GP Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Trends Analysis Report

Community*Insight*

10 June 2022

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 GP services in selected boroughs.

Reporting Period: 1 April 2021 - 31 March 2022

Report Index

Data Source (Page 3)

Identifies the origin of the data, by source and borough.

Top Trends (Page 4-5)

Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.

Satisfaction Levels (Pages 6-7)

Tracks satisfaction of service aspects over time, and by borough.

Equalities (Page 8)

Monitors experience by demographic groupings.

Experiences by Borough (Pages 9-11)

Explores trends by individual borough.

Data Table (Pages 12-13)
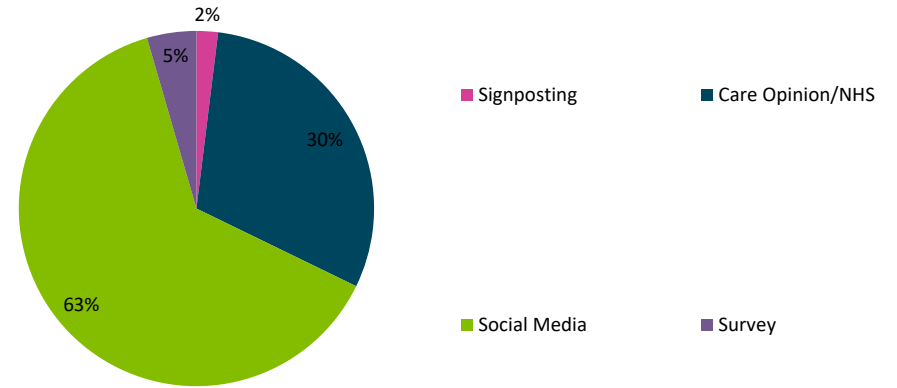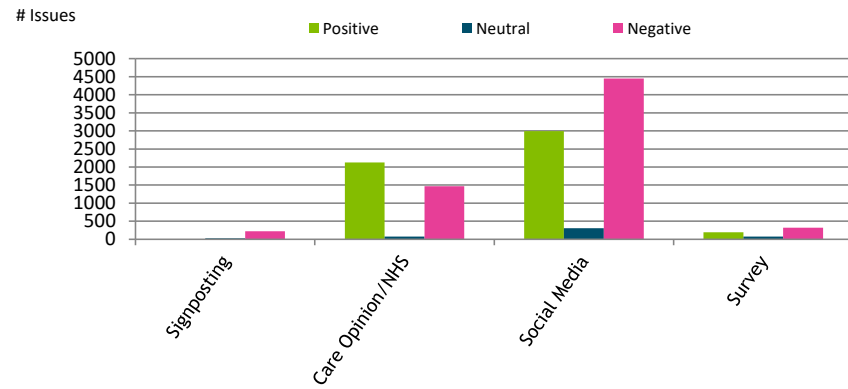
The numbers underpinning the trends.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.
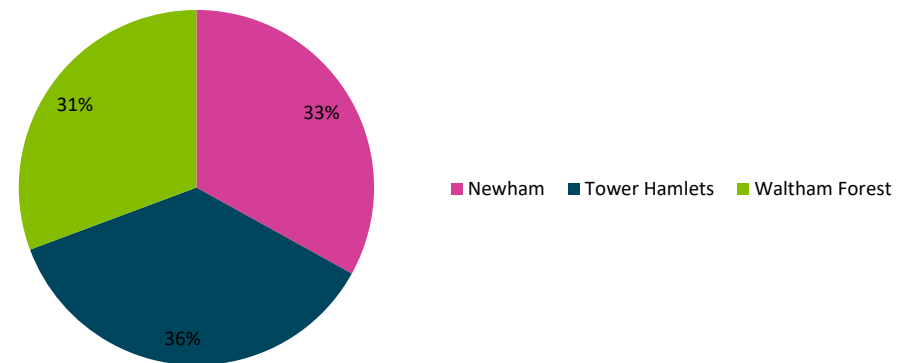
1. Data Source: Where did we collect the feedback?

1.1 Source: 15174 issues from 3450 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Signposting, Care Opinion/NHS, Social Media, Survey

Pie chart:
- Signposting: 2%
- Care Opinion/NHS: 30%
- Social Media: 63%
- Survey: 5%

Sources providing the most comments overall

1.2 Feedback by Borough

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Newham, Tower Hamlets, Waltham Forest

Pie chart:
- Newham: 33%
- Tower Hamlets: 36%
- Waltham Forest: 31%
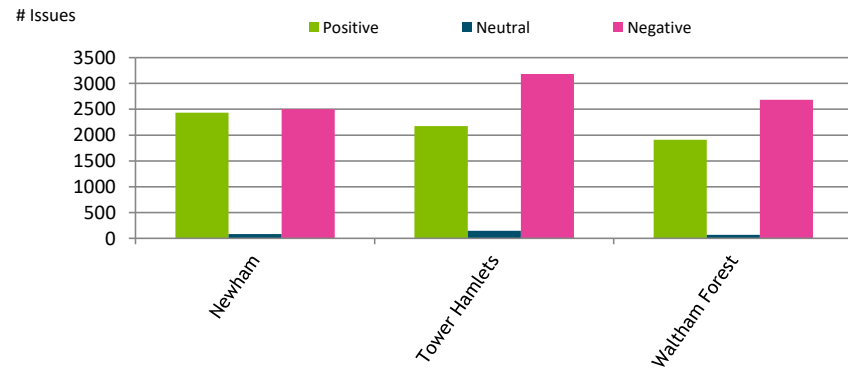
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative

(Bar chart: y-axis # Issues from 0 to 9000 in increments of 1000. For "Primary Care": Positive ≈ 6500, Neutral ≈ small, Negative ≈ 8500)

Primary Care
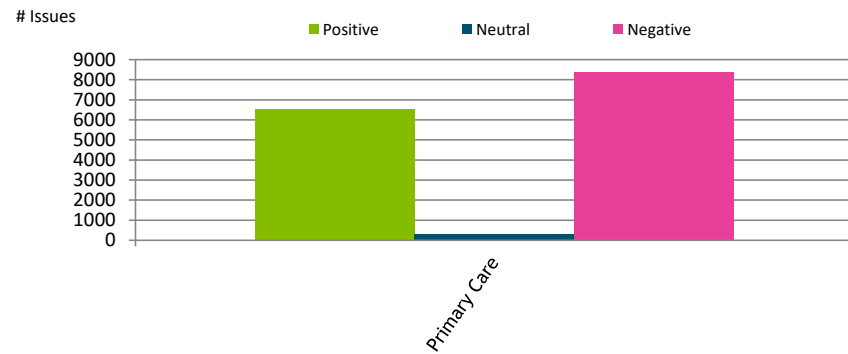
Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

(Bar chart: y-axis # Issues from 0 to 9000 in increments of 1000. For "GP": Positive ≈ 6500, Neutral ≈ small, Negative ≈ 8500)

GP
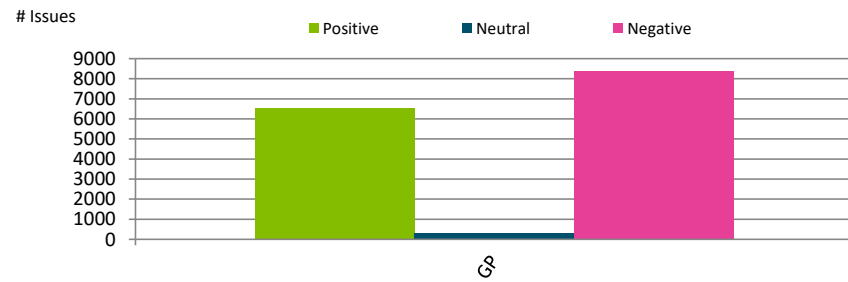
Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

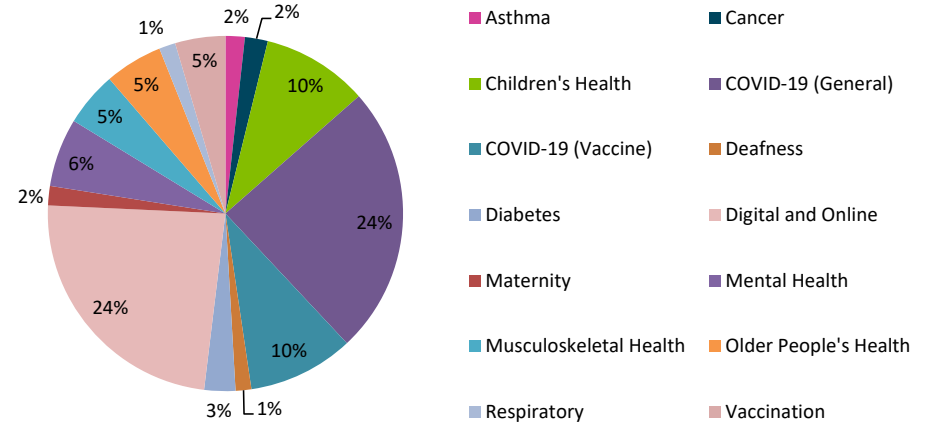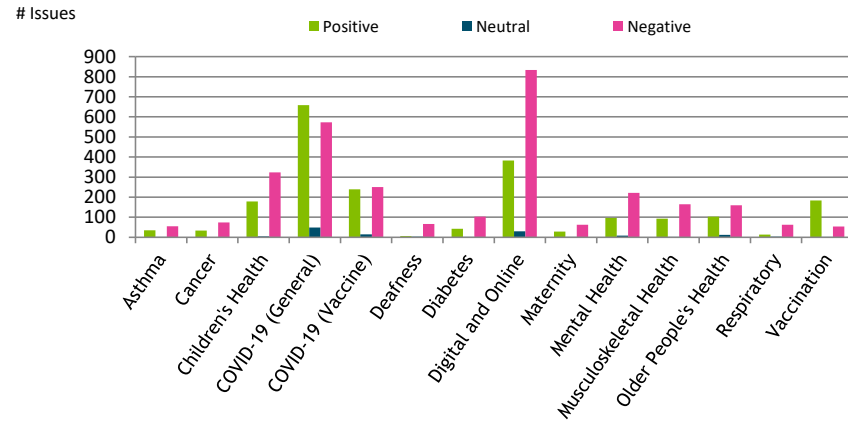### 3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Asthma, Cancer, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Deafness, Diabetes, Digital and Online, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Respiratory, Vaccination

