# The Experience of GP Services

A trends analysis report by Healthwatch Tower Hamlets, 6 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 local GP services.

Reporting Period: 1 April 2021 - 31 March 2022



# Index and overview of findings

# Data Source (Page 4)

This report is based on the experience of 1,285 people. Feedback has been obtained from a variety of sources, including outreach, surveys and comments posted online (NHS, Care Opinion and social media).

# Top Themes (Page 5)

The vast majority of people receive good quality treatment and care, comments suggest. According to feedback, patients would like greater levels of service access, communication, involvement, empathy and support.

Overall sentiment is 39% positive, 58% negative and 3% neutral.

Trends...

According to feedback, overall satisfaction has improved by 7% this quarter.

Jubilee Street Practice and Merchant Street Practice receive a notable volume and ratio of positive comments.

# Service Access (Page 6)

People continue to experience difficulties with telephone access, associated problems with booking, and longer than expected waits for routine appointments. Issues with online systems are also reported.

# Trends...

This quarter, complaints are up by 9% on online systems, by 5% on waiting lists, and 4% on telephone access. Comments suggest complaints about booking processes are down by 3%.

At most practices, feedback about service access is noticeably negative.

# Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate the vast majority of people receive good quality, compassionate treatment and nursing care. A significant number of patients would like greater levels of involvement and support, and choice of consultation method.

Trends...

This quarter, complaints about user involvement have decreased by a noticeable 10%, by 5% on staff attitude, and marginally by 1% on levels of support.

Jubilee Street Practice and Merchant Street Practice receive a notable volume and ratio of positive comments.

# 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. Language and translation is also cited as an issue.

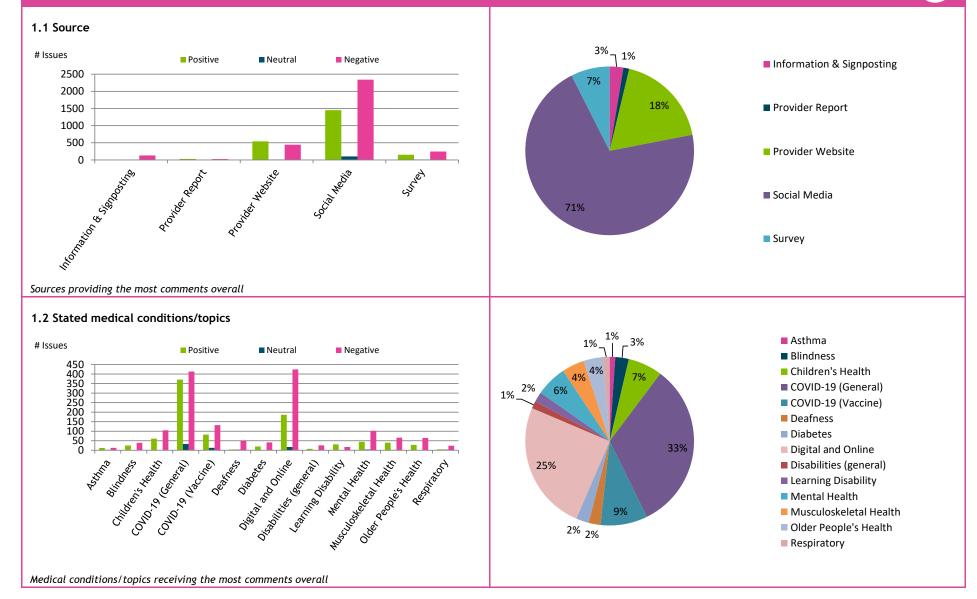
Trends...

Complaints about administration have decreased by some 10% this quarter, while decreasing by 3% on communication.

Jubilee Street Practice receives a notable volume and ratio of positive comments, while Globe Town Surgery 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 and Conditions/Topics



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# 2.1 Overall Themes and Sentiment

