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

Trends Analysis Report

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

LOCAL VOICE *in North East London*

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.

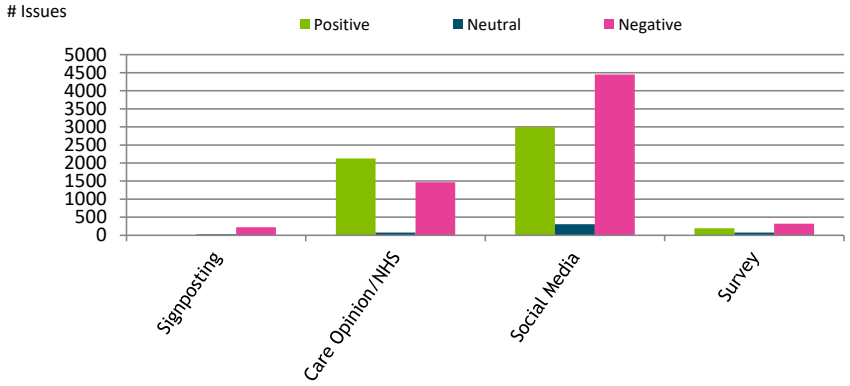
Data Table (Pages 12-13)

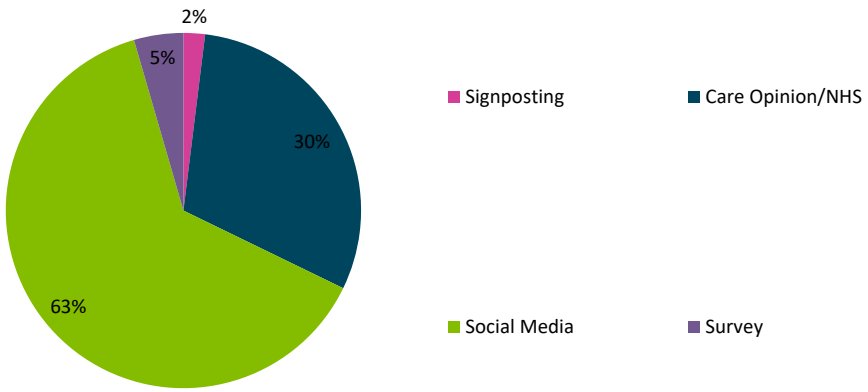
The numbers underpinning the trends.

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?

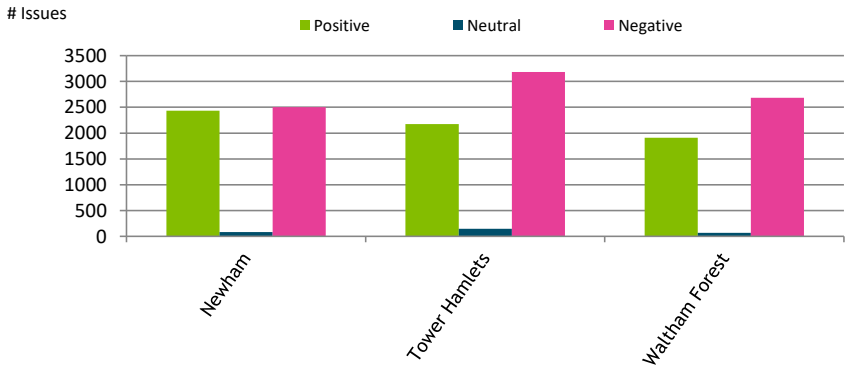
1.1 Source: 15174 issues from 3450 people

