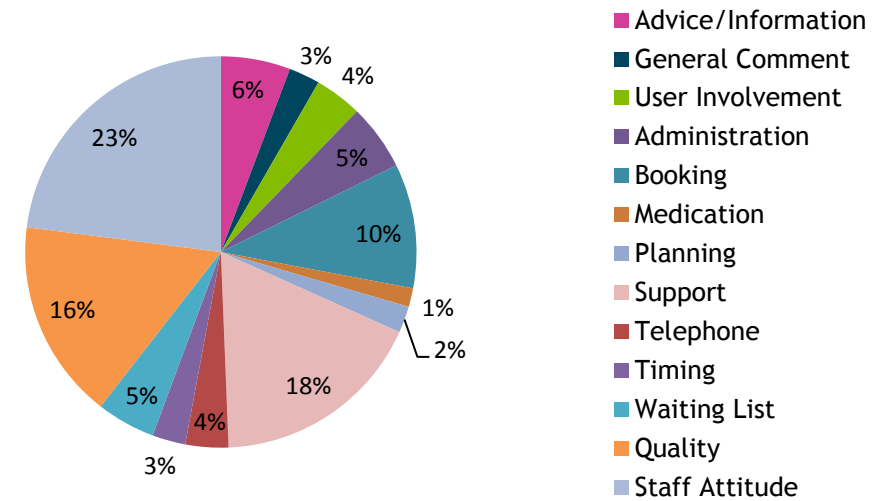
## 2. Top Trends: Which service aspects are people most commenting on?



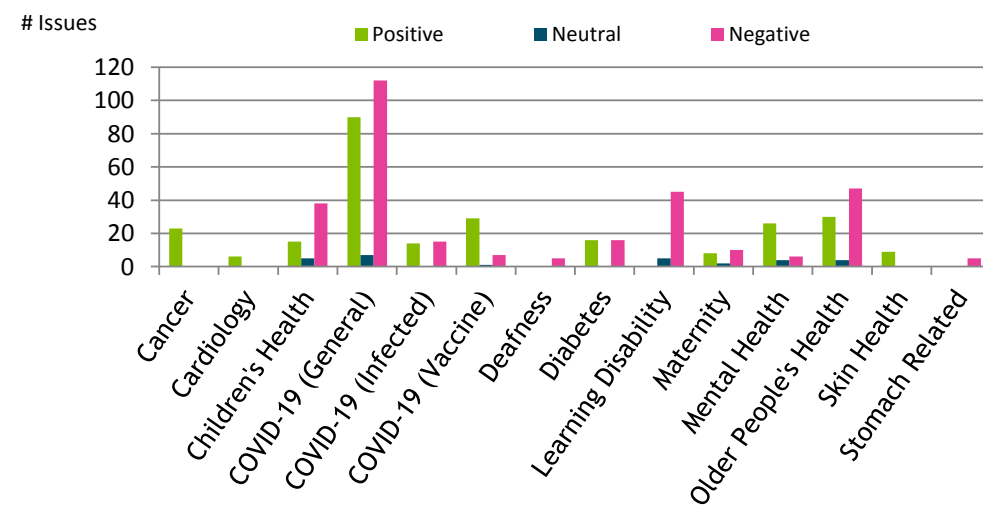
### 2.1 Service aspects: 2372 issues from 561 people



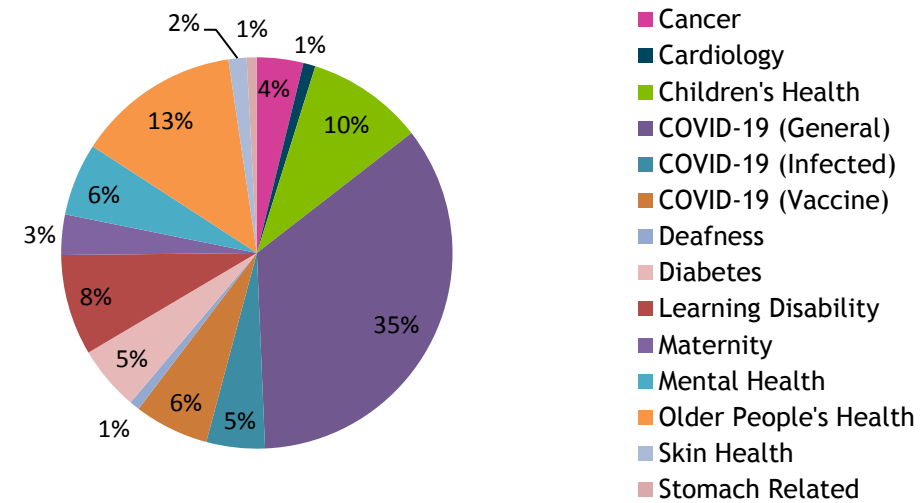
Issues receiving the most comments overall. See pages 19-20 for issue descriptions



### 2.2 Stated medical conditions



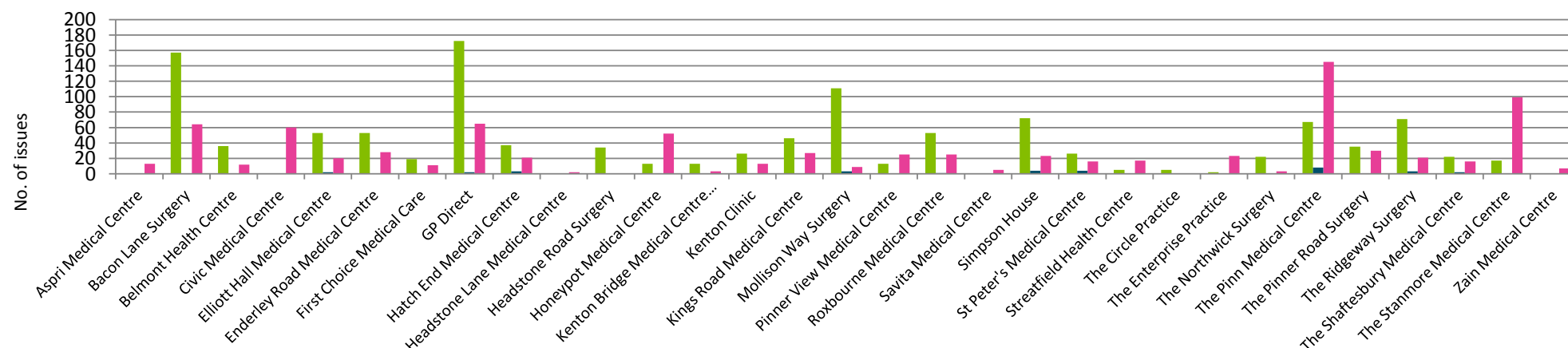
Medical conditions receiving the most comments overall



