

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

**Reporting Period: 1 January - 31 December 2023**

## Index and overview of findings

### Data Source (Page 4)

This report is based on the experience of 1,076 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 69% positive, 30% negative and 1% neutral.

#### Trends...

*According to feedback, overall satisfaction has improved by 11% this quarter.*

*The Pinn Medical Centre receives 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 improved by 22% this quarter, comments suggest. Complaints are down by 24% on waiting times and by 22% on ability to book appointments, while up by 5% on telephone access.*

*Comments suggest satisfaction at most practices is noticeably negative overall.*

## 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 6% on staff attitude, and by 4% on treatment and care.*

*The Pinn Medical Centre, Mollison Way Surgery and GP Direct 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. Repeat prescriptions, test results and staff training are also cited as issues.

Trends...

*Complaints are down by 20% on communication and by 12% on administration.*

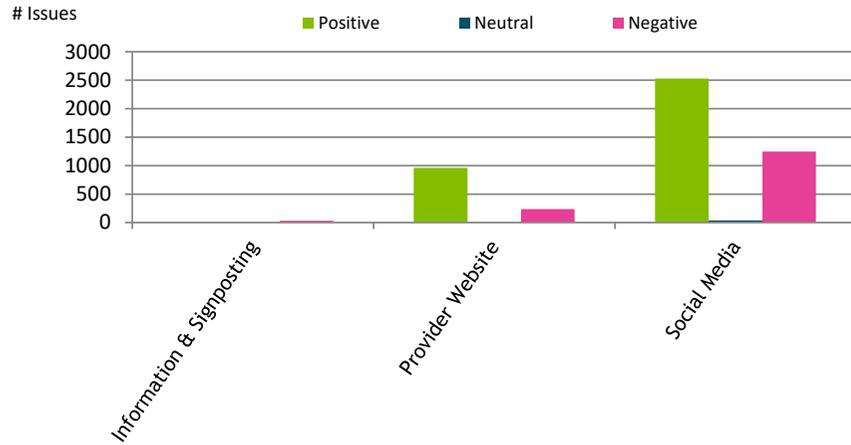
*The Pinn Medical Centre receives a notable volume and ratio of positive feedback.*

**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.

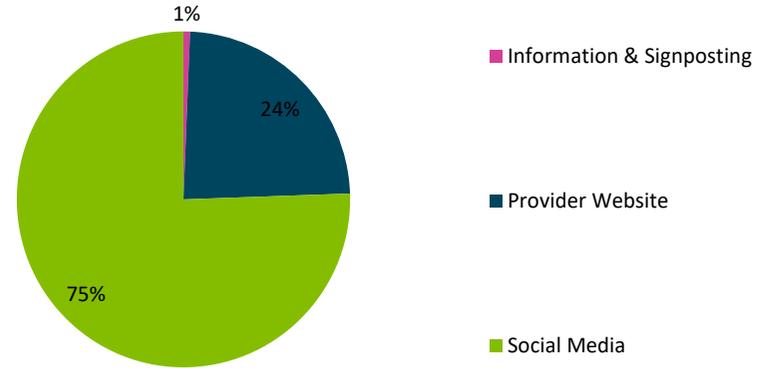
# 1. Data Source and Conditions/Topics



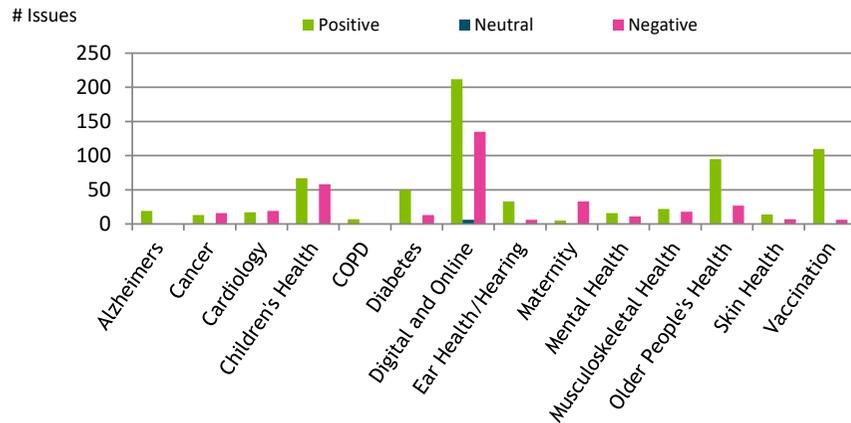
## 1.1 Source



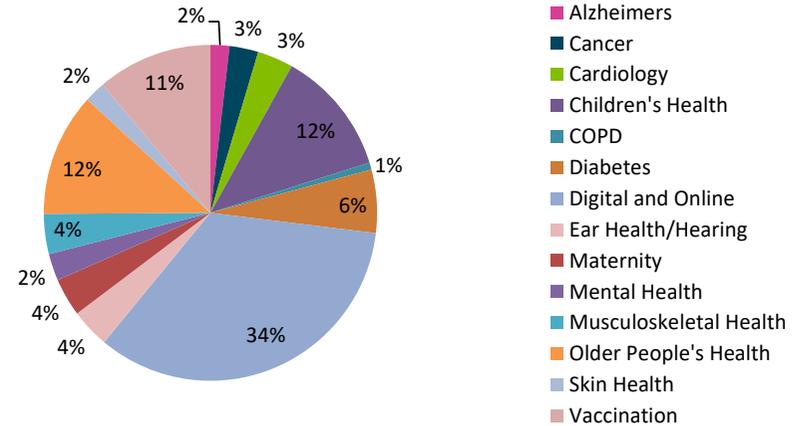
Sources providing the most comments overall