#### 2.1.1 Overall, Top Trends: 5530 issues from 1285 people 2.1.2 Overall, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 600 100% 90% 500 80% 70% 400 60% 50% 300 40% 200 30% 519 20% 459 200 100 10% 0% n Jose State S icientone i Store Statilities tories in the second the second states 8001100 Medical Colicies W Willing Liss Support Borough Network Network Network Network Network Network Network Network in the second . ک<sup>ان</sup> Colin Lin (All) 2 7 8 1 3 4 5 6 Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.1.3 Overall, Issues by Practice ■ Positive ■ Neutral ■ Negative 300 250 No. of issues 200 150 100 50 0 Bethna Geen Health Centre Goodman 5 feels Medica Pratice Chrispine theath centre CHY SOURCE NEEDED TO THE OWN C8 attand tomen Banton Hote Gove Media Centre Stoude way teath cette onley of the the the bothends we dra centre Hafod Health Centre Hand Medical Cartre Juble Steel Practice STANDENS HEalth Centre 5 Kateine Jod Procise 5 Pauls Way Welled Cante 5-5-50 the theat the the wheels and health centre AbionHealthCentre Bitterae teath Centre Civi Welhene Pretice Linehouse Pratice Nectant Steel Pacific Stouts Pace webcal Centre The Barlantine Centre The state of Predice Wapping GOUP Ractice AbertedyPractice Brahod Stude Sugery Cabe Steel Subery Grove Road Surgery Pollad Row Practice The Mission Practice Ruson Steel Clinic Tredesa Practice 47 818ce Practices receiving the most comments overall

# 2.2 Service Access

#### 2.2.1 Service Access: 1422 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 400 100% 90% 350 80% 300 70% 250 60% 819 82% 50% 200 40% 150 30% 100 20% 10% 21% 50 17 0% 0 Concentration le concile W Dilinge List Borough Network Network Network Network Network Network Network Network 800 1100 00 Souther Street (All) 2 7 8 1 3 4 5 6 Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 90 80 70 No. of issues 60 50 40 30 20 10 0 Bettind Geen Health Centre Broneth Bon Health Centre CH SUBE Nedra GOR Goodman's feels Wedder Produce C8 attand tomen Banton Stoude Way teath centre United Treatment Centre Hate Hove Medical centre ST Andrews Health Centre 5. Kathene Sody Protice 5 Parts Wor Medical Cantle 5-560 Pert Health Centre Stors Pace Medical Centre white the provide and the state Bittera teath centre CH Weller Prette boothands we want of centre Hatod Health centre Hand Medical Centre uble steel Pattice Wednesday Steel Practice The Misson Practice The Spitales Practice Wapping GOUP Ratife Abertedy Practice AbionHealth centre Braylod Stude Stude N Grove Road Surgery Pollad Row Practice The Barlantine centre limetouse Practice Ruston Steel Clinic Tredesa Practice 47 818ce Practices receiving the most comments overall

# 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 1591 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 300 100% 90% 250 80% 70% 200 60% 50% 150 40% 100 30% 56% 56% 53% 20% 50 10% 0% 0 the second second Muralise of the second Les notes and the second Rollin and the second s 5000 S Solo of the second Borough Network Network Network Network Network Network Network Network Gree Involution Cione. (All) 2 7 8 1 3 4 5 6 Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 120 100 No. of issues 80 60 40 20 0 Bethod Geen Health Centre Goodman's feels Medica Province Bronel D'Bon Health Centre Child Steel Health Centre CHY SAURE MERICA GOUR G8 at Hand Homen Bankon Hate Hove Needed Leave Stoude Way reath cattle white the provide and the state Billiense Health Centre bothends we dra centre Hafod Health centre Hand Medical Centre Juble Steel Produce Nectant Steel Patie STANDENS Health Centre 5 Katheme Jod Procise 5 Pauls Way Welled Cante 5-5-50 the theat the the Stors Pace Wedden Centre Abertedy Practice Ablon Health Centre Brayod Supe Super Civi Welhene Pretice Grove Pood Sufferry Limehouse Practice Pollad Row Practice The Barlantine centre The state of Predice Wapping GOUP Ratific Calle Steel Suffert the Mission Practice Ruson Steel Clinic 47 818ce Practices receiving the most comments overall

# 2.4 Staff Attitude

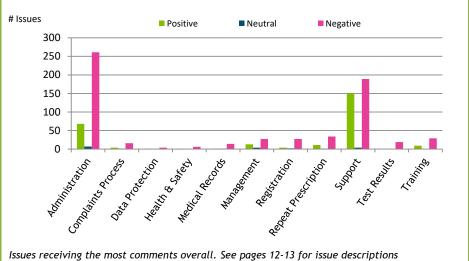
#### 2.4.2 Staff Attitude, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 300 100% 90% 250 80% 70% 200 60% 50% 150 40% 100 30% 55% 50% 52% 539 20% 38% 50 10% 0% 0 Person Berlin Sister Sister Sister icities in the second second Borough Network Network Network Network Network Network Network Network HUS Sol (All) 2 7 8 1 3 4 5 6 Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 60 50 No. of issues 40 30 20 10 0 Good fant feeld Medica Provide Chip Steel Health Contre Hate Hove Media Centre Bethad Green Health Centre Bitterae teath centre Broney De Bon Heath Centre CIN SUPER Medical GOUR boothands we like Centre Gough Walk Practice Stoude Walt Leath Centre Strouts Pace wedded cante white deal health centre Brahod Stune Stillery CN Weltene Prette Hafod Health centre Hand Wedder Contre uble steel Pattice Wether Steel Patie Stadlens Health centre 5-katene 30d Protice 5-Pauls Way Medical Cantle 5 5eptember Health centre The Misson Partice The State Bradde Wapping GOUP Ratife ApertedyProduce AbionHealthCentre Grove Road Surgery Linehouse Practice Pollad Row Practice The Barlantine Centre cate Stree Surgery Ruston steel Clinic Tredesa Practice +7 918ce Practices receiving the most comments overall