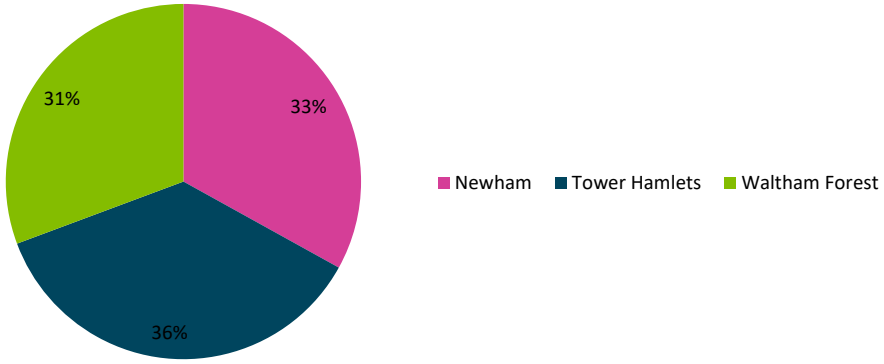




Sources providing the most comments overall

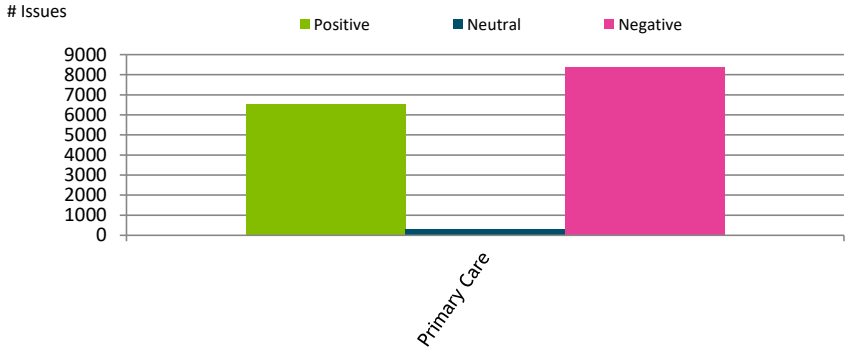
1.2 Feedback by Borough





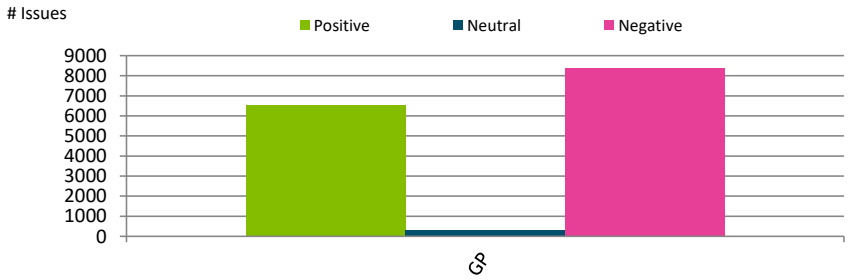
2. Which services are people most commenting on?

2.1 Service Sector



Service sectors receiving the most comments overall

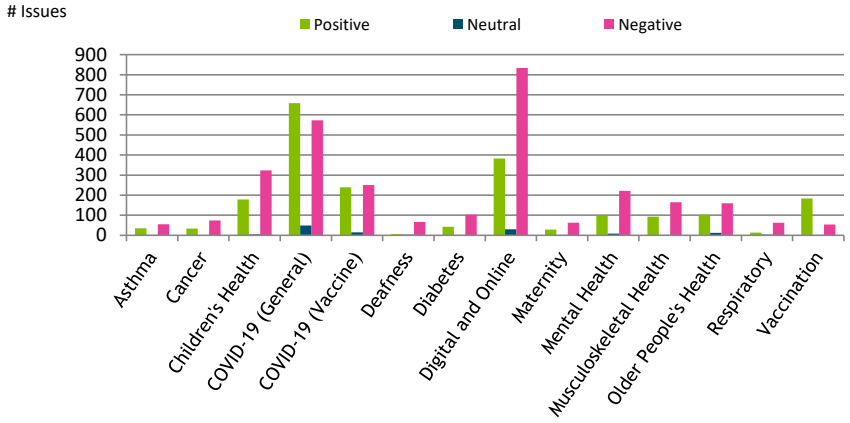
2.2 Service Type

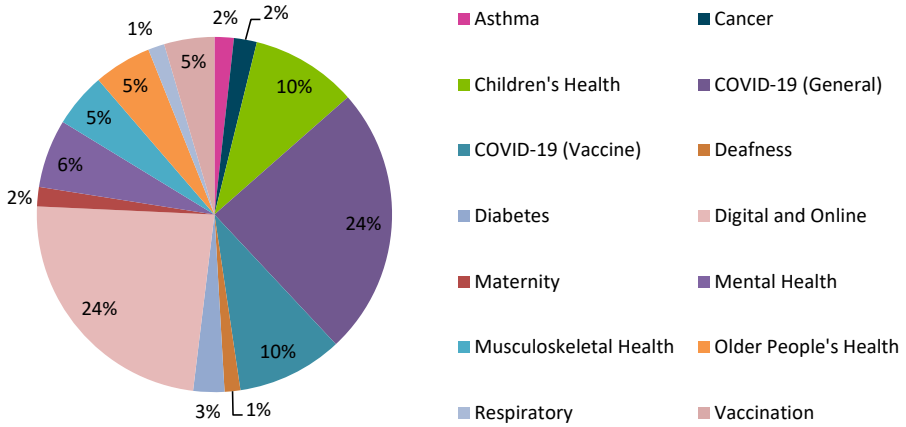


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

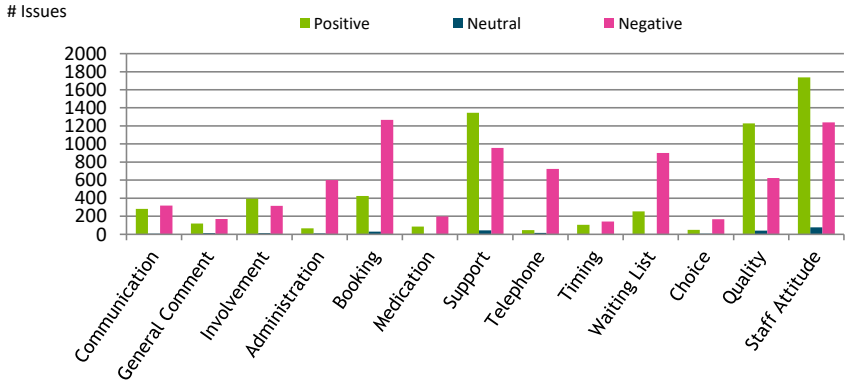
3.1 Stated medical conditions/topics

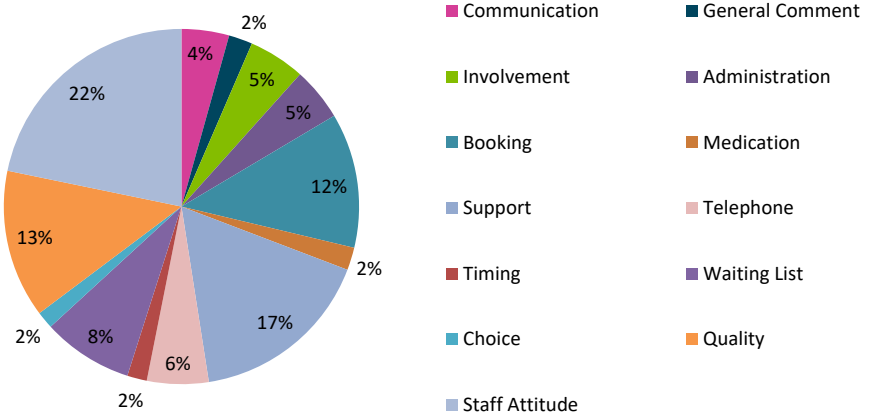




Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 15174 issues from 3450 people