### 3. Trends: Which services are people most commenting on?

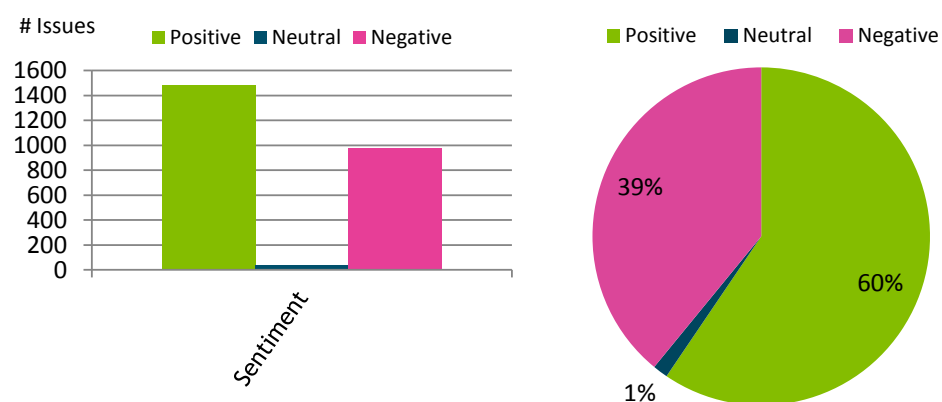


#### 3.1 Top Services



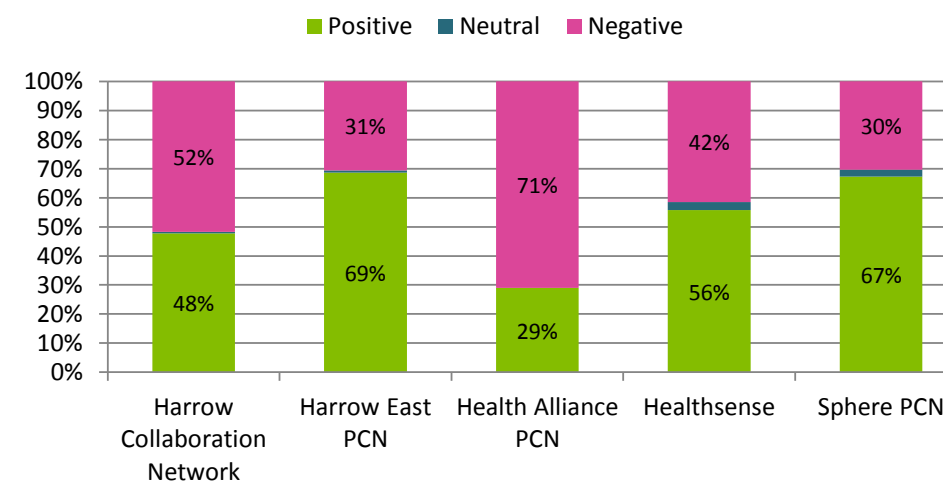
Services receiving the most comments overall

#### 3.2 Sentiment: How do people feel as a whole?



Quarterly Benchmark: 9% improvement on the previous quarter

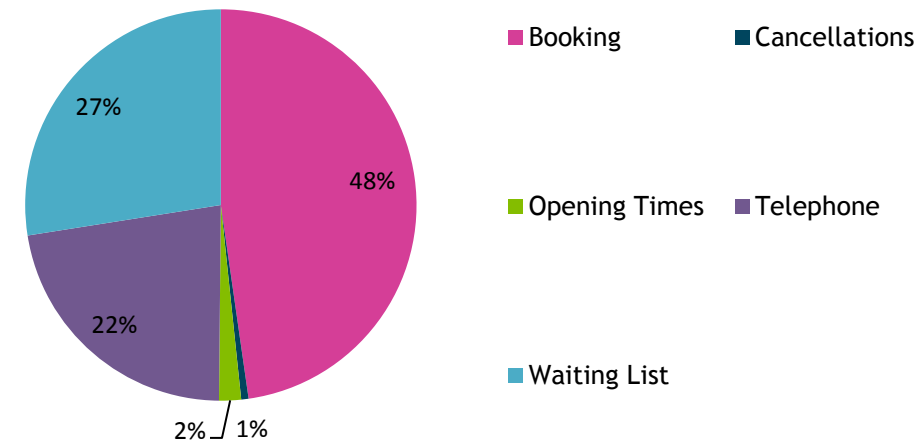
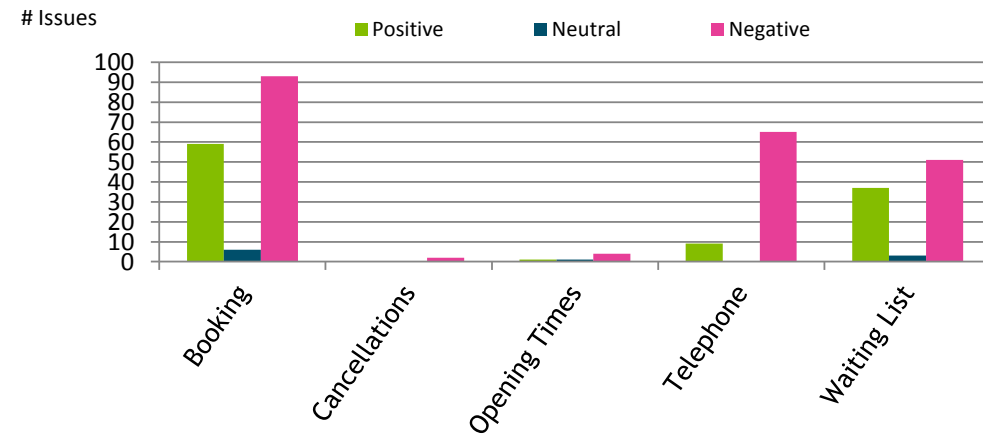
#### 3.3 Analysis by Primary Care Network (PCN)



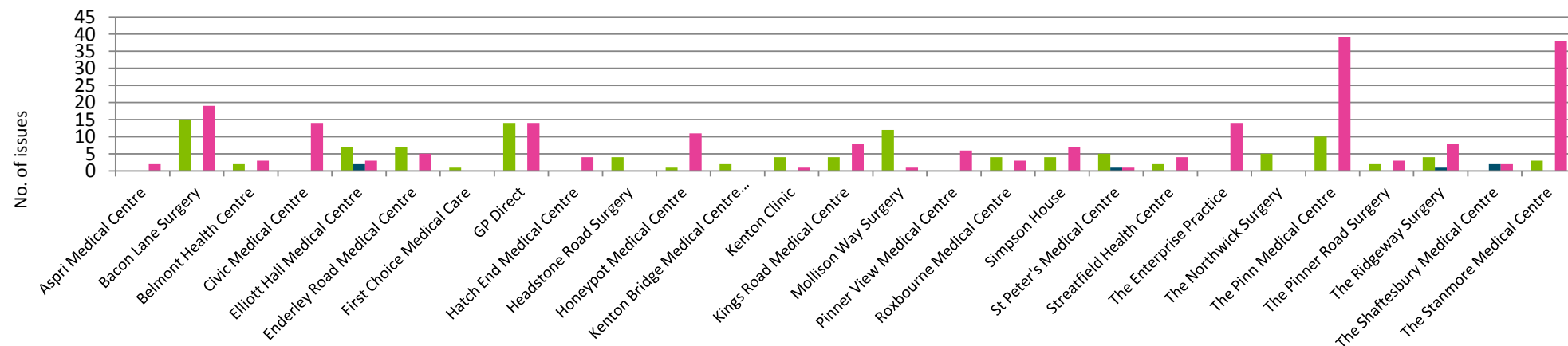
## 4.1 Service Aspects: Appointment Booking



### 4.1.1 All Trends



### 4.1.2 Top Services

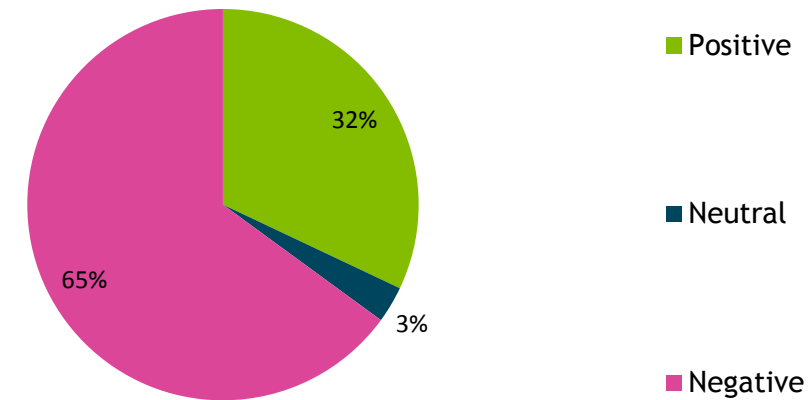
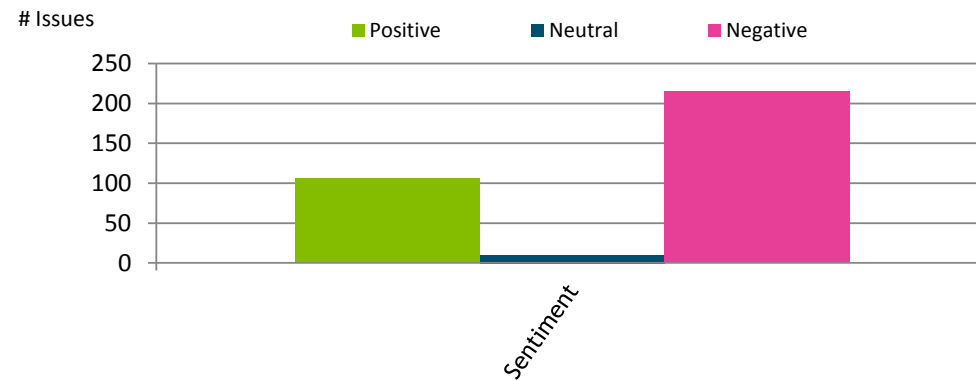