## 1.2 Stated medical conditions/topics



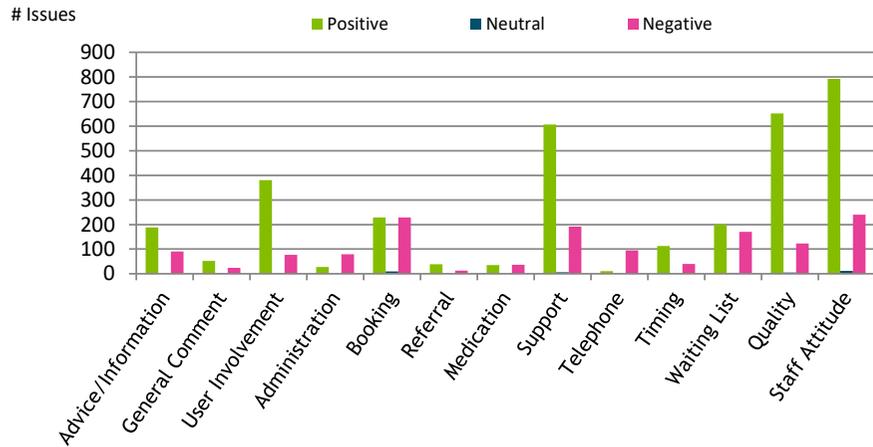
Medical conditions/topics receiving the most comments overall



## 2.1 Overall Themes and Sentiment

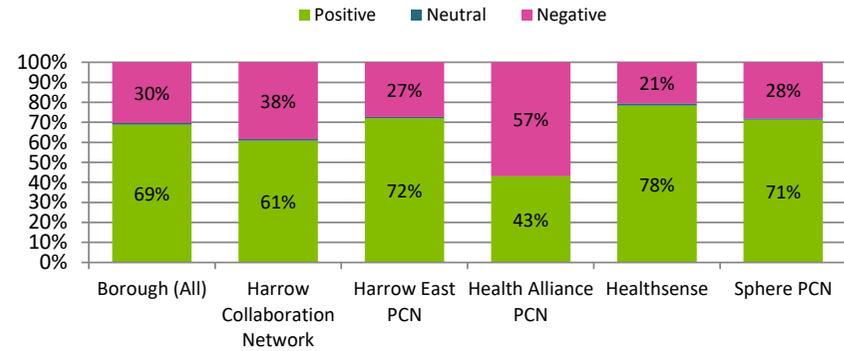


### 2.1.1 Overall, Top Trends: 5078 issues from 1076 people



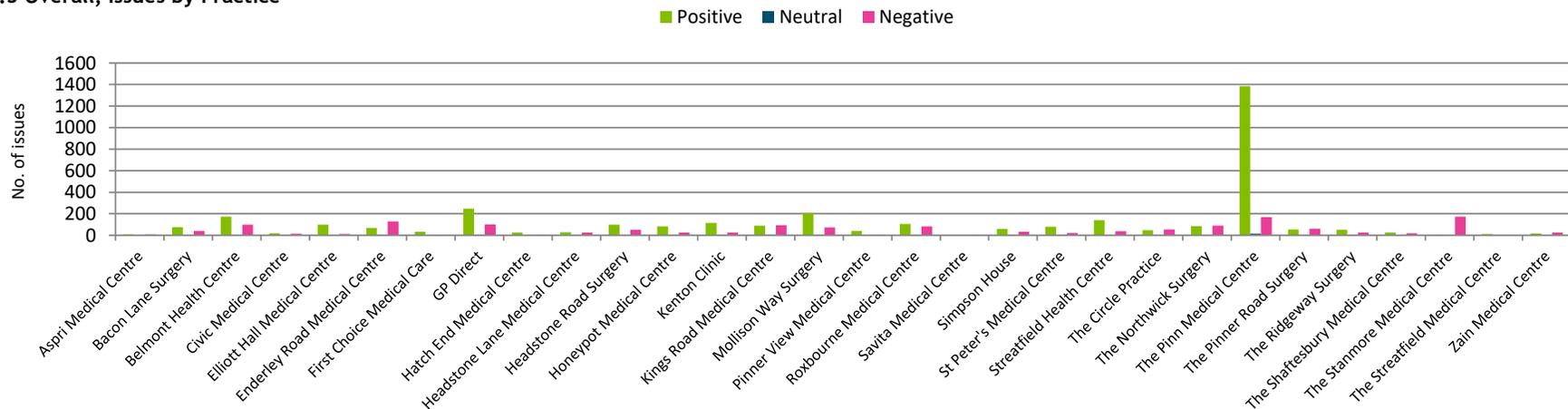
Issues receiving the most comments overall. See pages 14-15 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