## 2.4.1 Staff Attitude: 1013 issues detected

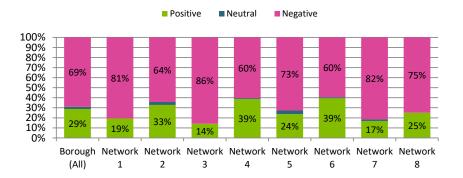
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# 2.5 Administration

## 2.5.1 Administration: 908 issues detected



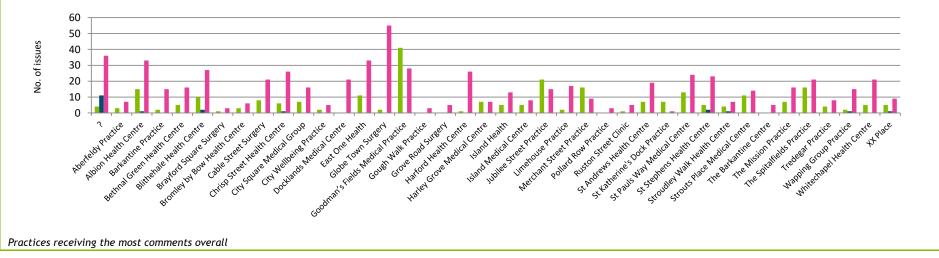
### 2.5.2 Administration, Sentiment by Primary Care Network



## 2.5.3 Administration, Issues by Practice



Sentiment by PCN



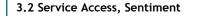
# 2.6 Communication

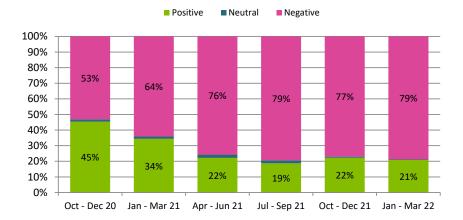


# 3. Timeline: 18 Month Tracker

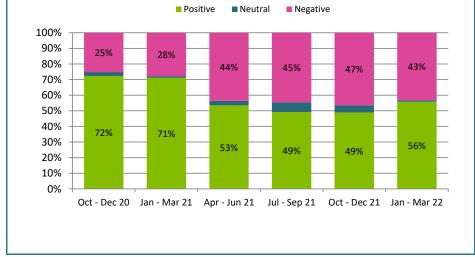
#### Positive Neutral Negative 100% 90% 35% 35% 80% 54% 57% 70% 60% 60% 60% 50% 40% 62% 64% 30% 45% 20% 40% 38% 36% 10% 0% Oct - Dec 20 Jan - Mar 21 Apr - Jun 21 Jul - Sep 21 Oct - Dec 21 Jan - Mar 22