Services receiving the most comments overall

## 4.1 Service Aspects: Appointment Booking

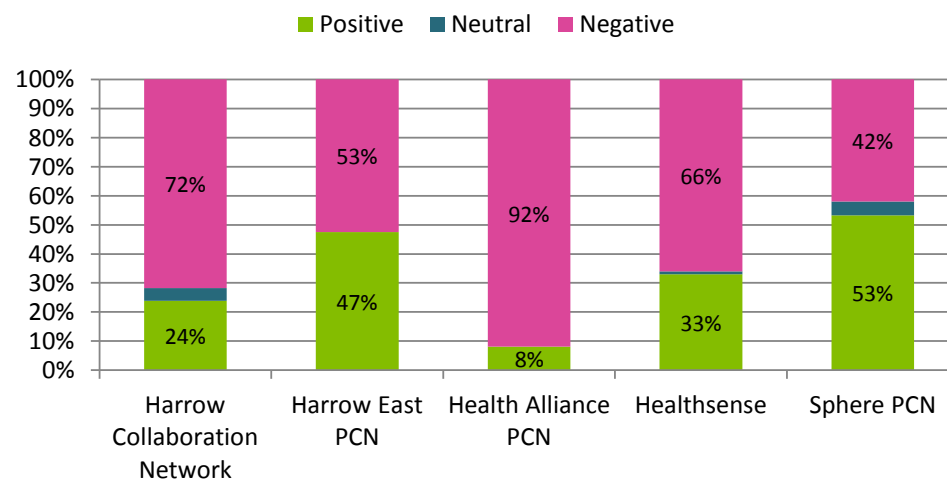


### 4.1.3 Sentiment



Quarterly Benchmark: 4% improvement on the previous quarter

### 4.1.4 Analysis by Primary Care Network (PCN)

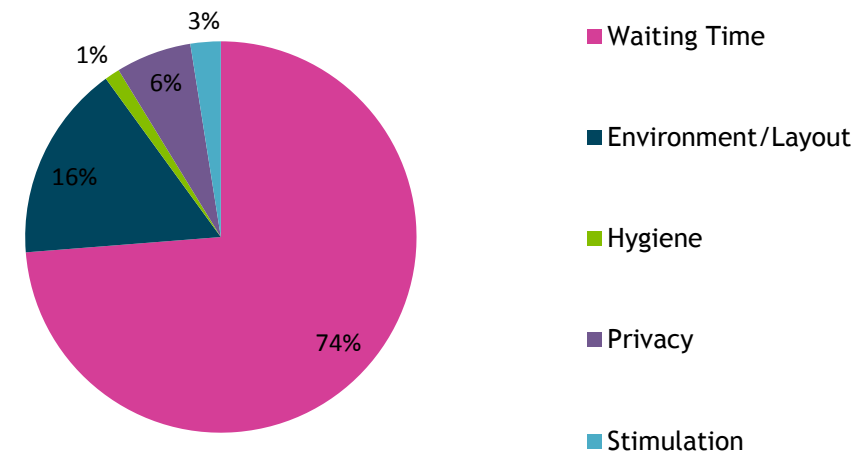
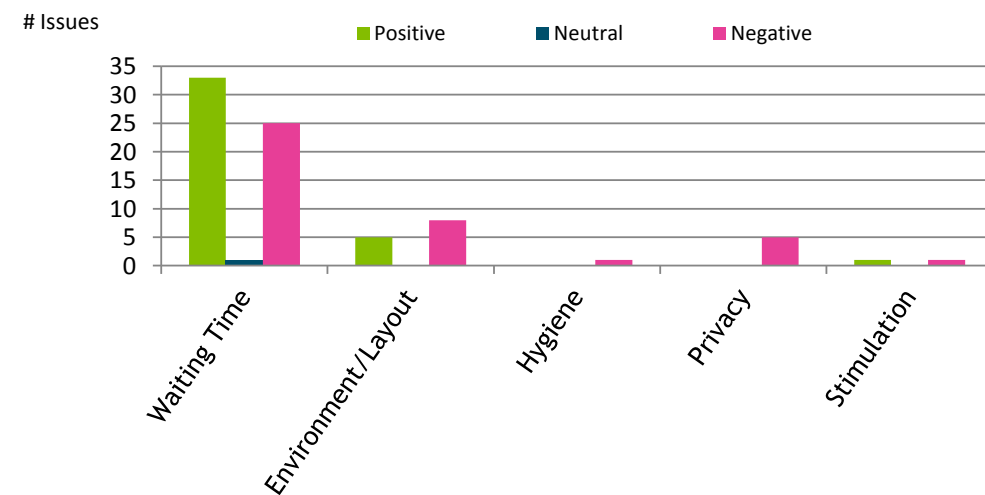




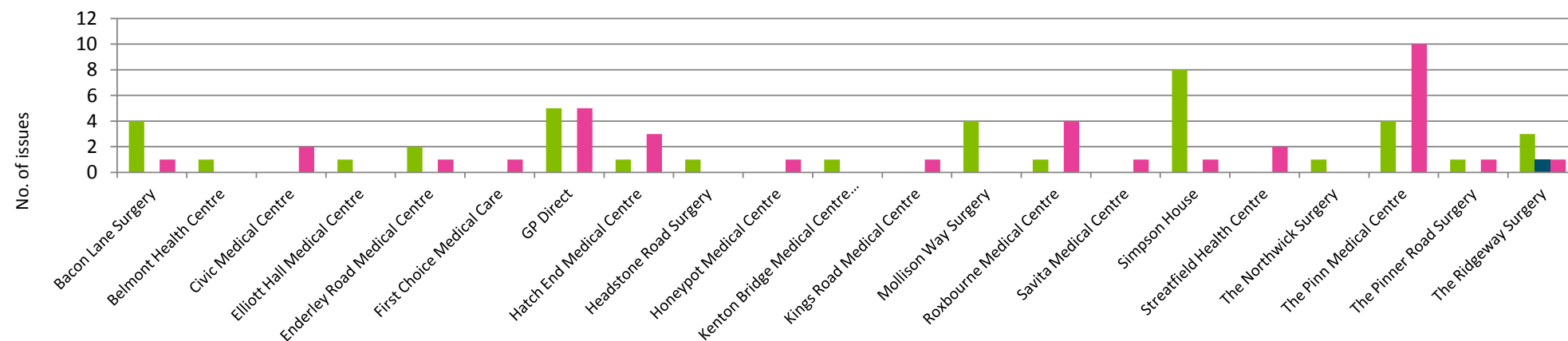
## 4.2 Service Aspects: Wait at Appointment