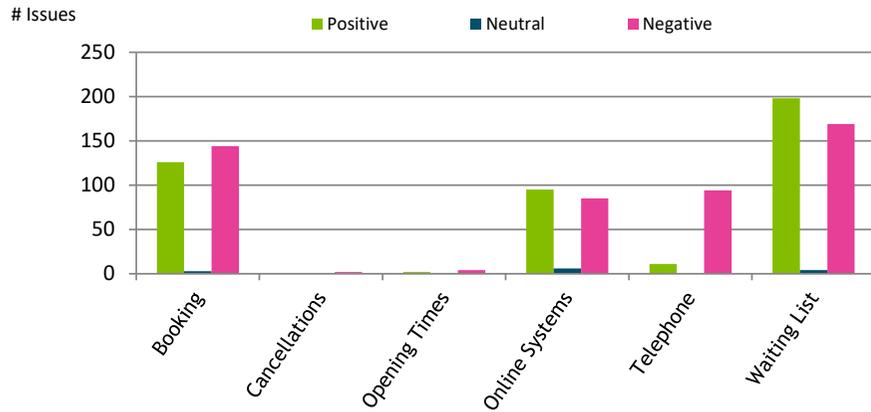


Practices receiving the most comments overall

## 2.2 Service Access

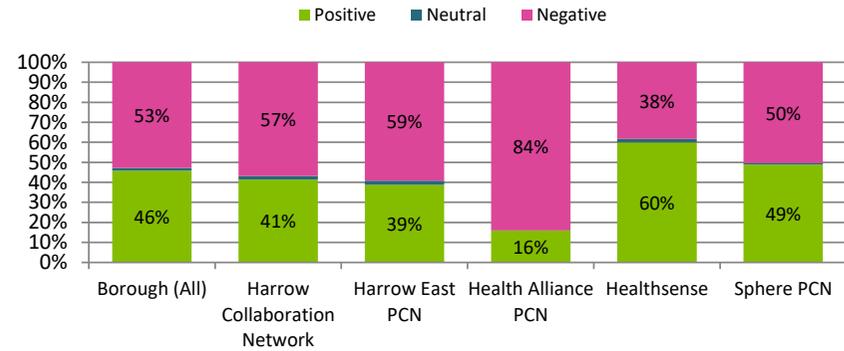


### 2.2.1 Service Access: 943 issues detected



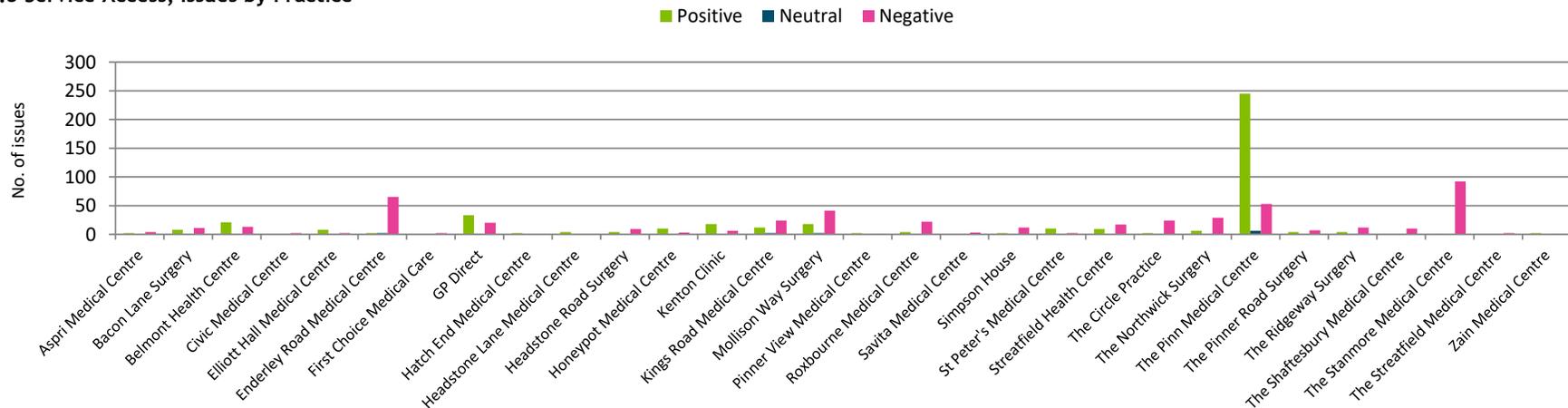
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