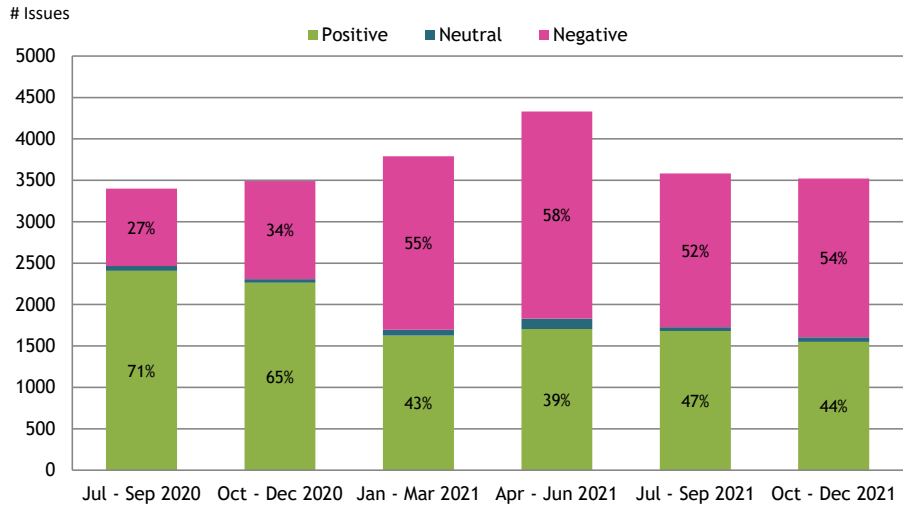




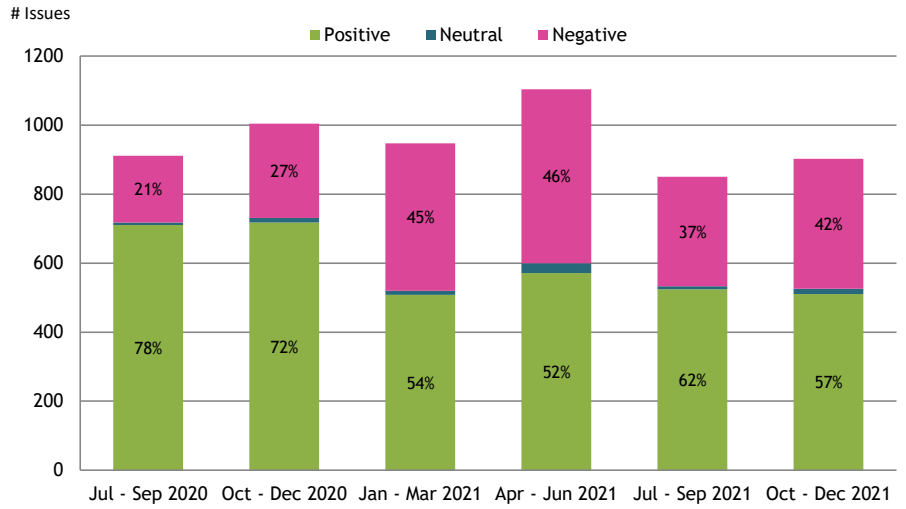
Issues receiving the most comments overall

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

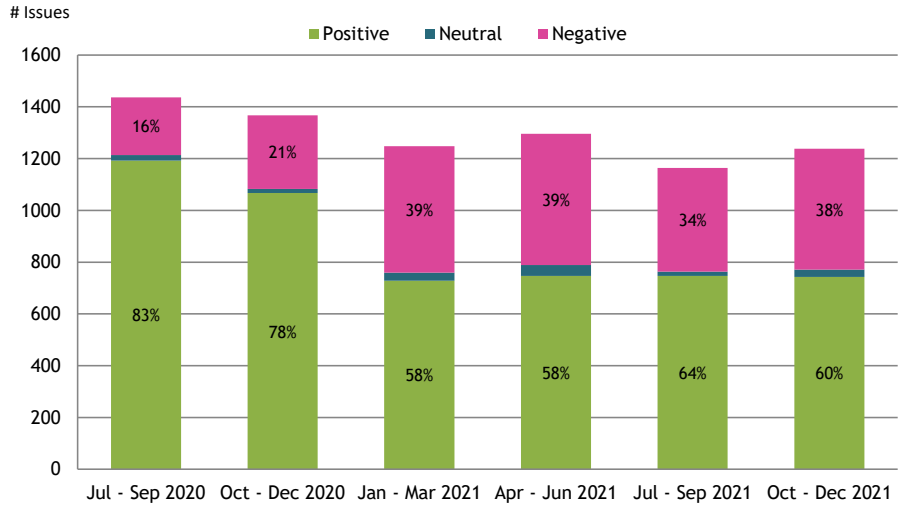
4.1 How do people feel about services overall?