### 4.2.1 All Trends



### 4.2.2 Top Services

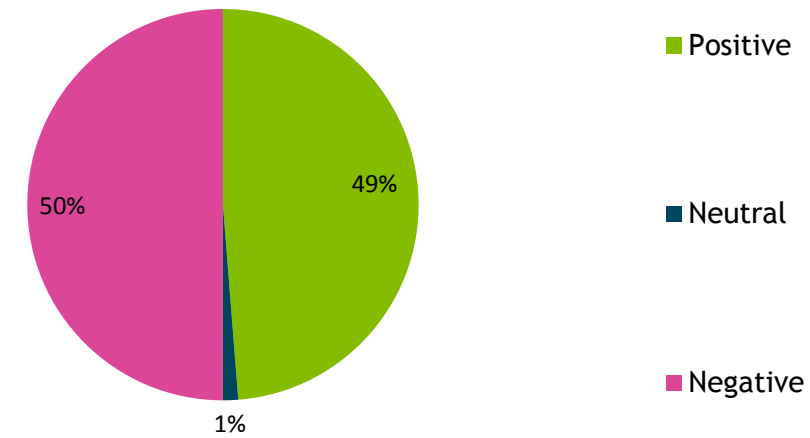
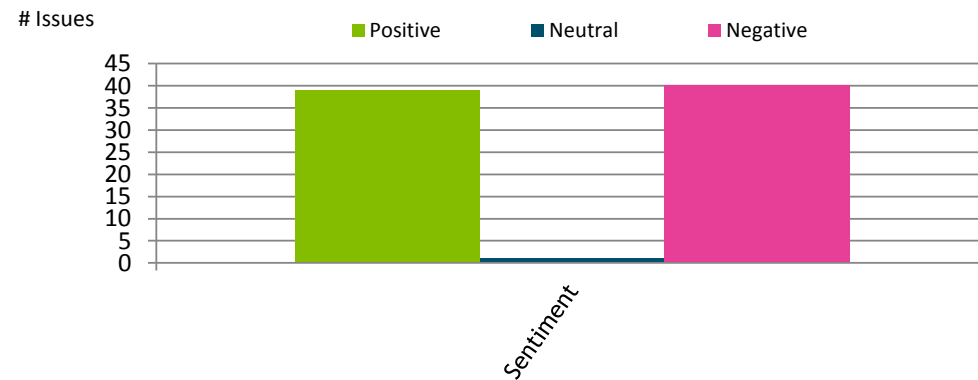


Services receiving the most comments overall

## 4.2 Service Aspects: Wait at Appointment

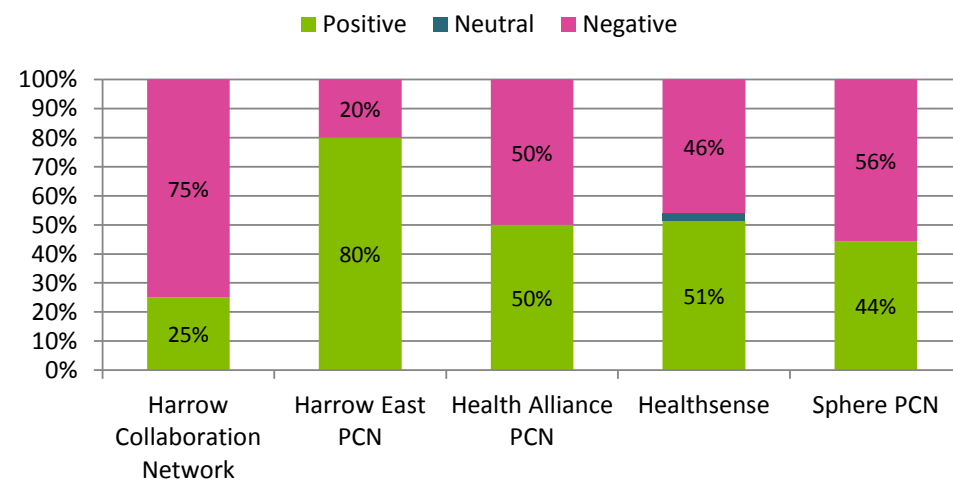


### 4.2.3 Sentiment



Quarterly Benchmark: 7% improvement on the previous quarter

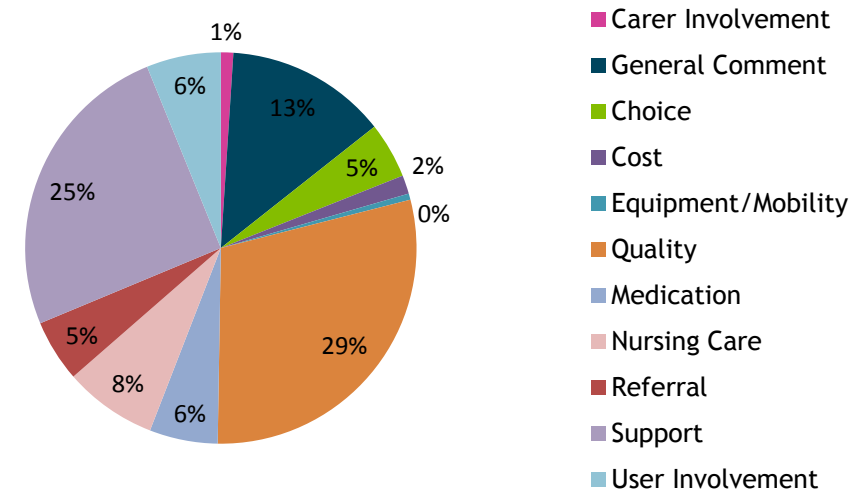
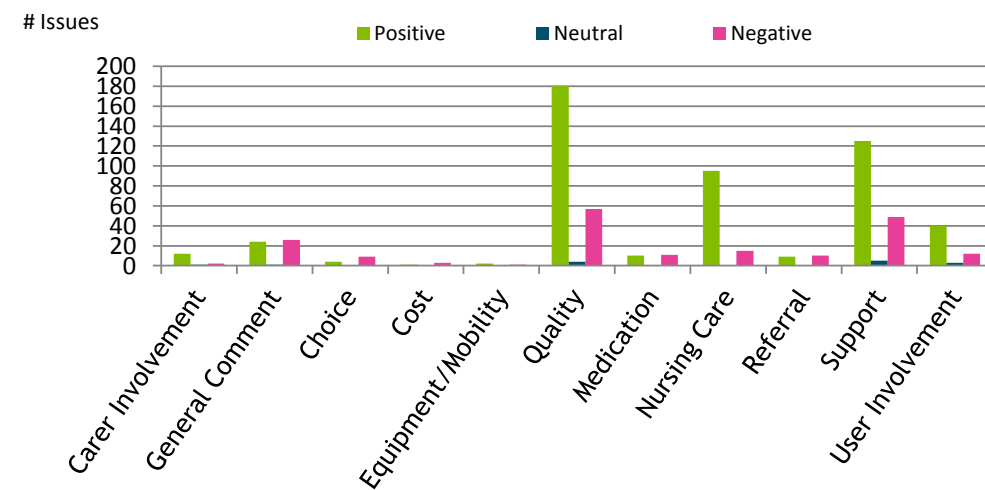
### 4.2.4 Analysis by Primary Care Network (PCN)



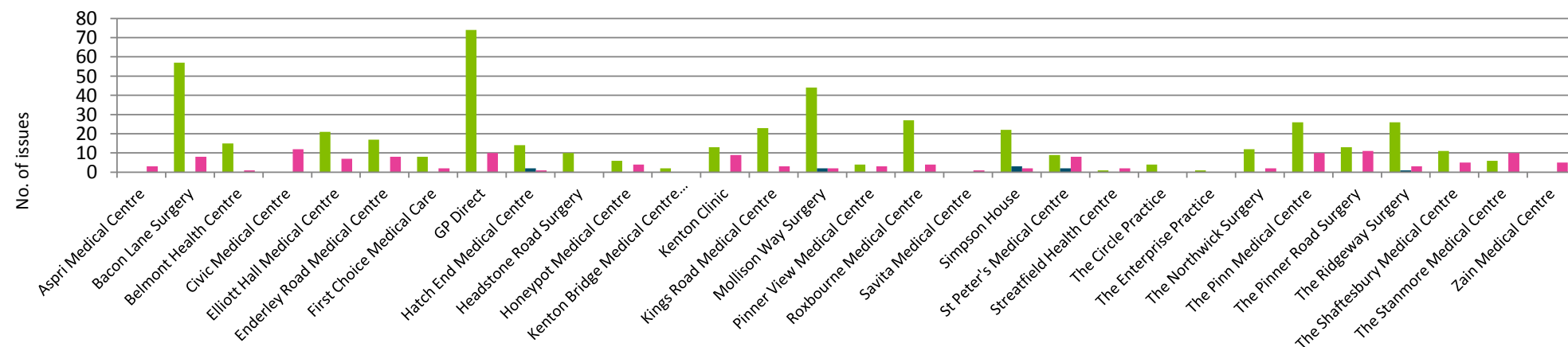
## 4.3 Service Aspects: Clinical Treatment