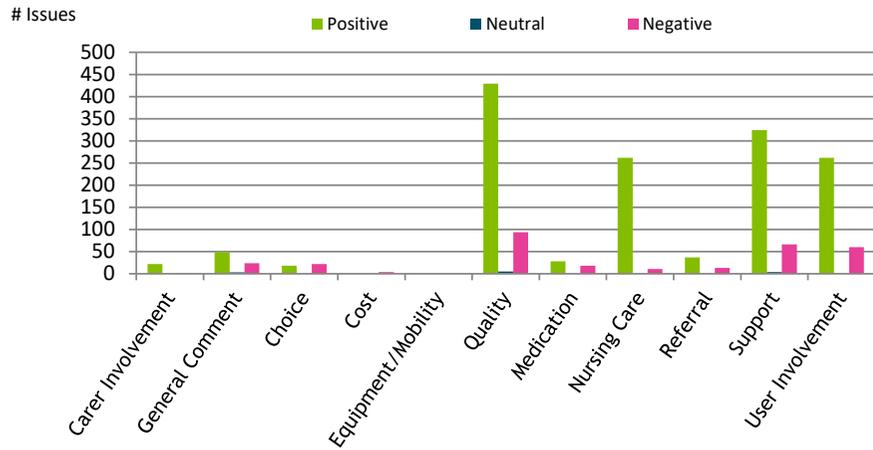


Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

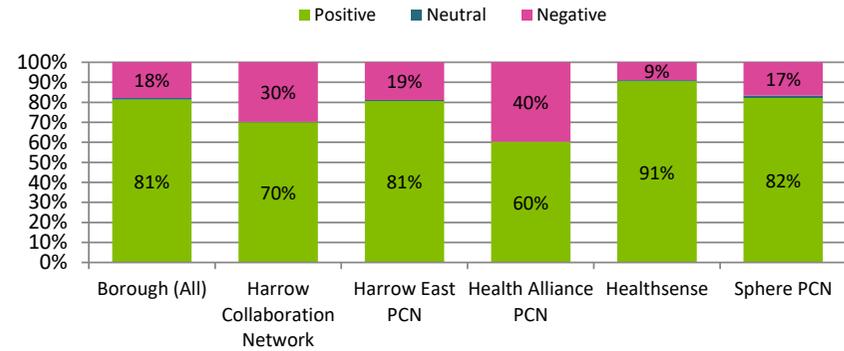


### 2.3.1 Treatment: 1759 issues detected



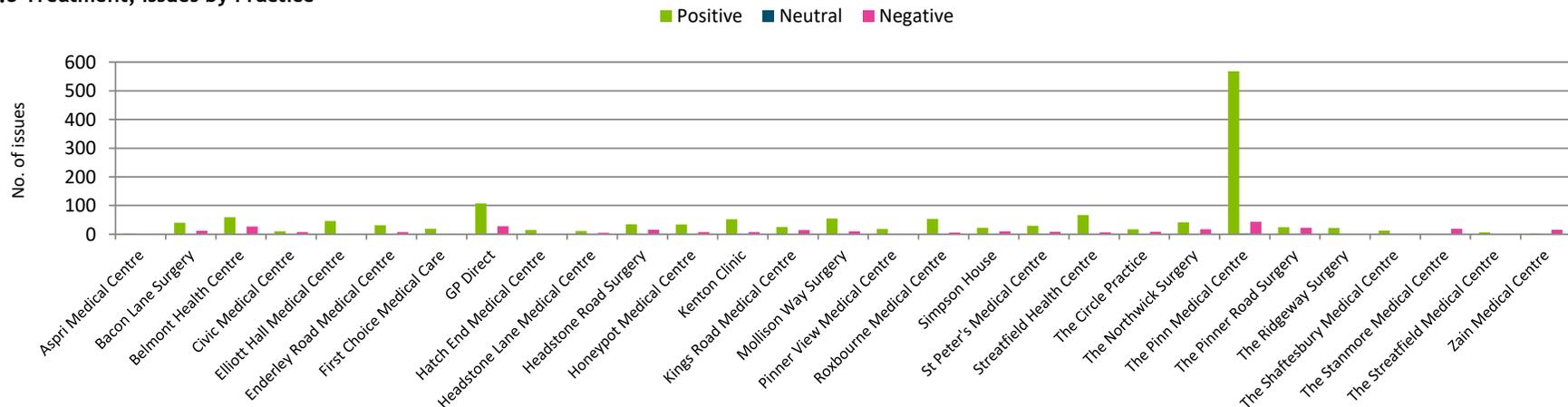
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

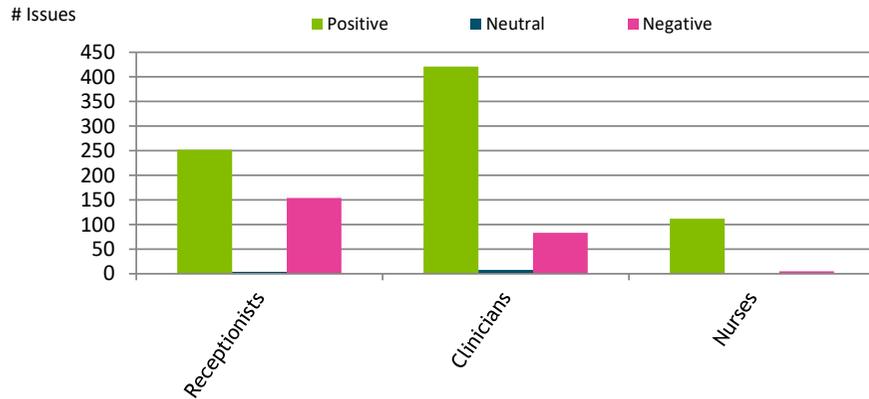


Practices receiving the most comments overall

## 2.4 Staff Attitude

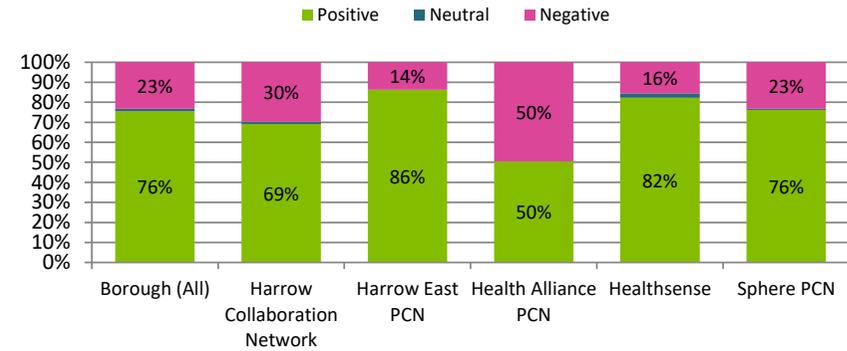


### 2.4.1 Staff Attitude: 1039 issues detected



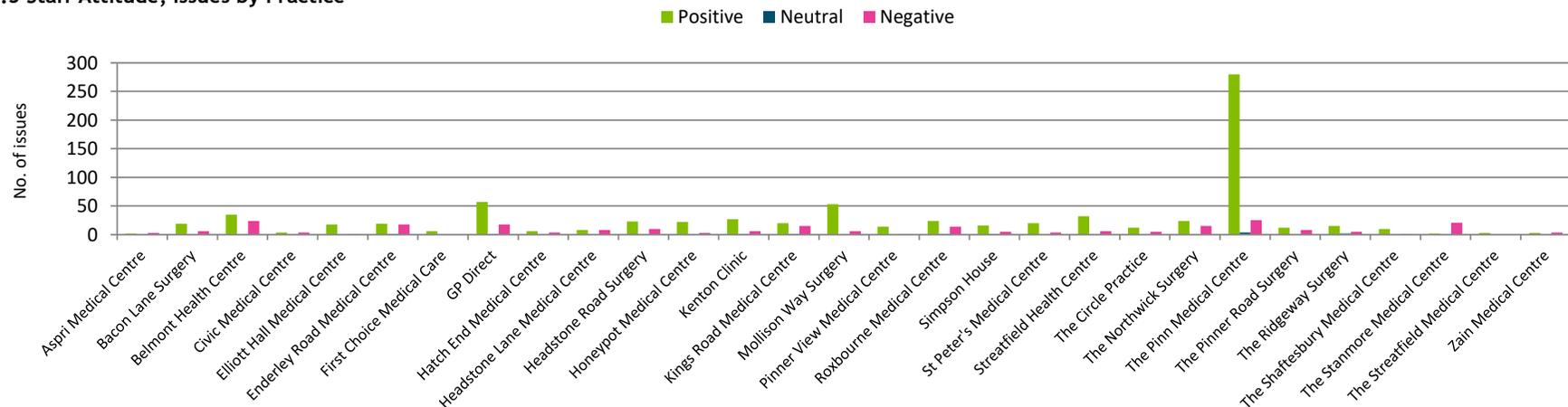
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice

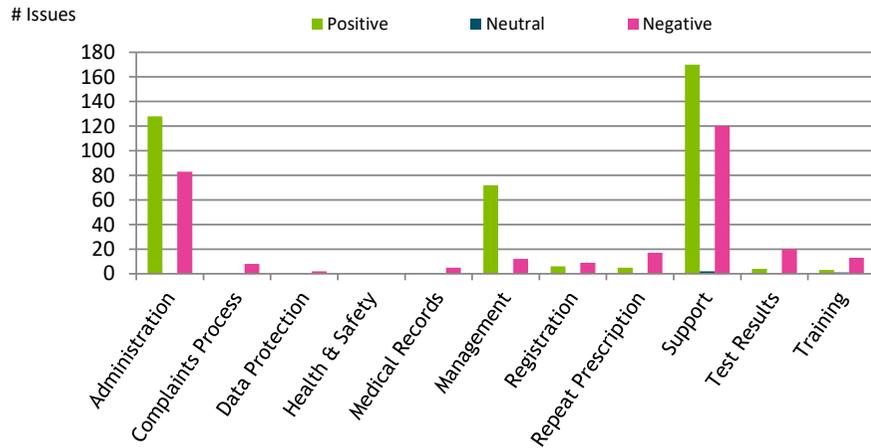


Practices receiving the most comments overall

## 2.5 Administration

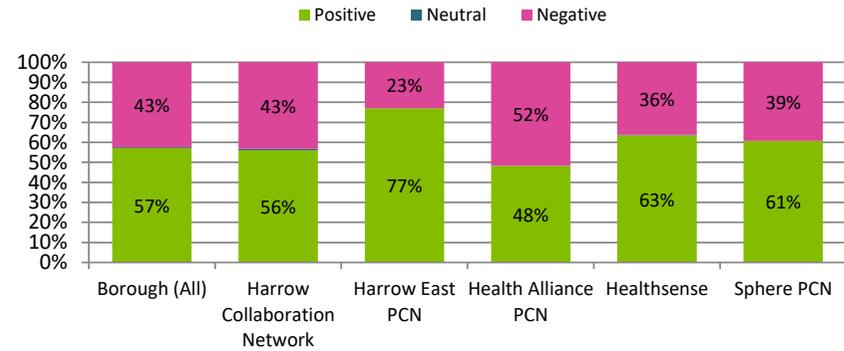


### 2.5.1 Administration: 680 issues detected



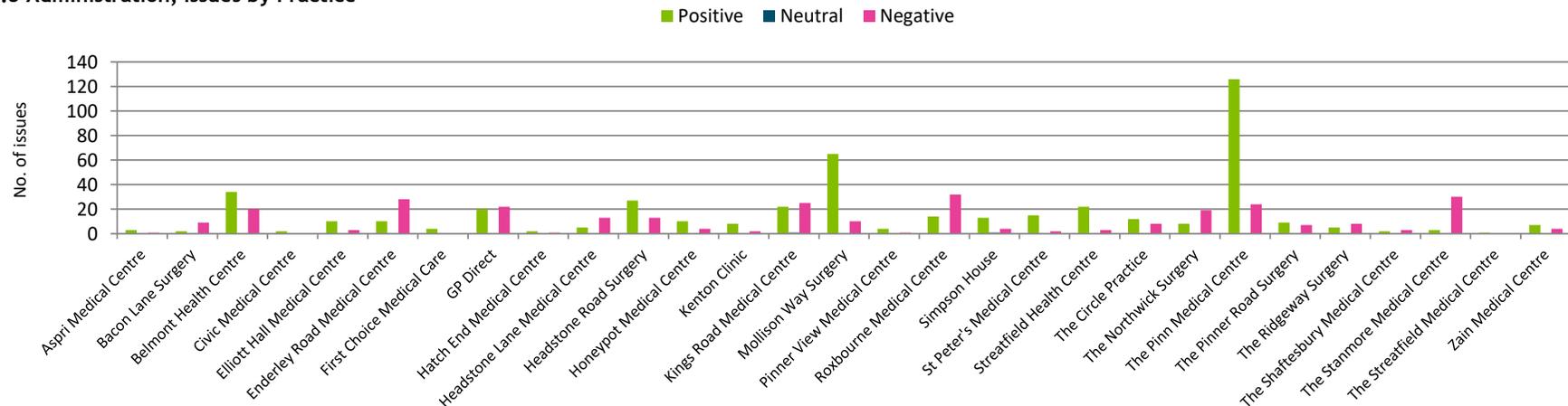
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