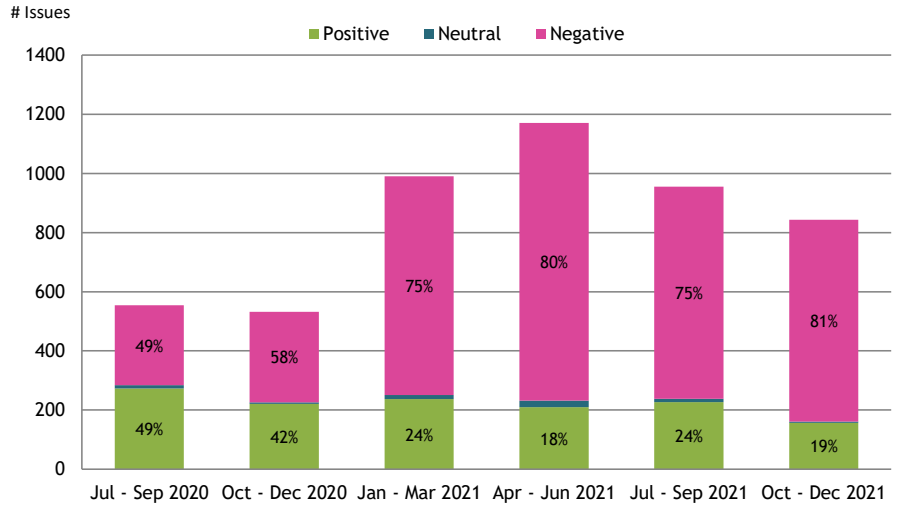
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?

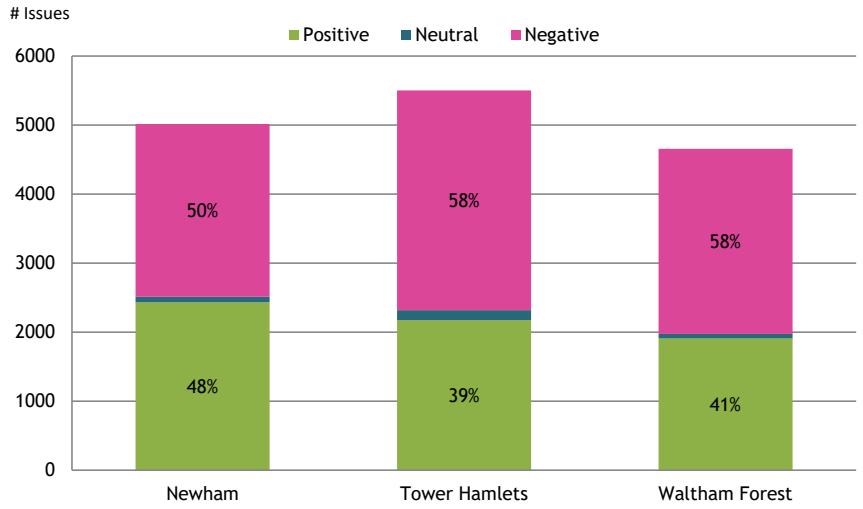


4.4 How do people feel about access to services?



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

5.1 How do people feel about services overall?



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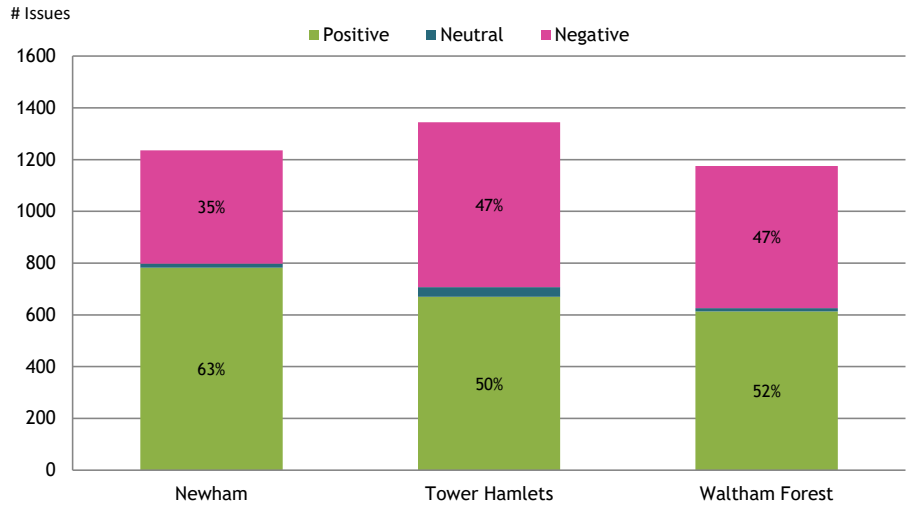

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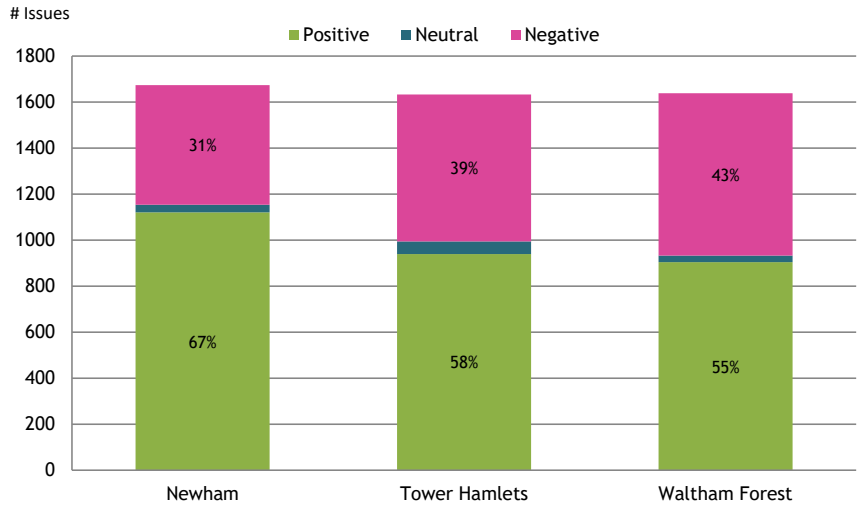