### 4.3.1 All Trends



### 4.3.2 Top Services

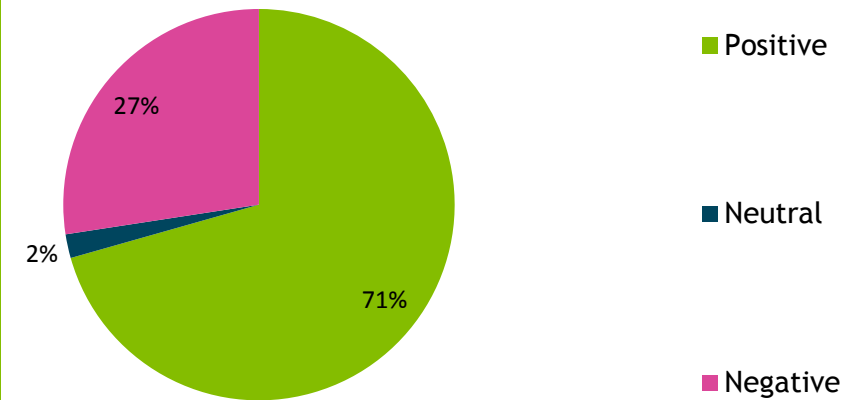
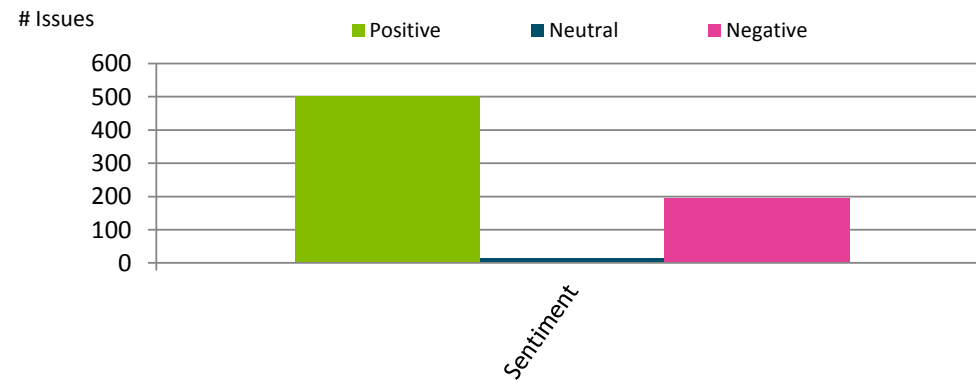


Services receiving the most comments overall

## 4.3 Service Aspects: Clinical Treatment

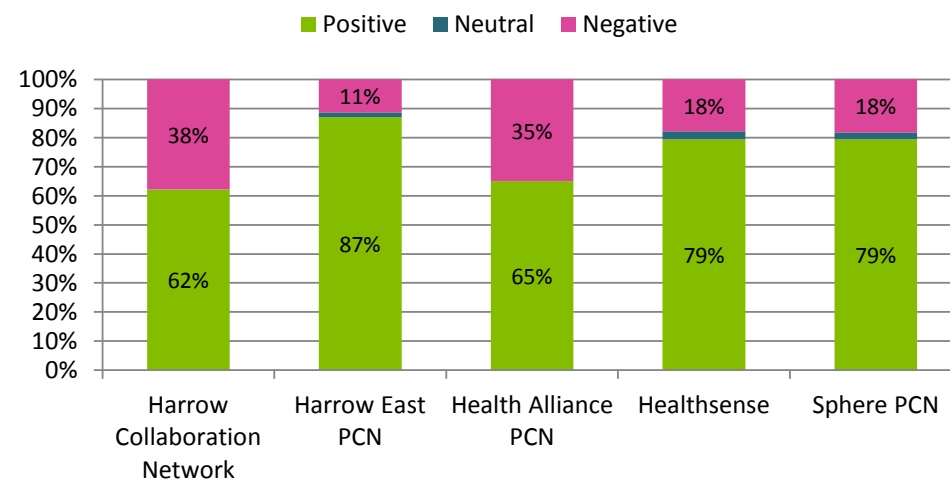


### 4.3.3 Sentiment



Quarterly Benchmark: 3% improvement on the previous quarter

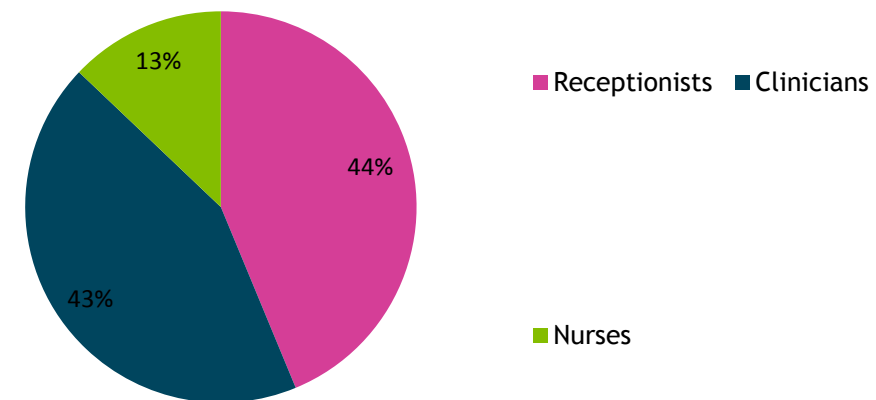
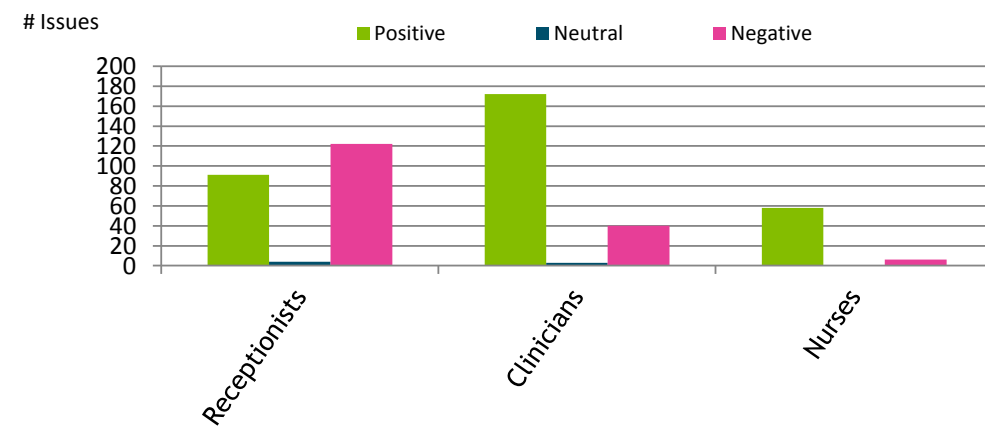
### 4.3.4 Analysis by Primary Care Network (PCN)