## 3.1 Overall Sentiment

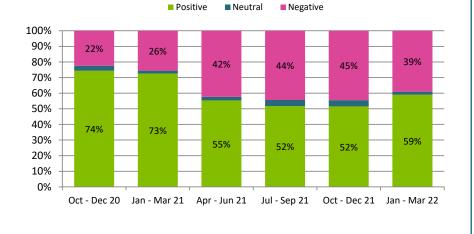




## 3.3 Treatment and Care, Sentiment

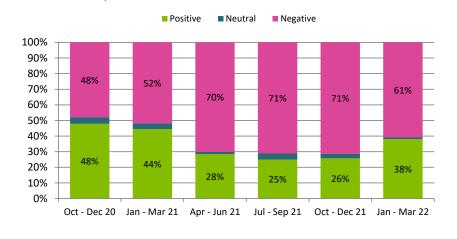


# 3.4 Staff Attitude, Sentiment

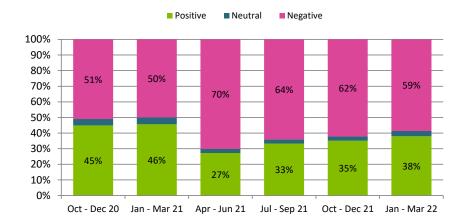


# 3. Timeline: 18 Month Tracker

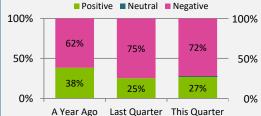
## 3.5 Administration, Sentiment



### 3.6 Communication, Sentiment



# 3.7 Booking, Snapshot

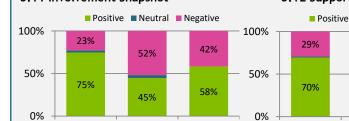


# arter A Year Ago Last Quarter This Quarter

29%

70%

## 3.11 Involvement Snapshot



A Year Ago Last Quarter This Quarter

## 3.12 Support, Snapshot

3.8 Telephone, Snapshot

■ Positive ■ Neutral ■ Negative

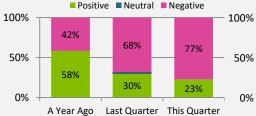
92%

96%

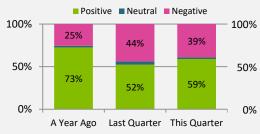




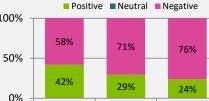
# 3.9 Online Access, Snapshot



# 3.13 Staff Attitude, Snapshot



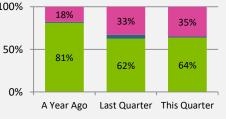
# 3.10 Waiting List, Snapshot



## A Year Ago Last Quarter This Quarter

## 3.14 Quality, Snapshot

Positive Neutral Negative





# 4. Volume by Primary Care Network



# 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.	99	8	142	249
	Carer Involvement	Involvement of carers, friends or family members.	13	0	13	26
	General Comment	A generalised statement (ie; "The doctor was good.")	37	6	70	113
Patier	User Involvement	Involvement of the service user.	136	6	124	266
Values Systems	Administration	Administrative processes and delivery.	23	6	260	289
	Booking	Ability to book, reschedule or cancel appointments.	187	13	497	697
	Cancellations	Cancellation of appointment by the service provider.	0	0	20	20
	Data Protection	General data protection (including GDPR).	1	0	4	5
	Referral	Referral to a service.	21	1	24	46
	Medical Records	Management of medical records.	1	1	15	17
	Medication	Prescription and management of medicines.	35	2	68	105
	Opening Times	Opening times of a service.	1	0	14	15
	Planning	Leadership and general organisation.	14	5	31	50
	Registration	Ability to register for a service.	5	3	28	36
	Support	Levels of support provided.	427	24	362	813
	Telephone	Ability to contact a service by telephone.	14	6	287	307
	Timing	Physical timing (ie; length of wait at appointments).	32	0	57	89
	Waiting List	Length of wait while on a list.	101	1	312	414
	Choice	General choice.	23	5	80	108
	Cost	General cost.	1	1	17	19
	Language	Language, including terminology.	2	1	11	14
	Nutrition	Provision of sustainance.	0	0	0	0
	Privacy	Privacy, personal space and property.	1	0	6	7
	Quality	General quality of a service, or staff.	385	24	211	620
	Sensory	Deaf/blind or other sensory issues.	0	0	5	5
	Stimulation	General stimulation, including access to activities.	2	0	1	3

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# 5. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total	
Catchment/Distance	Distance to a service (and catchment area for eligability).		3	2	8	13	
Environment/Layout	Physical environment of a service.		24	1	14	39	
Equipment	General equipment issues.		1	0	9	10	
Hazard	General hazard to safety (ie; a hospital wide infection).		3	0	7	10	
Hygiene	Levels of hygiene and general cleanliness.		16	1	2	19	
Mobility	Physical mobility to, from and within services.		0	0	2	2	
Travel/Parking	Ability to travel or park.		0	0	1	1	
Omission	General omission (ie; transport did not arrive).		0	0	7	7	
Security/Conduct	General security of a service, including conduct of staff.		1	0	3	4	
Staff Attitude	Attitude, compassion and empathy of staff.		557	32	429	1018	
Complaints	Ability to log and resolve a complaint.		4	1	16	21	
Staff Training	Training of staff.		9	0	29	38	
Staffing Levels	General availability of staff.		1	2	12	15	
		Total:	2180	152	3198	5530	

Community Insight CRM