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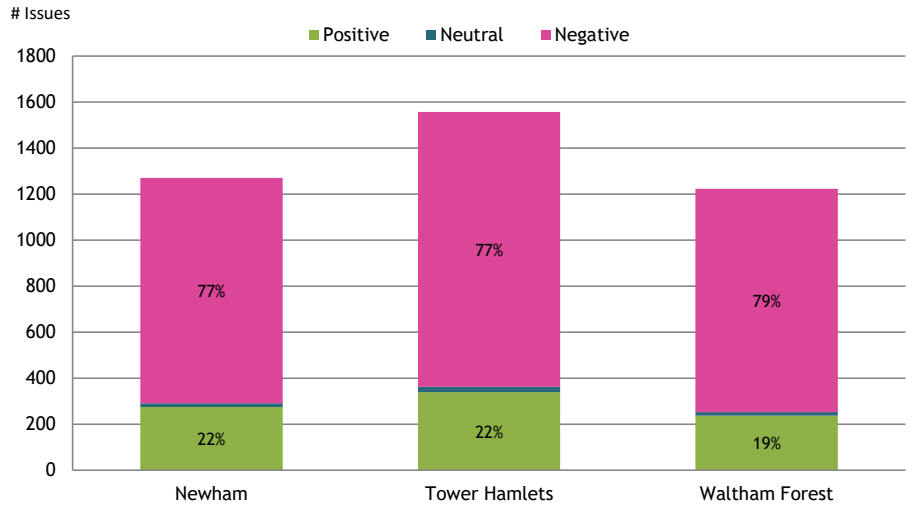
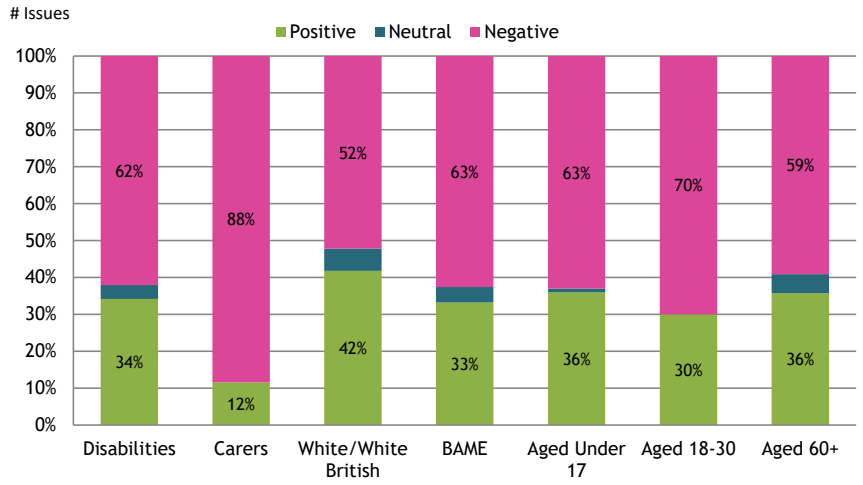
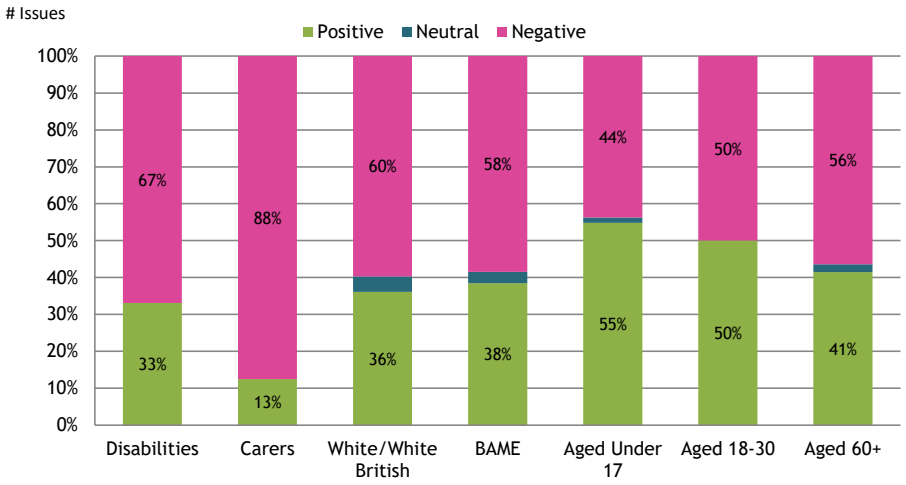