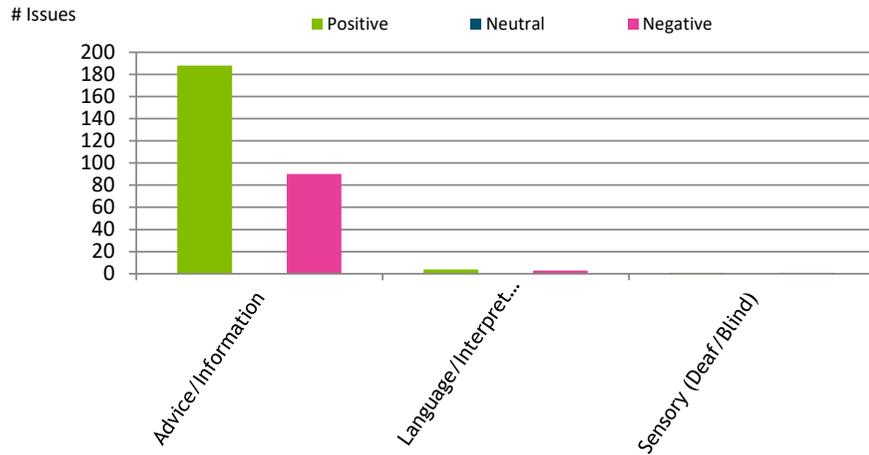


Practices receiving the most comments overall

## 2.6 Communication

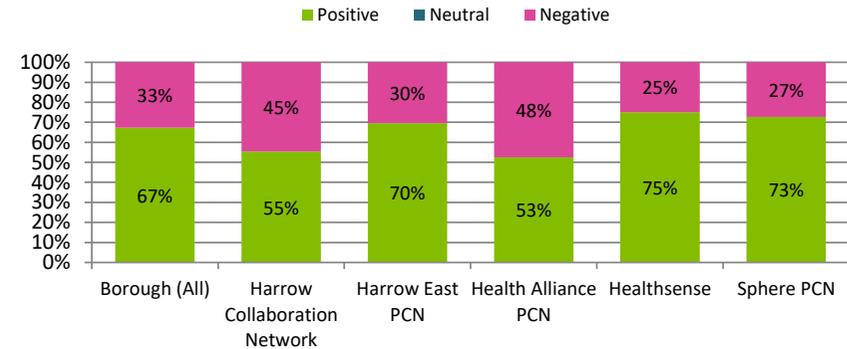


### 2.6.1 Communication: 287 issues detected



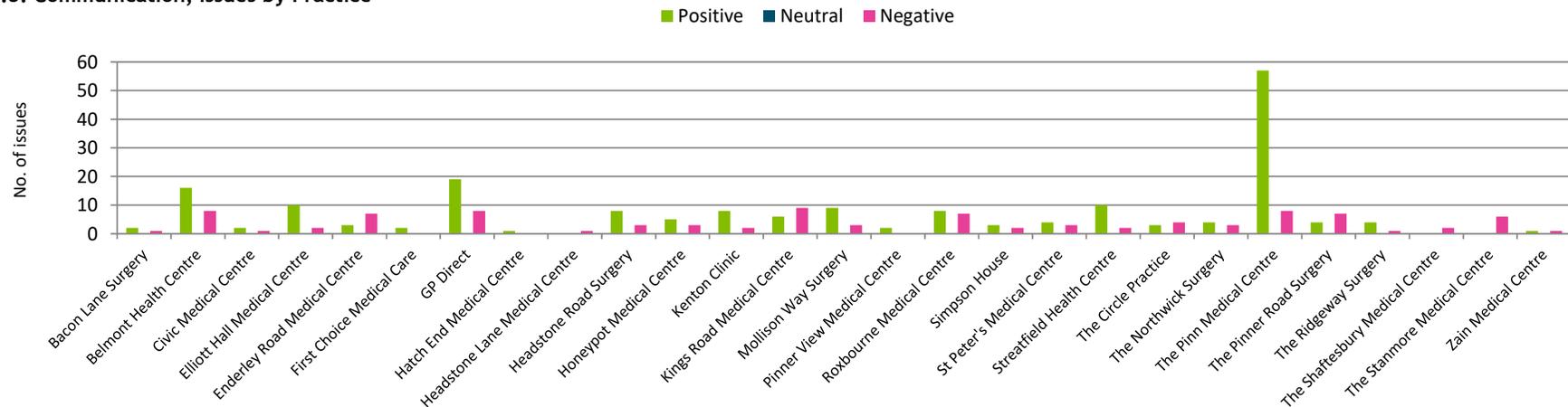
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