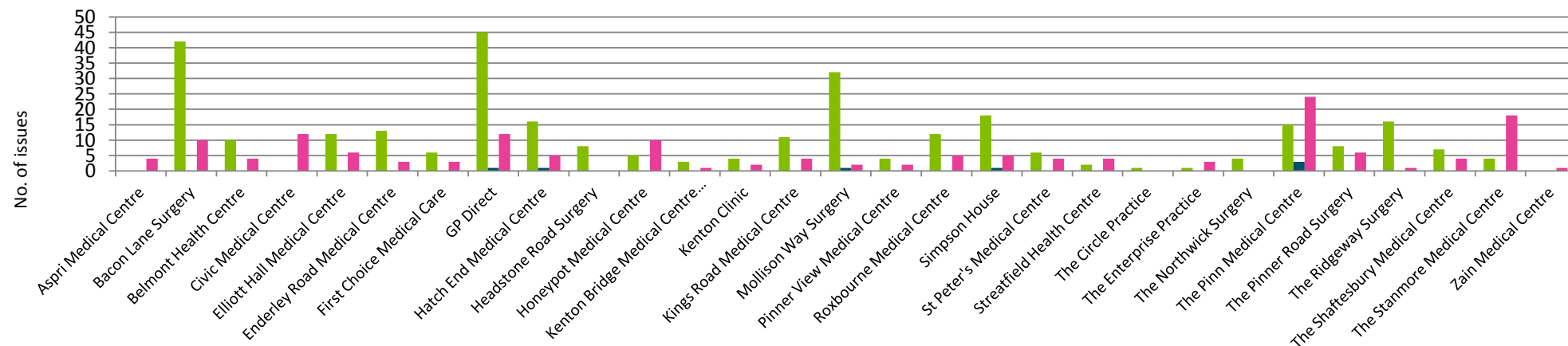
## 4.4 Service Aspects: Staff Attitude



### 4.4.1 All Trends



### 4.4.2 Top Services

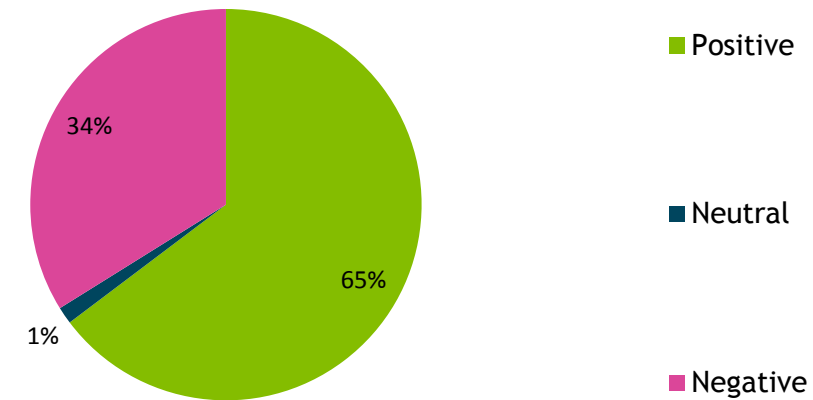
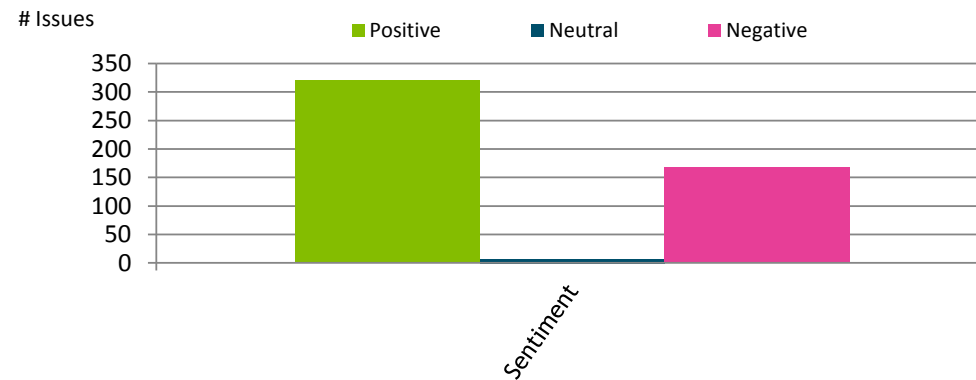


Services receiving the most comments overall

## 4.4 Service Aspects: Staff Attitude

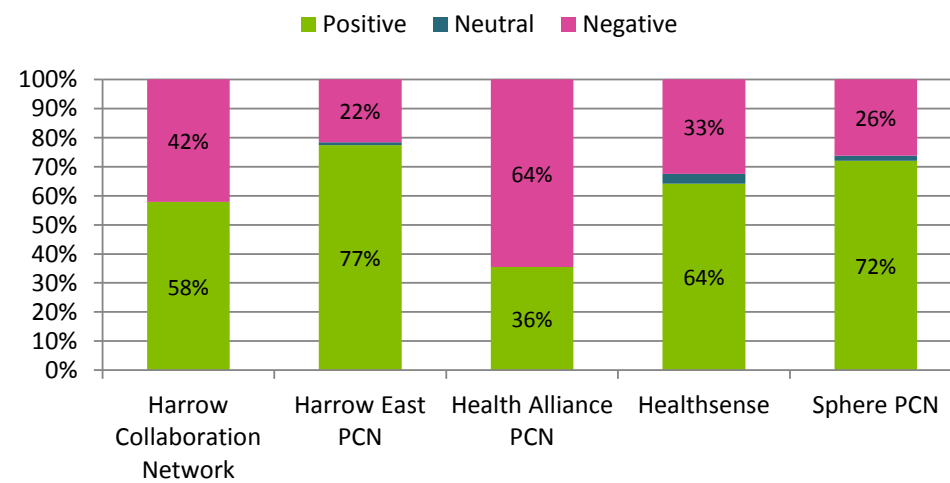


### 4.4.3 Sentiment



Quarterly Benchmark: 1% improvement on the previous quarter

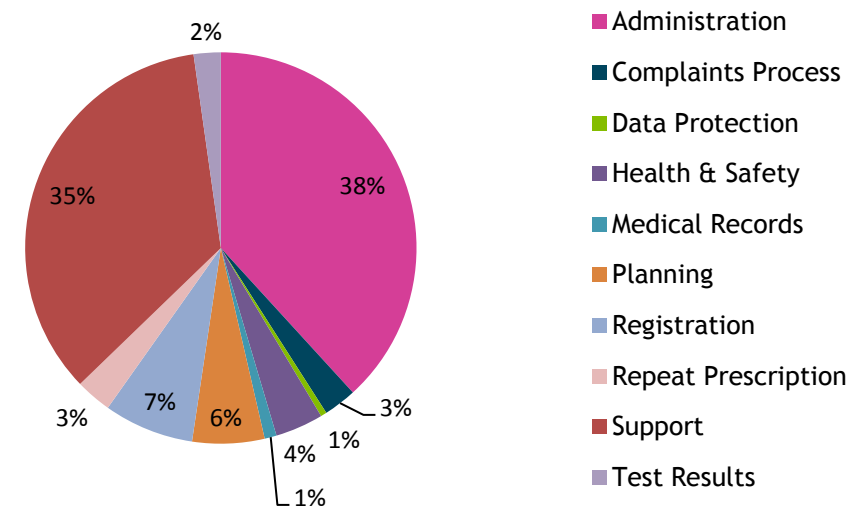
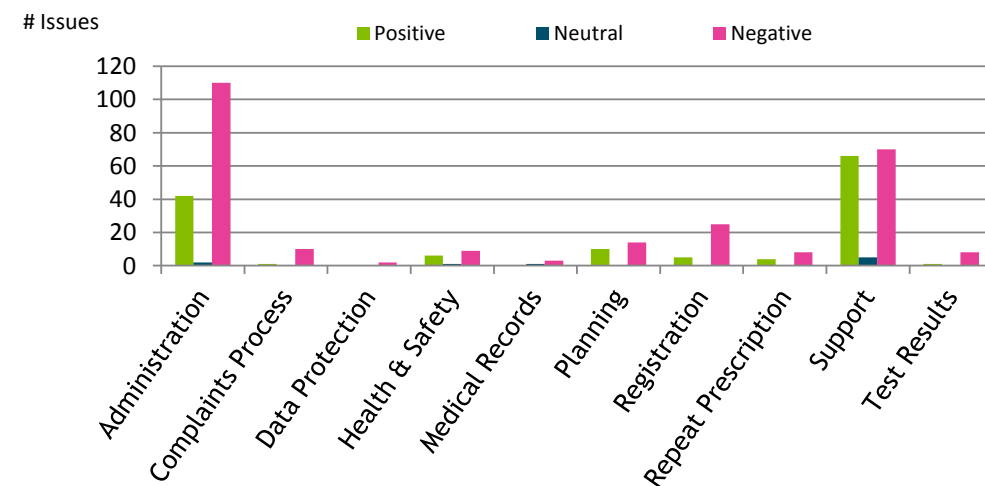
### 4.4.4 Analysis by Primary Care Network (PCN)