6. Equalities: On the whole, how do people feel about Health and Care services?

6.1 How do people feel about services overall?



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



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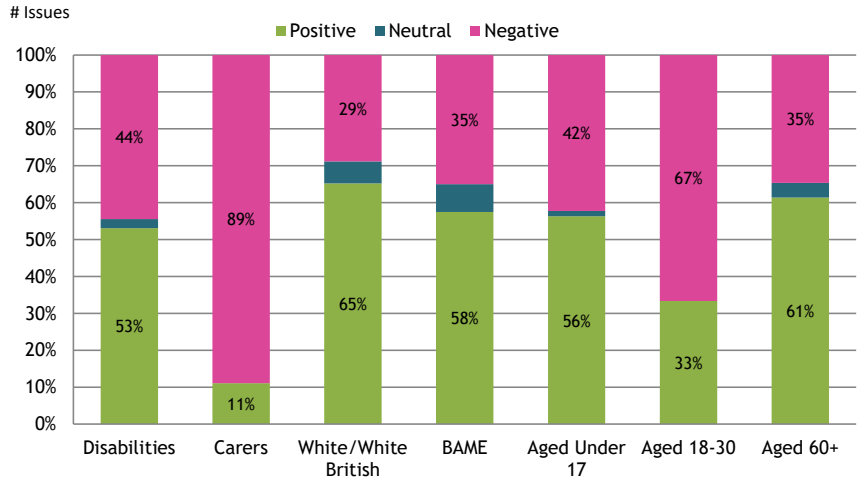

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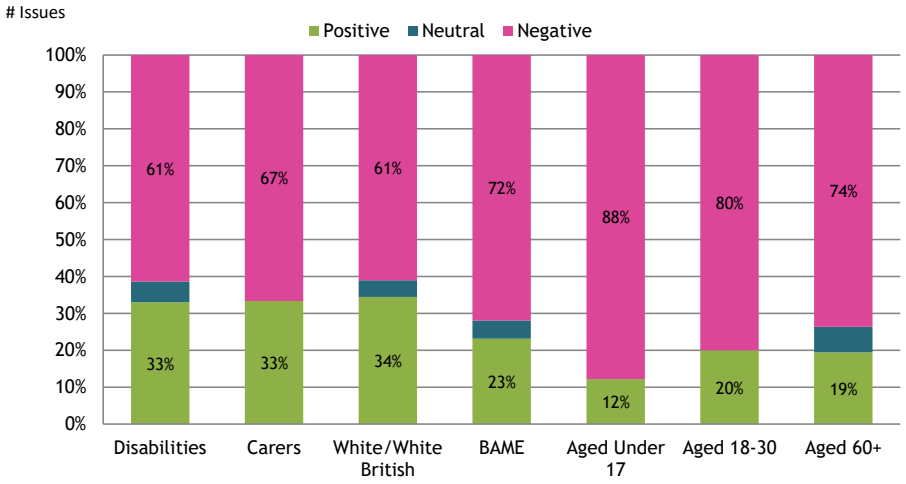
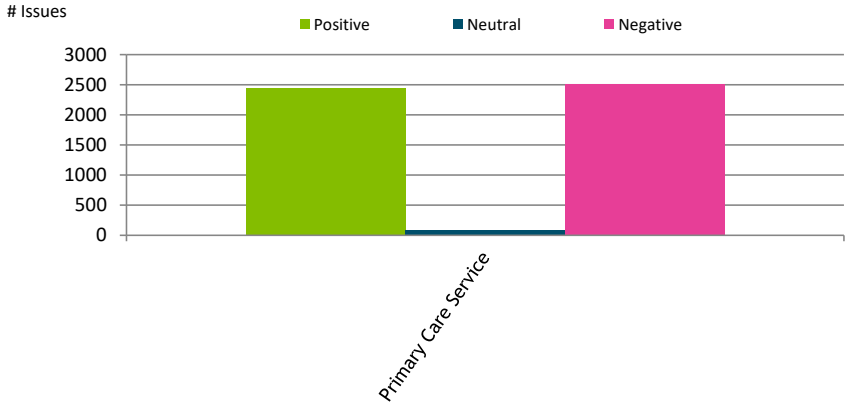


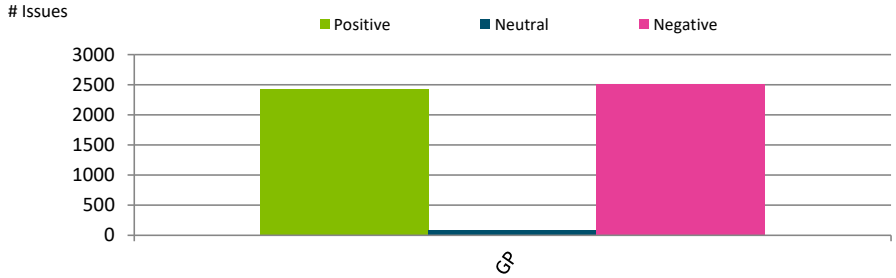
7. Trends by Borough: Newham

7.1 Service Sector



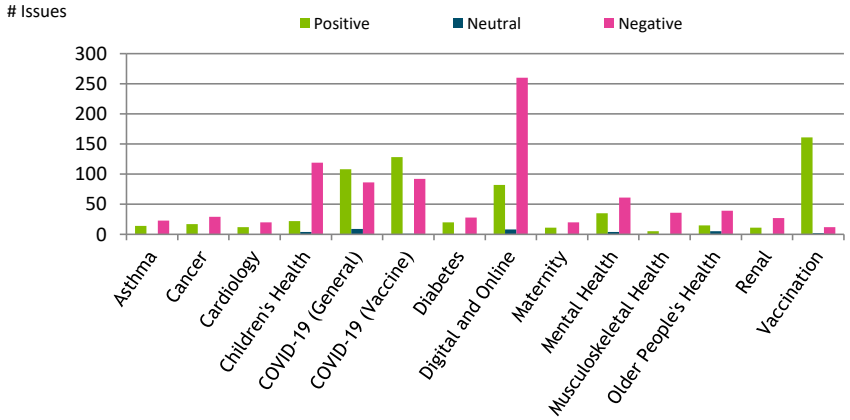
Service sectors receiving the most comments overall