Medical conditions/topics receiving the most comments overall

Pie chart percentages: Asthma 2%, Cancer 2%, Children's Health 10%, COVID-19 (General) 24%, COVID-19 (Vaccine) 10%, Deafness 1%, Diabetes 3%, Digital and Online 24%, Maternity 2%, Mental Health 6%, Musculoskeletal Health 5%, Older People's Health 5%, Respiratory 1%, Vaccination 5%

Legend: Asthma, Cancer, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Deafness, Diabetes, Digital and Online, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Respiratory, Vaccination

3.2 Top Trends: 15174 issues from 3450 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Communication, General Comment, Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart percentages: Communication 4%, General Comment 2%, Involvement 5%, Administration 5%, Booking 12%, Medication 2%, Support 17%, Telephone 6%, Timing 2%, Waiting List 8%, Choice 2%, Quality 13%, Staff Attitude 22%

Legend: Communication, General Comment, Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

5

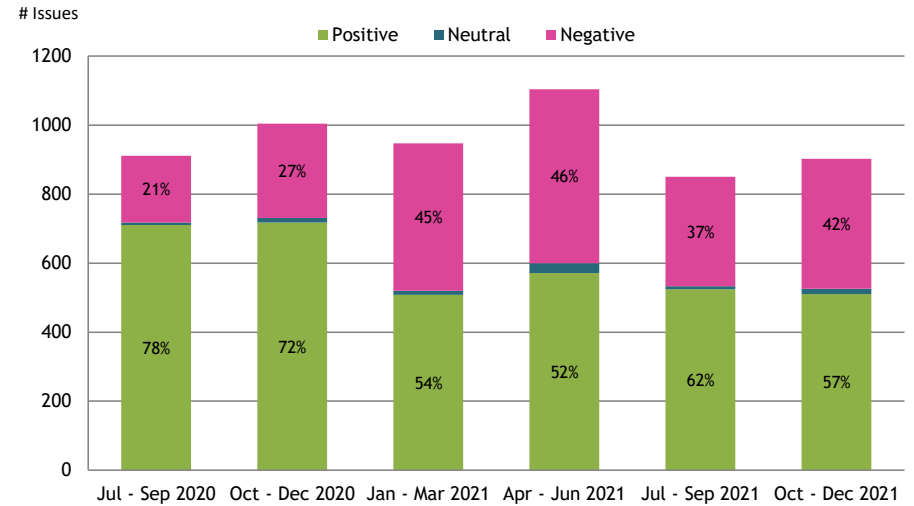# 4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

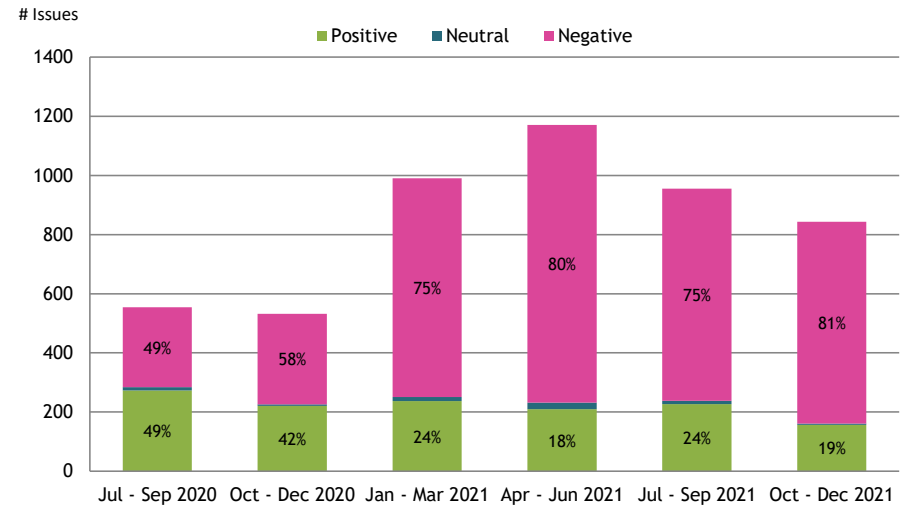Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul - Sep 2020	71%	27%
Oct - Dec 2020	65%	34%
Jan - Mar 2021	43%	55%
Apr - Jun 2021	39%	58%
Jul - Sep 2021	47%	52%
Oct - Dec 2021	44%	54%

4.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul - Sep 2020	78%	21%
Oct - Dec 2020	72%	27%
Jan - Mar 2021	54%	45%
Apr - Jun 2021	52%	46%
Jul - Sep 2021	62%	37%
Oct - Dec 2021	57%	42%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul - Sep 2020	83%	16%
Oct - Dec 2020	78%	21%
Jan - Mar 2021	58%	39%
Apr - Jun 2021	58%	39%
Jul - Sep 2021	64%	34%
Oct - Dec 2021	60%	38%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