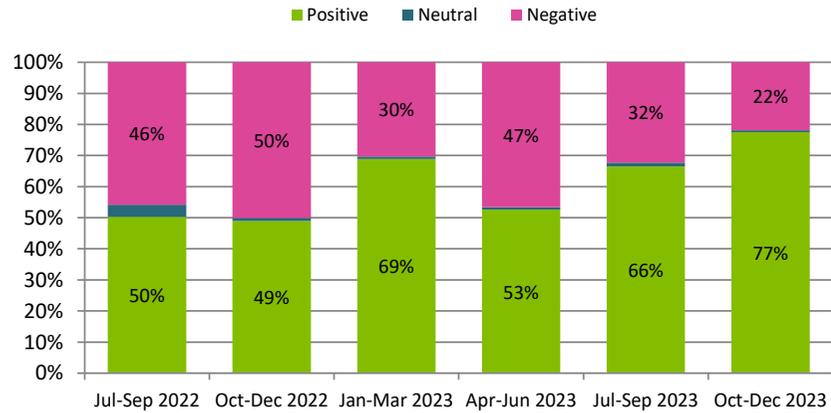


Practices receiving the most comments overall

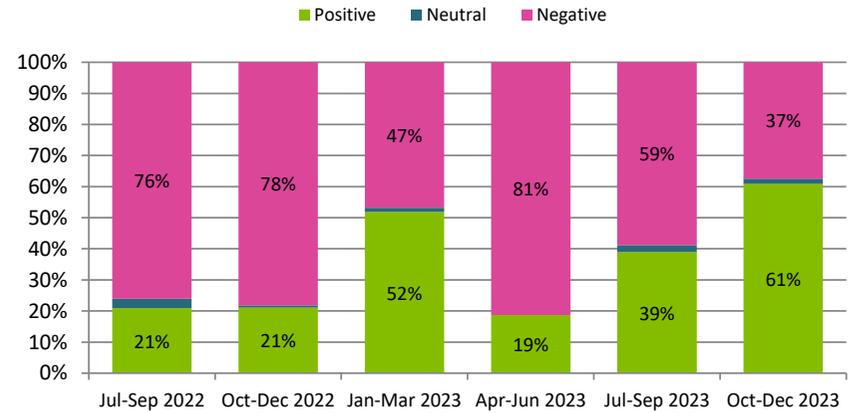
### 3. Timeline: 18 Month Tracker



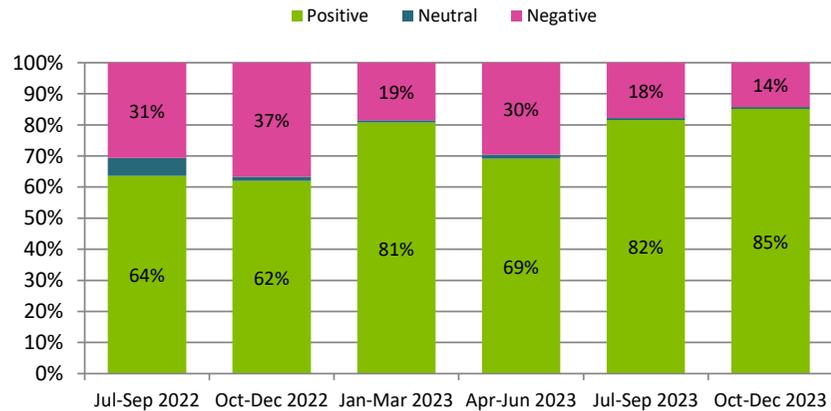
#### 3.1 Overall Sentiment



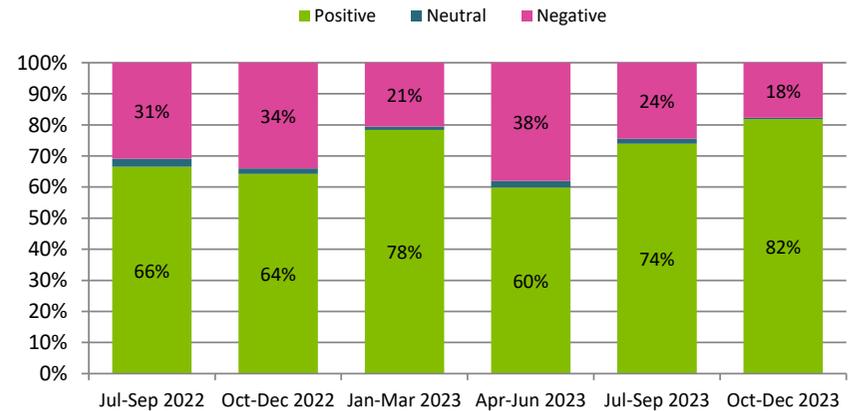
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