7.2 Service Type



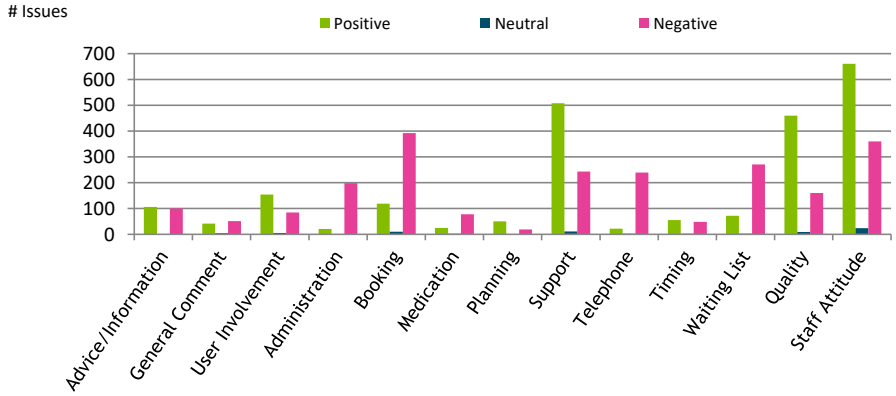
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

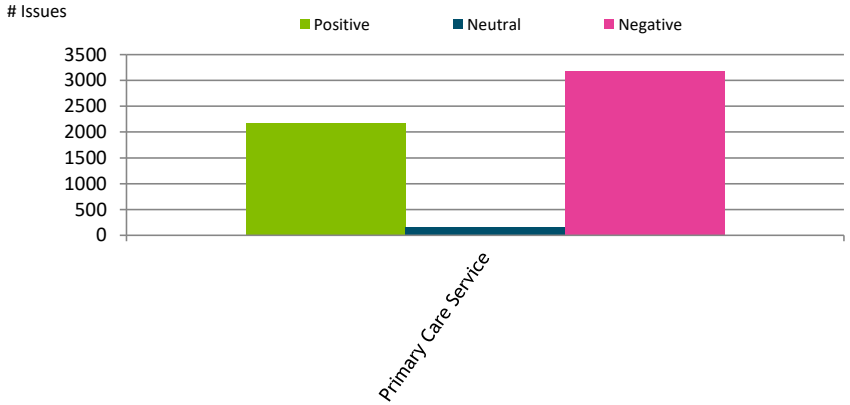
7.4 Top Trends: 5015 issues from 1172 people



Issues receiving the most comments overall

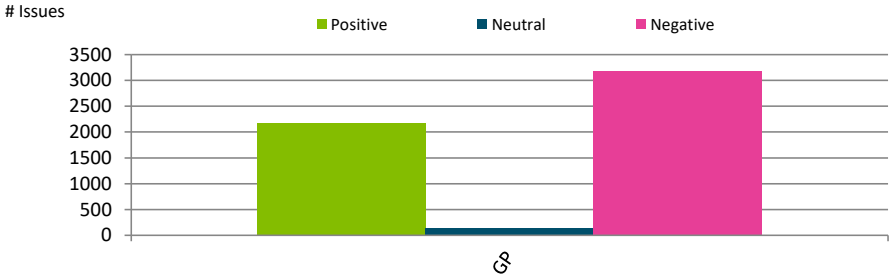
7. Trends by Borough: Tower Hamlets

7.5 Service Sector



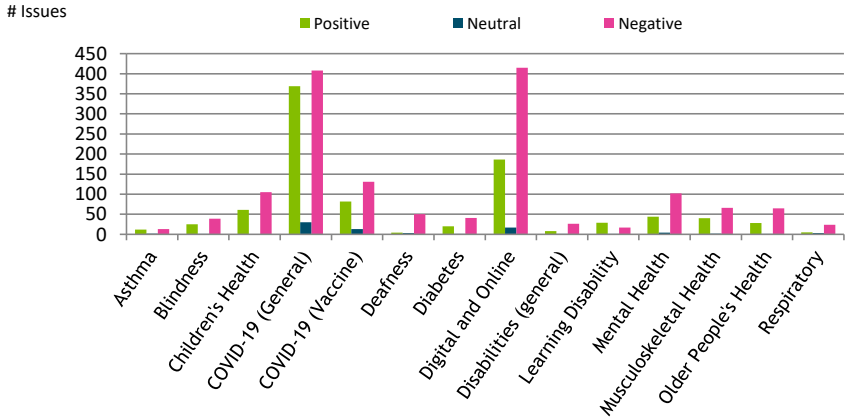
Service sectors receiving the most comments overall