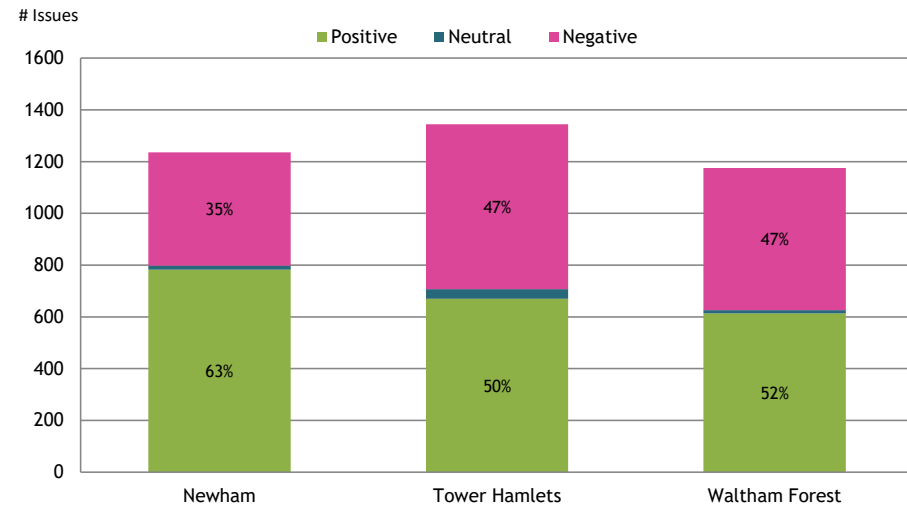| Quarter	Positive	Negative
Jul - Sep 2020	49%	49%
Oct - Dec 2020	42%	58%
Jan - Mar 2021	24%	75%
Apr - Jun 2021	18%	80%
Jul - Sep 2021	24%	75%
Oct - Dec 2021	19%	81%

5. By Borough: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?
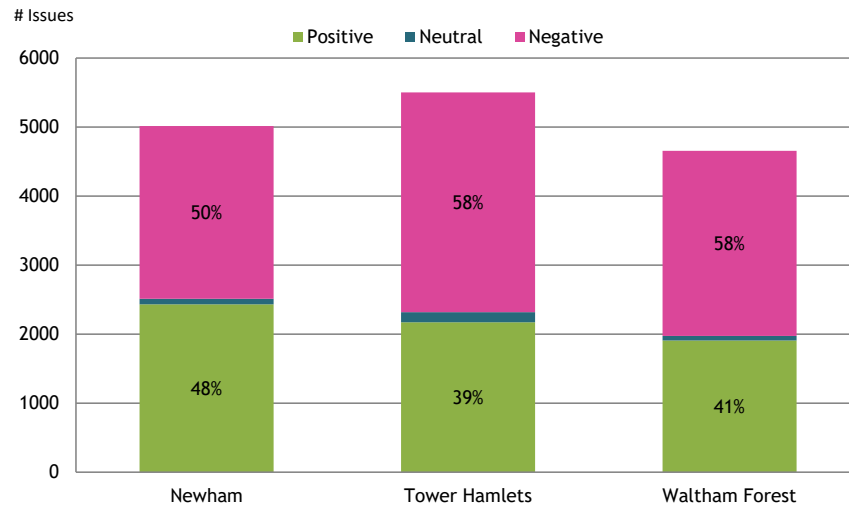
Issues

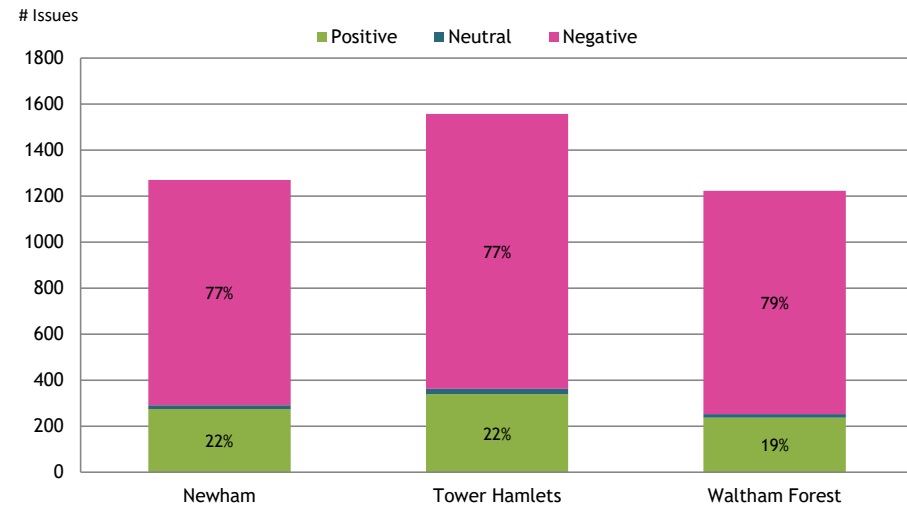Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Newham	48%	50%
Tower Hamlets	39%	58%
Waltham Forest	41%	58%

5.2 How well informed, involved and supported do people feel?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Newham	63%	35%
Tower Hamlets	50%	47%
Waltham Forest	52%	47%

5.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Newham	67%	31%
Tower Hamlets	58%	39%
Waltham Forest	55%	43%