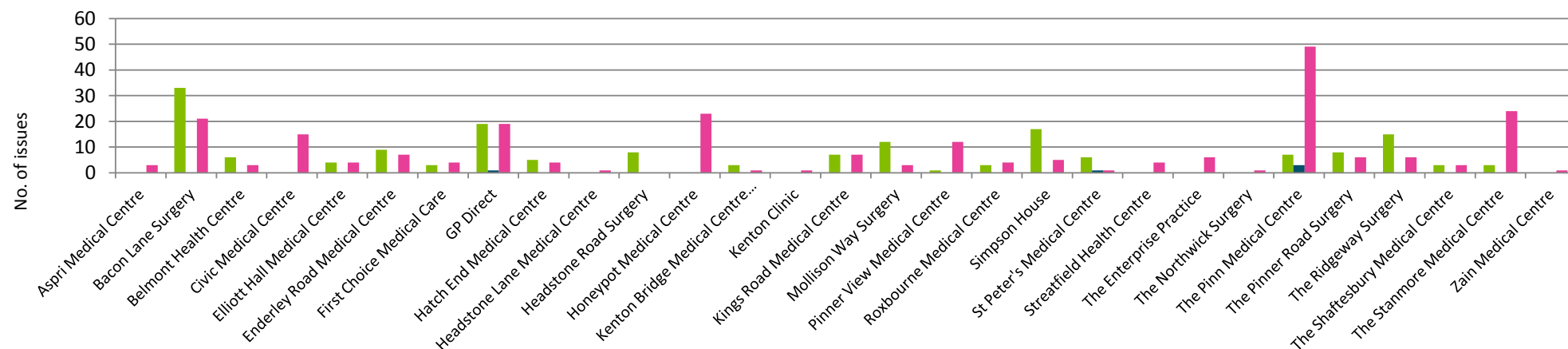
## 4.5 Service Aspects: Administration



### 4.5.1 All Trends



### 4.5.2 Top Services

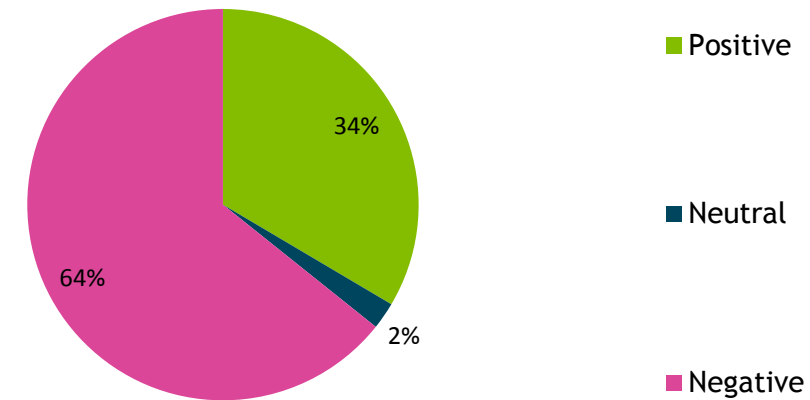
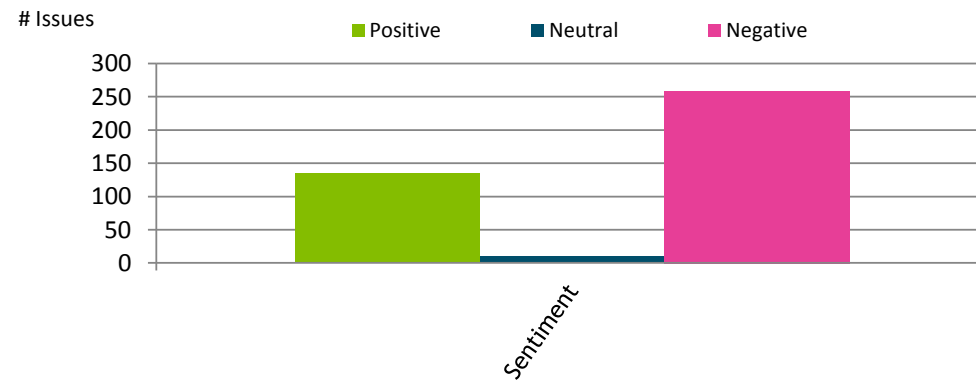


Services receiving the most comments overall

## 4.5 Service Aspects: Administration

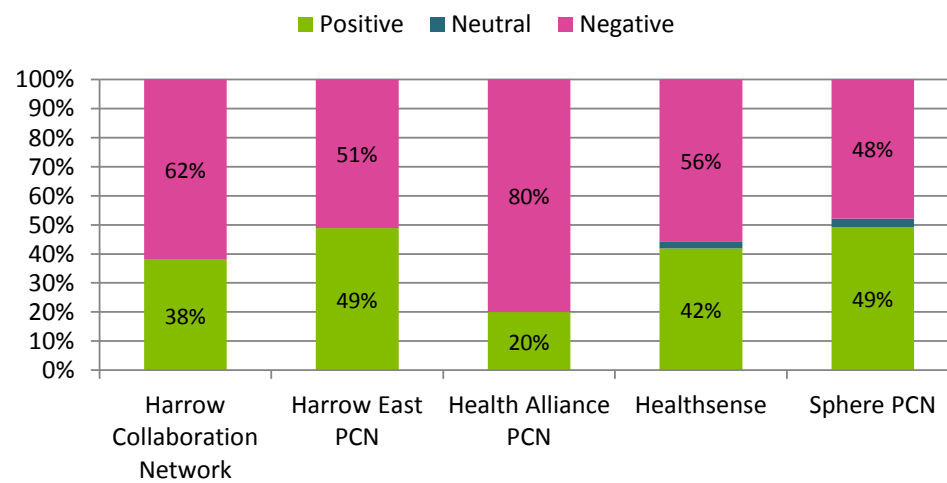


### 4.5.3 Sentiment



Quarterly Benchmark: 1% improvement on the previous quarter

### 4.5.4 Analysis by Primary Care Network (PCN)

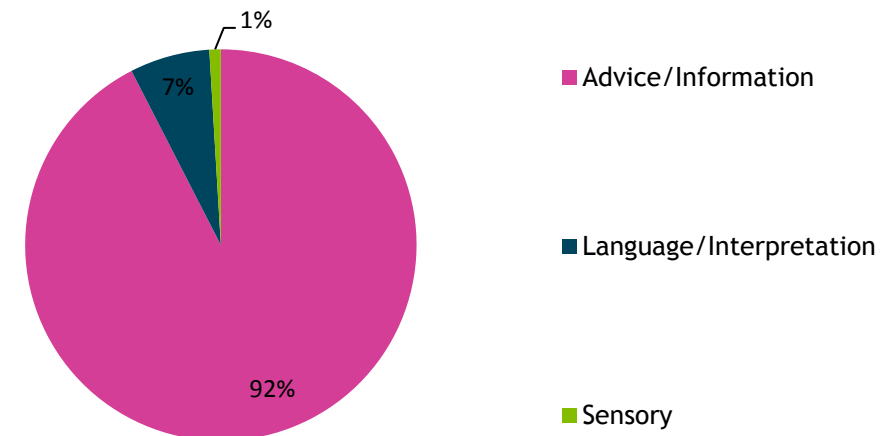
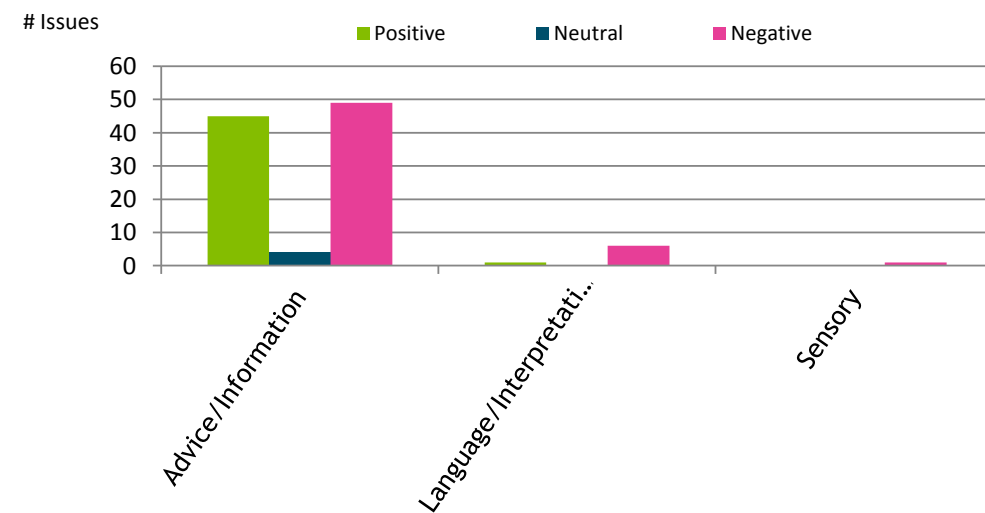