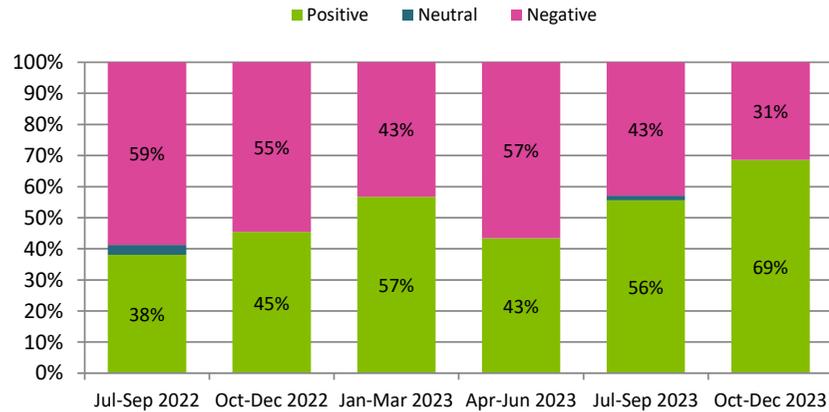
#### 3.4 Staff Attitude, Sentiment



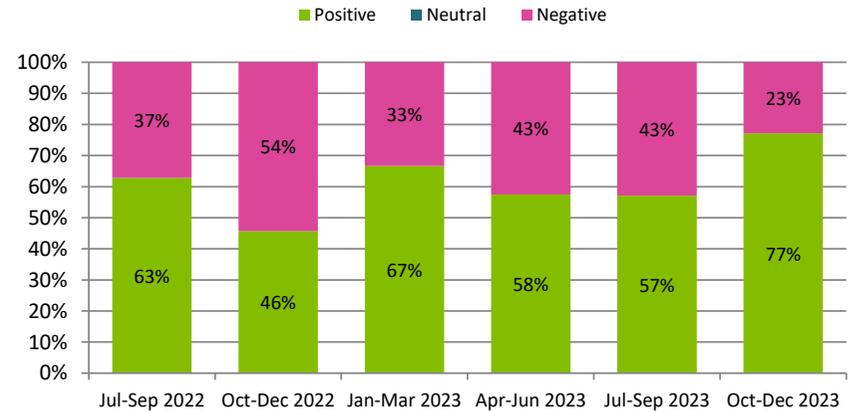
### 3. Timeline: 18 Month Tracker



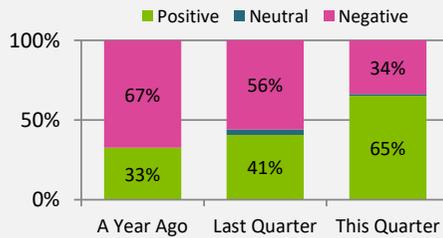
#### 3.5 Administration, Sentiment



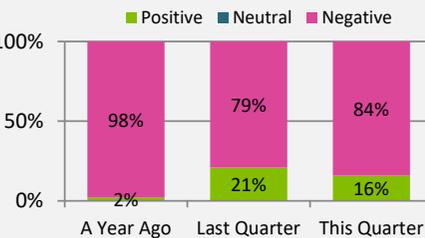
#### 3.6 Communication, Sentiment



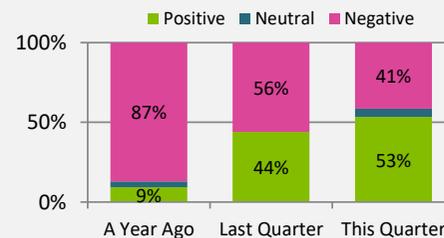
#### 3.7 Booking, Snapshot



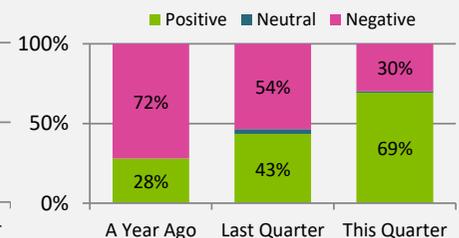
#### 3.8 Telephone, Snapshot



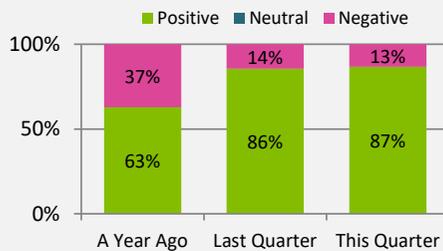
#### 3.9 Online Access, Snapshot



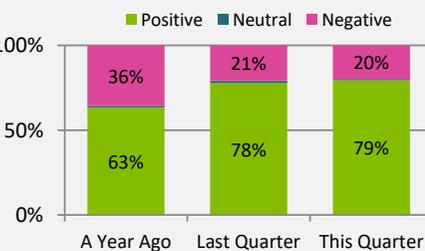
#### 3.10 Waiting List, Snapshot



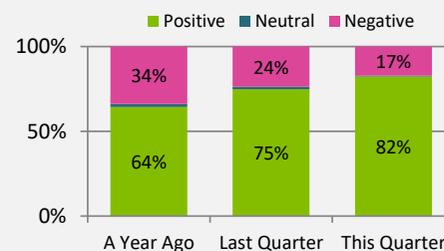
#### 3.11 Involvement Snapshot



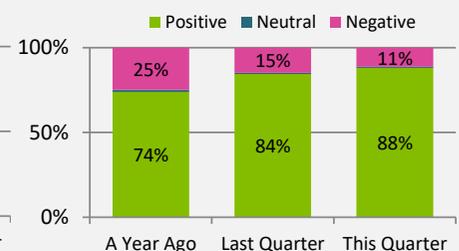
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



#### 3.14 Quality, Snapshot

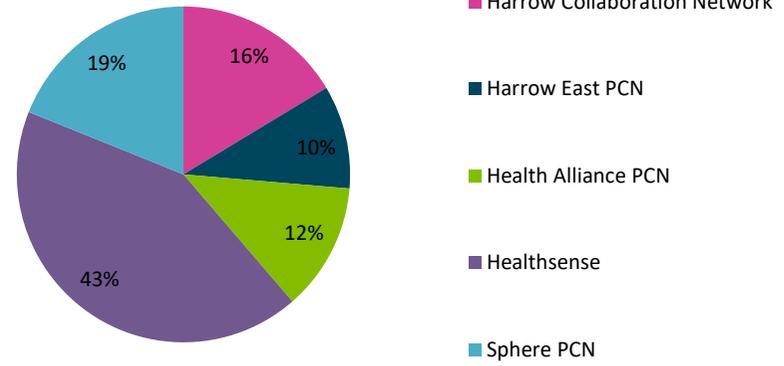
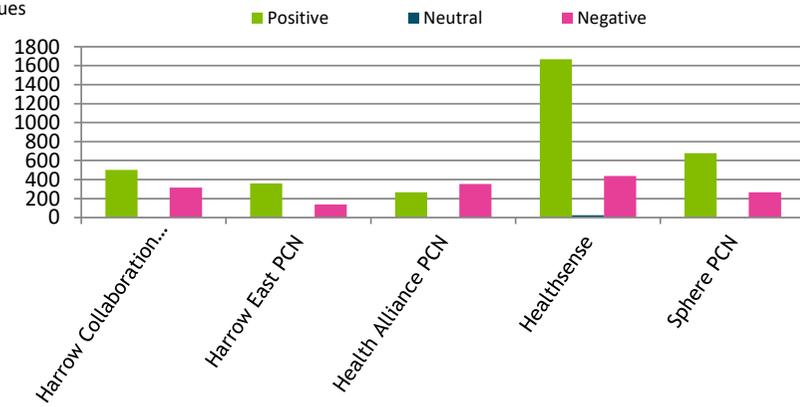


## 4. Volume by Primary Care Network



### 4.1 PCN

# Issues



## 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>	188	0	90	278
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	32	0	3	35
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	52	3	24	79
	User Involvement	<i>Involvement of the service user.</i>	380	1	77	458
Systems	Administration	<i>Administrative processes and delivery.</i>	27	0	79	106
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	229	9	229	467
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	2	2
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	39	0	13	52
	Medical Records	<i>Management of medical records.</i>	0	0	5	5
	Medication	<i>Prescription and management of medicines.</i>	35	0	36	71
	Opening Times	<i>Opening times of a service.</i>	2	0	5	7
	Planning	<i>Leadership and general organisation.</i>	78	0	15	93
	Registration	<i>Ability to register for a service.</i>	6	0	9	15
	Support	<i>Levels of support provided.</i>	607	6	192	805
	Telephone	<i>Ability to contact a service by telephone.</i>	11	0	95	106
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	113	2	40	155
	Waiting List	<i>Length of wait while on a list.</i>	199	4	170	373
Values	Choice	<i>General choice.</i>	18	0	22	40
	Cost	<i>General cost.</i>	1	0	5	6
	Language	<i>Language, including terminology.</i>	4	0	3	7
	Nutrition	<i>Provision of sustenance.</i>	1	0	1	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	2	2
	Quality	<i>General quality of a service, or staff.</i>	652	5	123	780
	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>	2	0	4	6
	Environment/Layout	<i>Physical environment of a service.</i>	12	0	4	16
	Equipment	<i>General equipment issues.</i>	1	0	3	4
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	2	2
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	7	0	2	9
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	2	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	9	9
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	3	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	792	12	240	1044
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	8	8
	Staff Training	<i>Training of staff.</i>	3	1	13	17
	Staffing Levels	<i>General availability of staff.</i>	1	0	7	8
<b>Total:</b>			<b>3495</b>	<b>43</b>	<b>1540</b>	<b>5078</b>