5.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

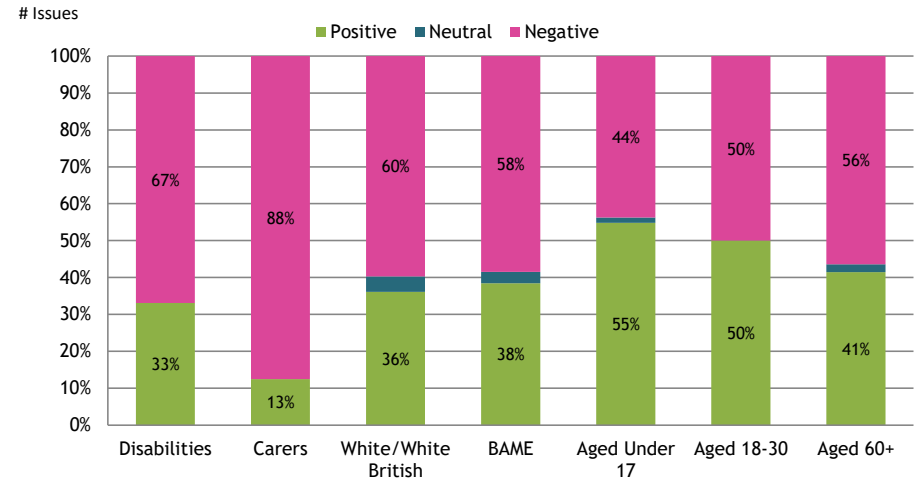| Borough	Positive	Negative
Newham	22%	77%
Tower Hamlets	22%	77%
Waltham Forest	19%	79%
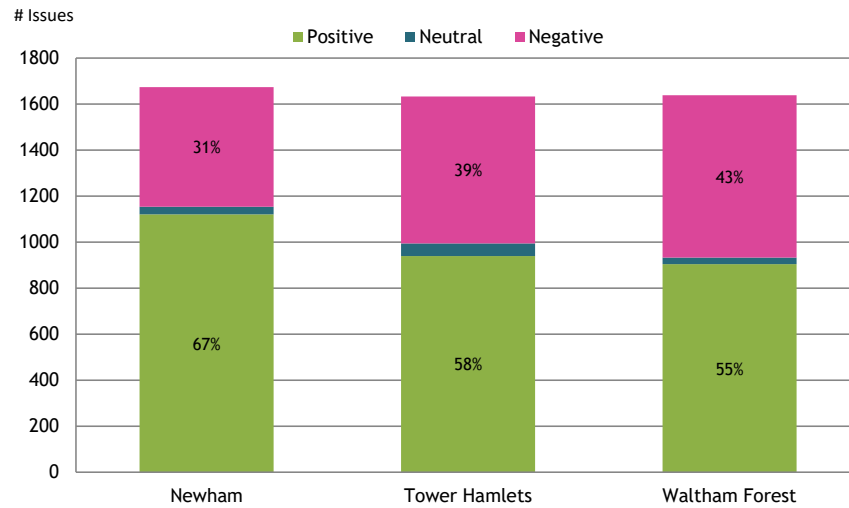
6. Equalities: On the whole, how do people feel about Health and Care services?

6.1 How do people feel about services overall?

Issues

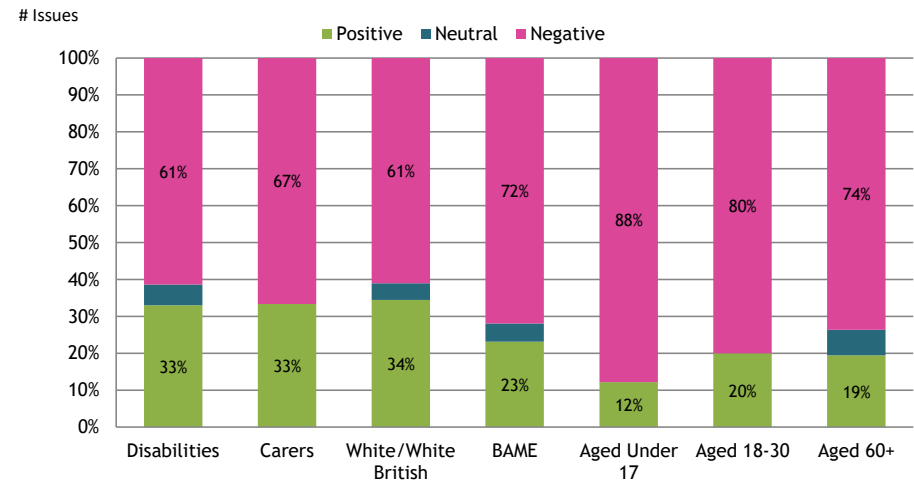Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	34%	62%
Carers	12%	88%
White/White British	42%	52%
BAME	33%	63%
Aged Under 17	36%	63%
Aged 18-30	30%	70%
Aged 60+	36%	59%

6.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	33%	67%
Carers	13%	88%
White/White British	36%	60%
BAME	38%	58%
Aged Under 17	55%	44%
Aged 18-30	50%	50%
Aged 60+	41%	56%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	53%	44%
Carers	11%	89%
White/White British	65%	29%
BAME	58%	35%
Aged Under 17	56%	42%
Aged 18-30	33%	67%
Aged 60+	61%	35%

6.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	33%	61%
Carers	33%	67%
White/White British	34%	61%
BAME	23%	72%
Aged Under 17	12%	88%
Aged 18-30	20%	80%
Aged 60+	19%	74%