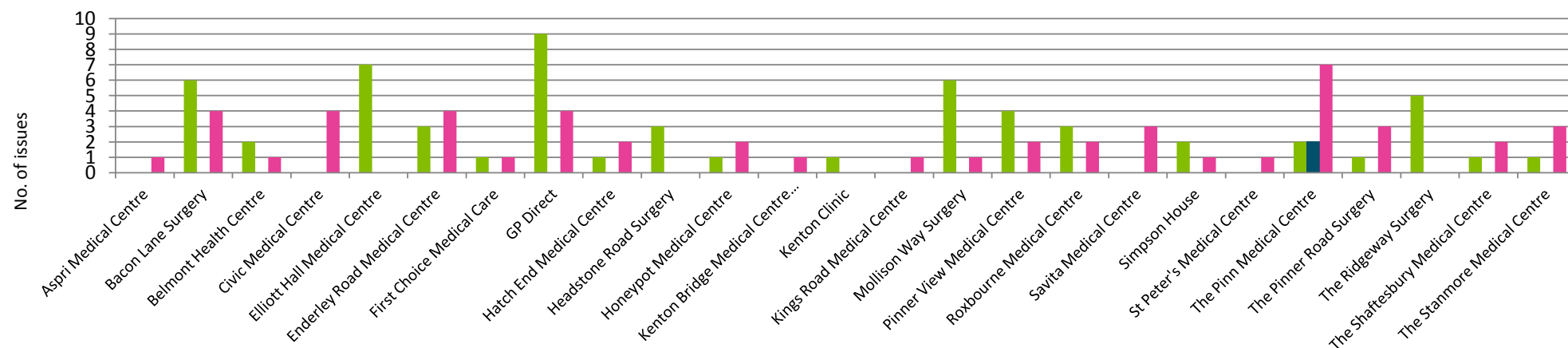
## 4.6 Service Aspects: Communication



### 4.6.1 All Trends



### 4.6.2 Top Services

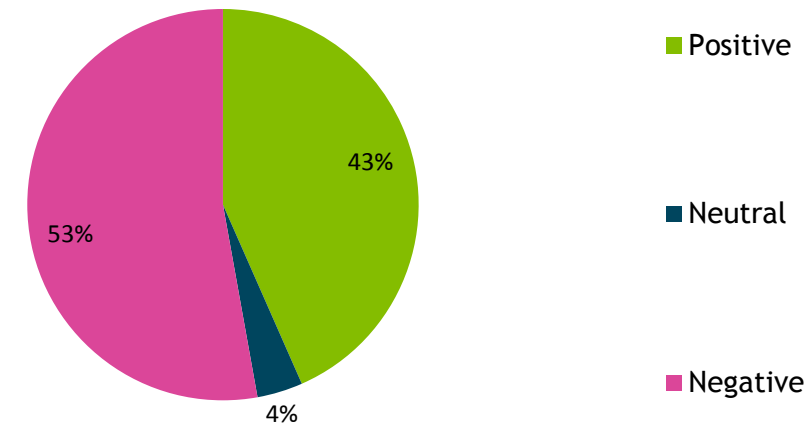
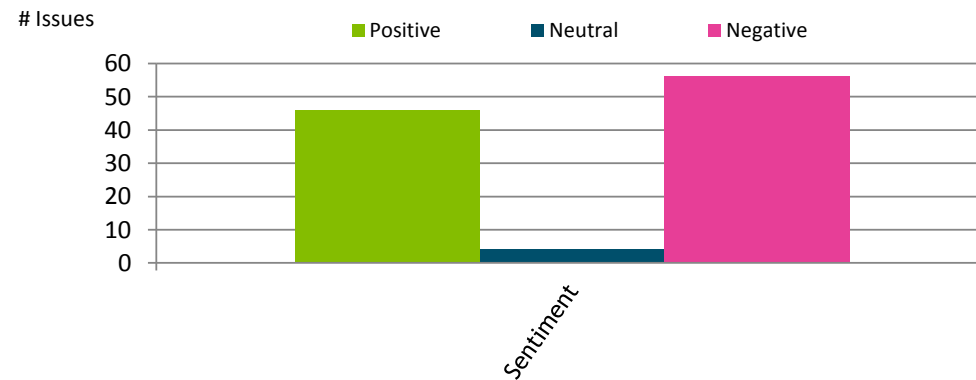


Services receiving the most comments overall

## 4.6 Service Aspects: Communication

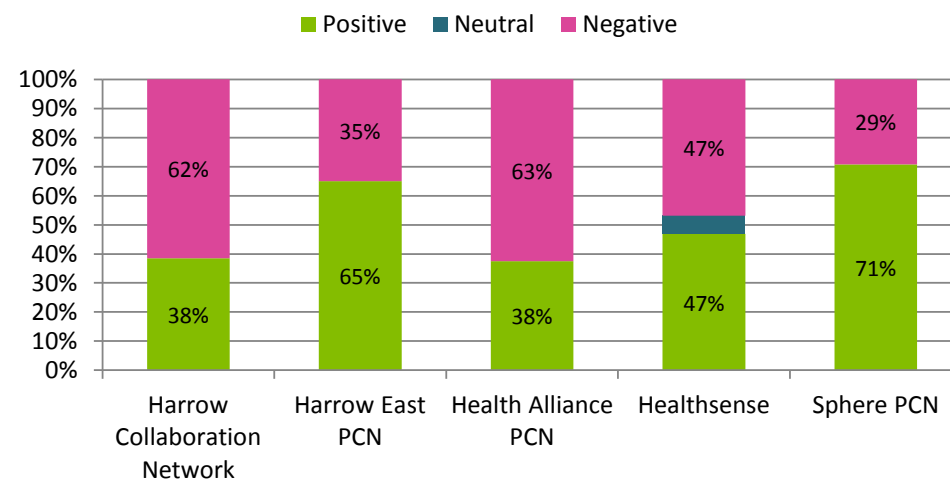


### 4.6.3 Sentiment



Quarterly Benchmark: 3% decline on the previous quarter

### 4.6.4 Analysis by Primary Care Network (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.	58	4	61	123
	Carer Involvement	Involvement of carers, friends or family members.	19	1	4	24
	General Comment	A generalised statement (ie; "The doctor was good.")	24	1	30	55
	User Involvement	Involvement of the service user.	54	3	27	84
Systems	Administration	Administrative processes and delivery.	13	2	102	117
	Booking	Ability to book, reschedule or cancel appointments.	83	11	126	220
	Cancellations	Cancellation of appointment by the service provider.	0	0	3	3
	Data Protection	General data protection (including GDPR).	0	0	2	2
	Referral	Referral to a service.	9	0	10	19
	Medical Records	Management of medical records.	0	1	3	4
	Medication	Prescription and management of medicines.	14	0	19	33
	Opening Times	Opening times of a service.	1	1	4	6
	Planning	Leadership and general organisation.	32	1	14	47
	Registration	Ability to register for a service.	5	0	26	31
	Support	Levels of support provided.	233	10	135	378
	Telephone	Ability to contact a service by telephone.	9	0	67	76
	Timing	Physical timing (ie; length of wait at appointments).	33	1	25	59
	Waiting List	Length of wait while on a list.	38	3	63	104
Values	Choice	General choice.	4	0	9	13
	Cost	General cost.	1	0	4	5
	Language	Language, including terminology.	1	0	6	7
	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.	268	4	81	353
	Sensory	Deaf/blind or other sensory issues.	0	0	1	1
	Stimulation	General stimulation, including access to activities.	1	0	1	2

## 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>	1	0	4	5
	Environment/Layout	<i>Physical environment of a service.</i>	8	0	10	18
	Equipment	<i>General equipment issues.</i>	1	0	5	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	18	1	12	31
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	4	1	3	8
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	0	1
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	1	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	5	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	6	6
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	322	7	163	492
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	10	11
	Staff Training	<i>Training of staff.</i>	0	1	10	11
	Staffing Levels	<i>General availability of staff.</i>	0	0	4	4
Total:			1258	53	1061	2372