7.6 Service Type



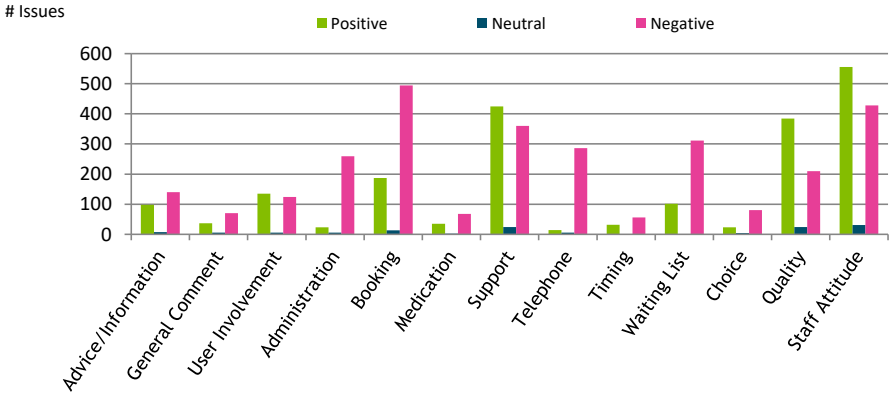
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

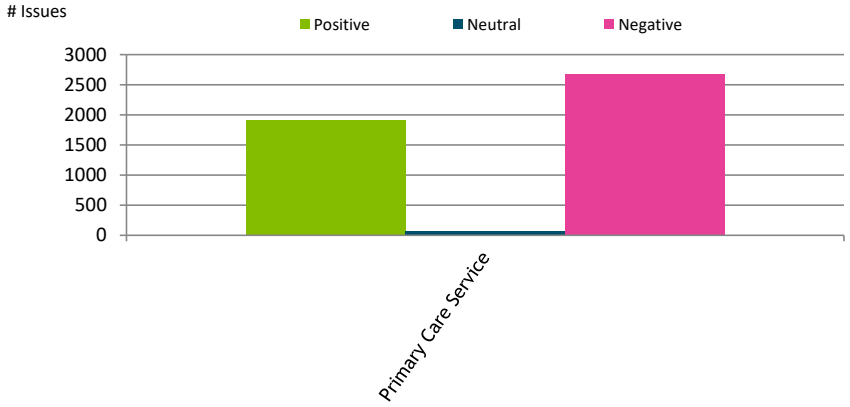
7.8 Top Trends: 5503 issues from 1277 people



Issues receiving the most comments overall

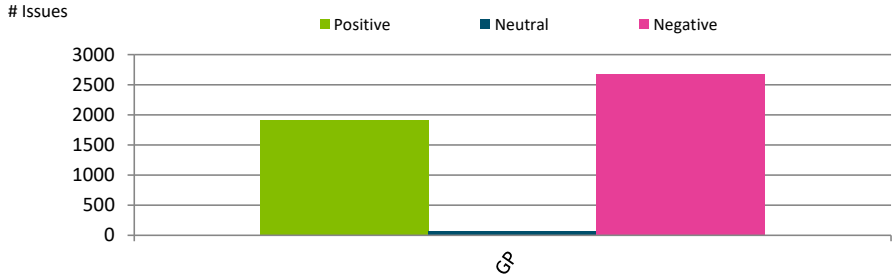
7. Trends by Borough: Waltham Forest

7.9 Service Sector



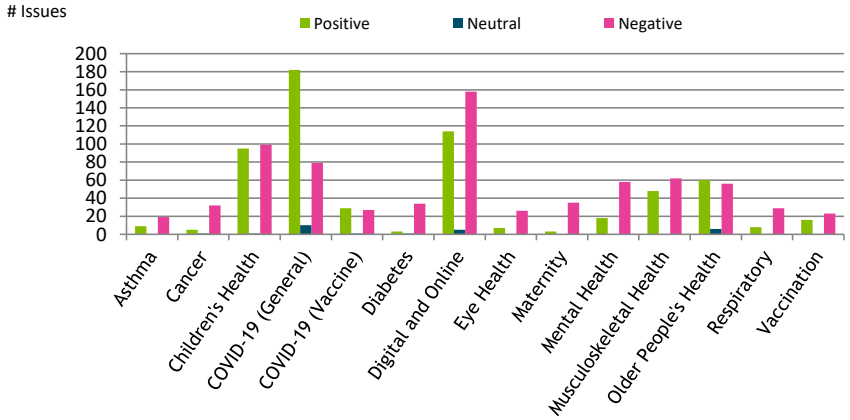
Service sectors receiving the most comments overall

7.10 Service Type



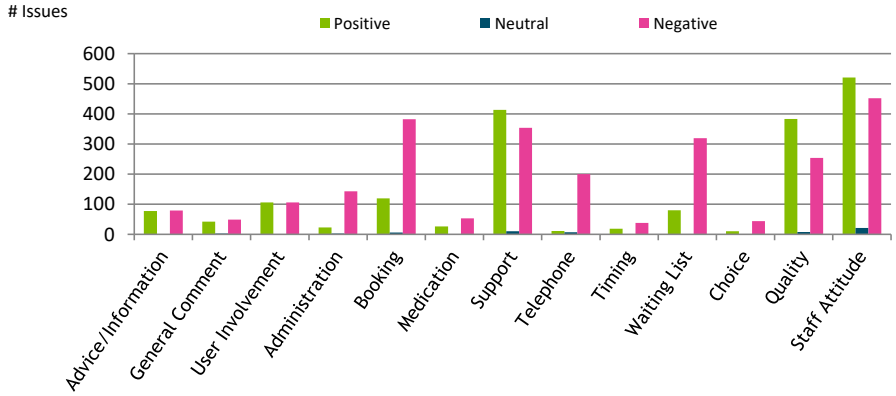
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 4656 issues from 1001 people



Issues receiving the most comments overall

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	# Issues			
			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**

CommunityInsight CRM