7.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: Positive | Neutral | Negative
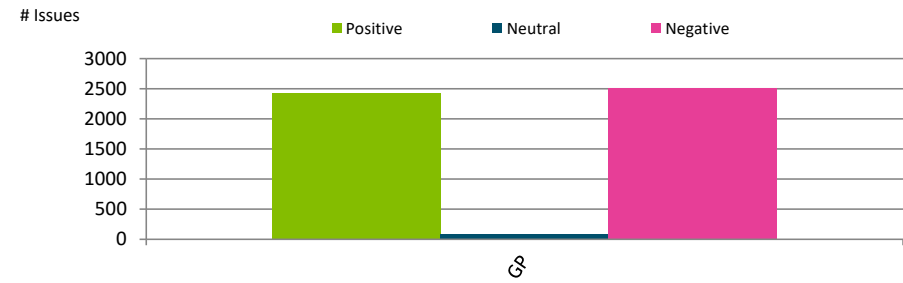
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative
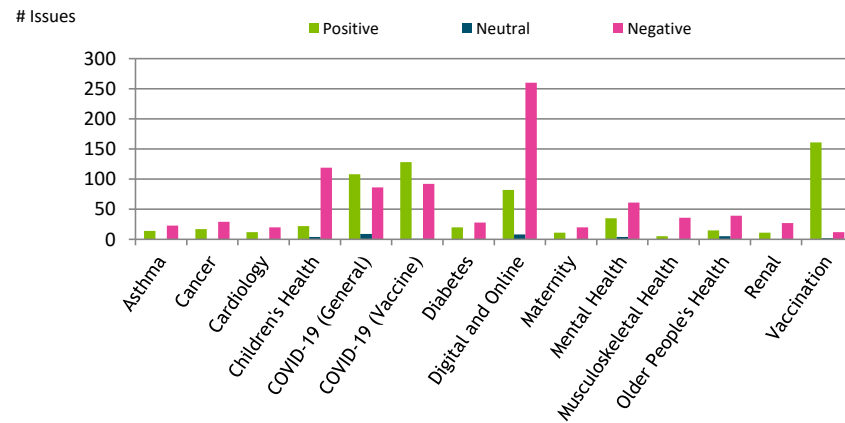
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 5015 issues from 1172 people
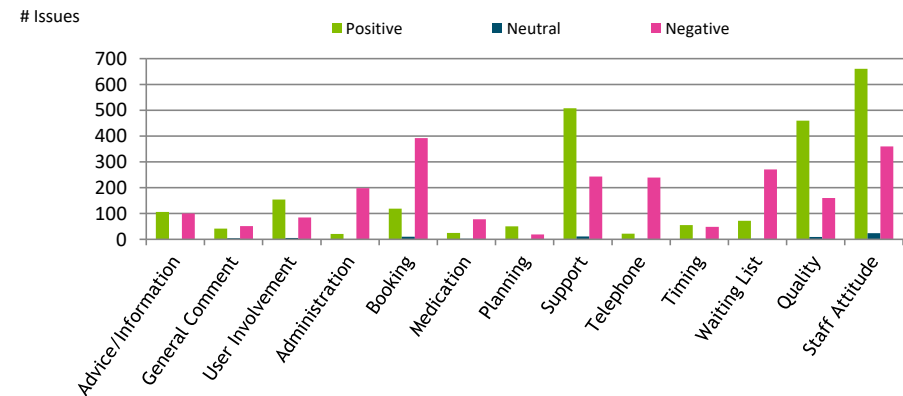
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

7.5 Service Sector

Issues

Legend: Positive | Neutral | Negative

(Categories: Primary Care Service)
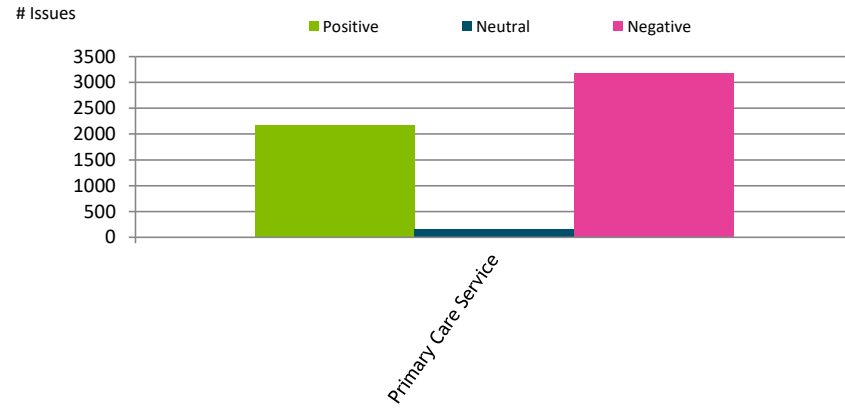
Service sectors receiving the most comments overall

7.6 Service Type

Issues

Legend: Positive | Neutral | Negative

(Category: GP)
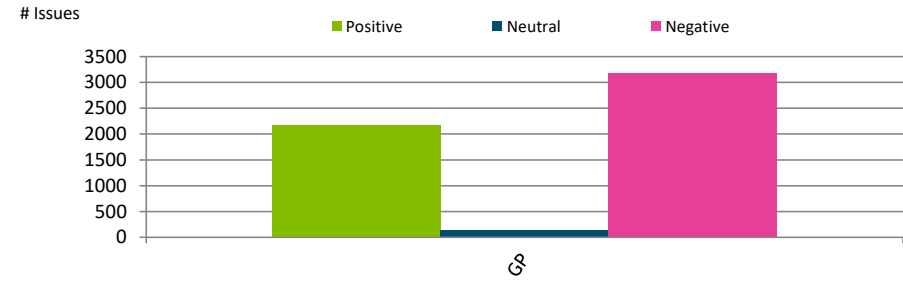
Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

(Categories: Asthma, Blindness, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Deafness, Diabetes, Digital and Online, Disabilities (general), Learning Disability, Mental Health, Musculoskeletal Health, Older People's Health, Respiratory)
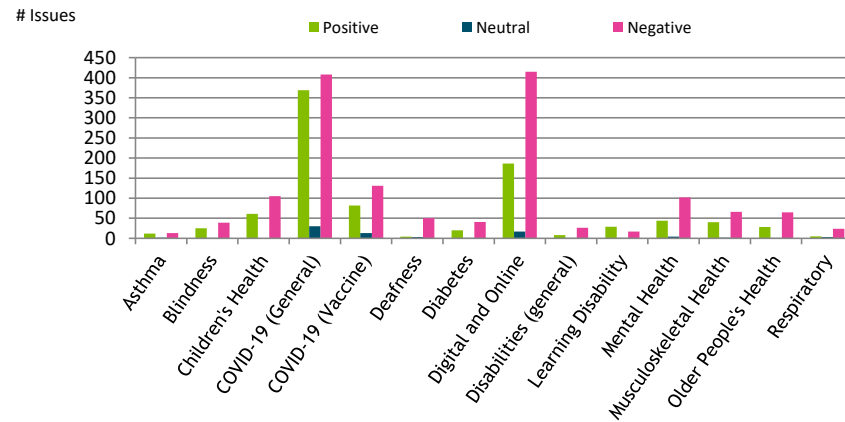
Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 5503 issues from 1277 people

Issues

Legend: Positive | Neutral | Negative

(Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude)

Issues receiving the most comments overall

7.9 Service Sector

Issues
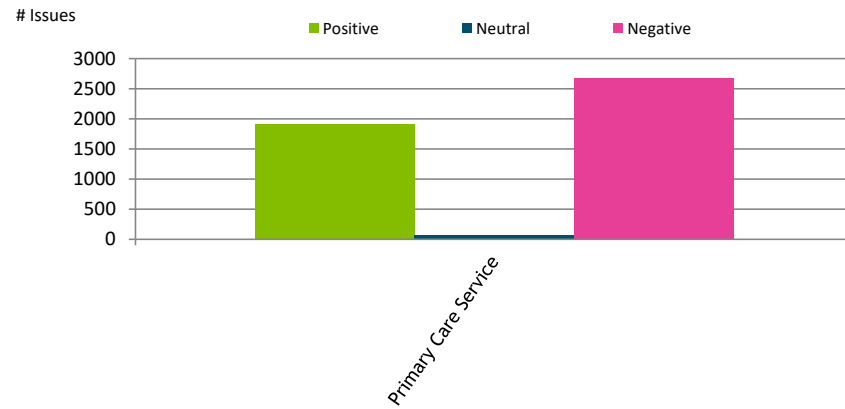
Service sectors receiving the most comments overall
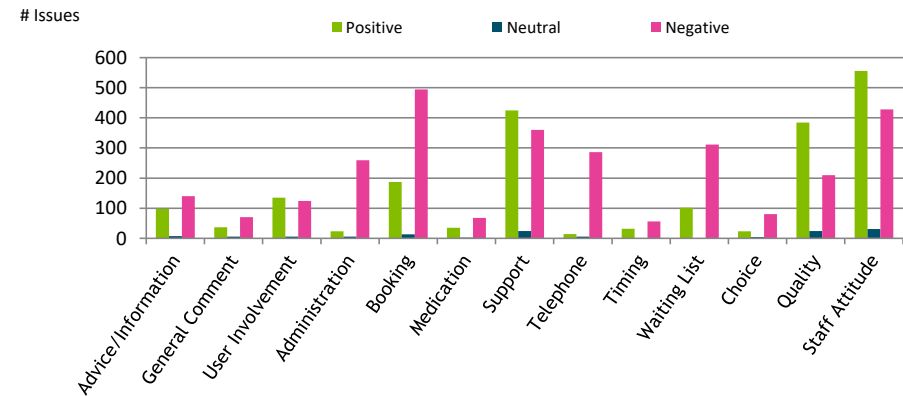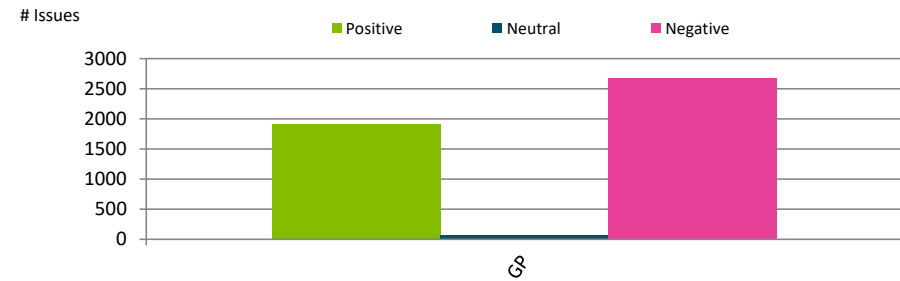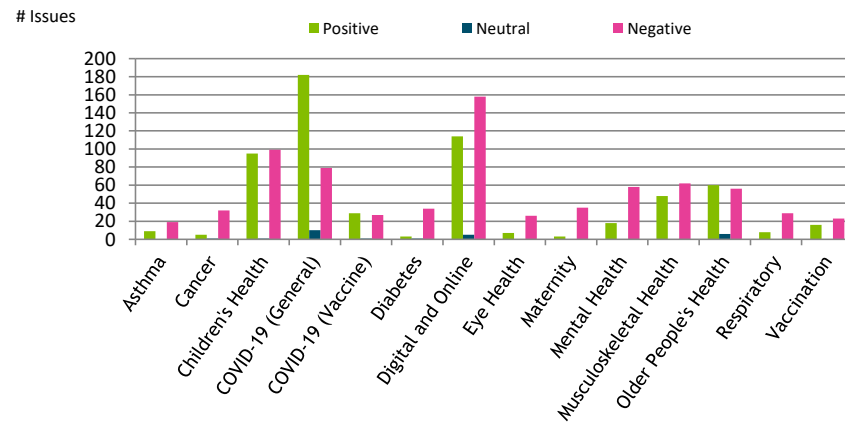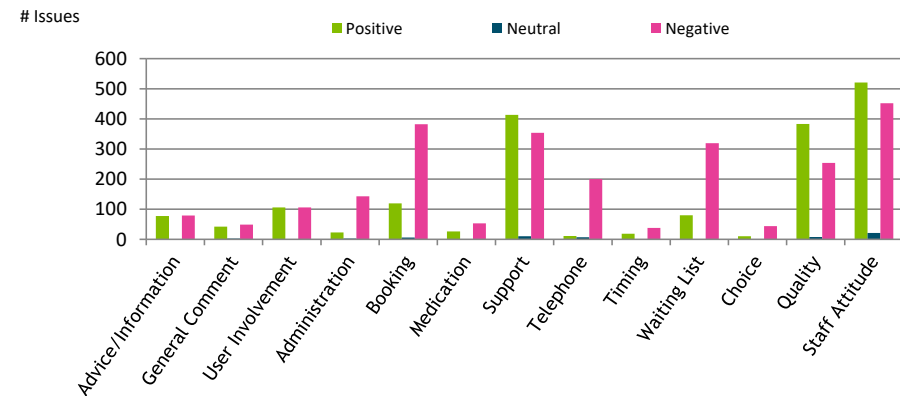
7.10 Service Type

Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 4656 issues from 1001 people

Issues

Issues receiving the most comments overall

11

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	281	8	319	608
	Carer Involvement	*Involvement or influence of carers and family members.*	43	1	33	77
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	120	13	170	303
	User Involvement	*Involvement or influence of the service user.*	395	12	315	722
Systems	Administration	*Administrative processes and delivery.*	67	10	600	677
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	425	29	1268	1722
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	41	41
	Data Protection	*General data protection (including GDPR).*	1	0	7	8
	Referral	*Referral to a service.*	67	4	73	144
	Medical Records	*Management of medical records.*	4	1	38	43
	Medication	*Prescription and management of medicines.*	86	4	199	289
	Opening Times	*Opening times of a service.*	3	0	27	30
	Planning	*Leadership and general organisation.*	72	4	64	140
	Registration	*Ability to register for a service.*	20	4	67	91
	Support	*Levels of support provided.*	1346	45	957	2348
	Telephone	*Ability to contact a service by telephone.*	47	15	725	787
	Timing	*Physical timing (ie; length of wait at appointments).*	106	3	142	251
	Waiting List	*Length of wait while on a list.*	253	4	901	1158
Values	Choice	*General choice.*	48	7	166	221
	Cost	*General cost.*	1	1	36	38
	Language	*Language, including terminology.*	4	1	24	29
	Nutrition	*Provision of sustainance.*	0	1	1	2
	Privacy	*Privacy, personal space and property.*	6	0	17	23
	Quality	*General quality of a service, or staff.*	1227	41	624	1892
	Sensory	*Deaf/blind or other sensory issues.*	1	0	13	14
	Stimulation	*General stimulation, including access to activities.*	2	0	3	5

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	12	2	19	33
	Environment/Layout	*Physical environment of a service.*	41	2	40	83
	Equipment	*General equipment issues.*	7	2	20	29
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	28	1	16	45
	Hygiene	*Levels of hygiene and general cleanliness.*	35	1	9	45
	Mobility	*Physical mobility to, from and within services.*	2	0	4	6
	Travel/Parking	*Ability to travel or park.*	1	0	3	4
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	38	38
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	5	6
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1738	76	1240	3054
	Complaints	*Ability to log and resolve a complaint.*	8	1	46	55
	Staff Training	*Training of staff.*	14	0	62	76
	Staffing Levels	*General availability of staff.*	1	2	34	37
	Total:		**6513**	**295**	**8366**	**15174**

 # Issues

Community*Insight* CRM