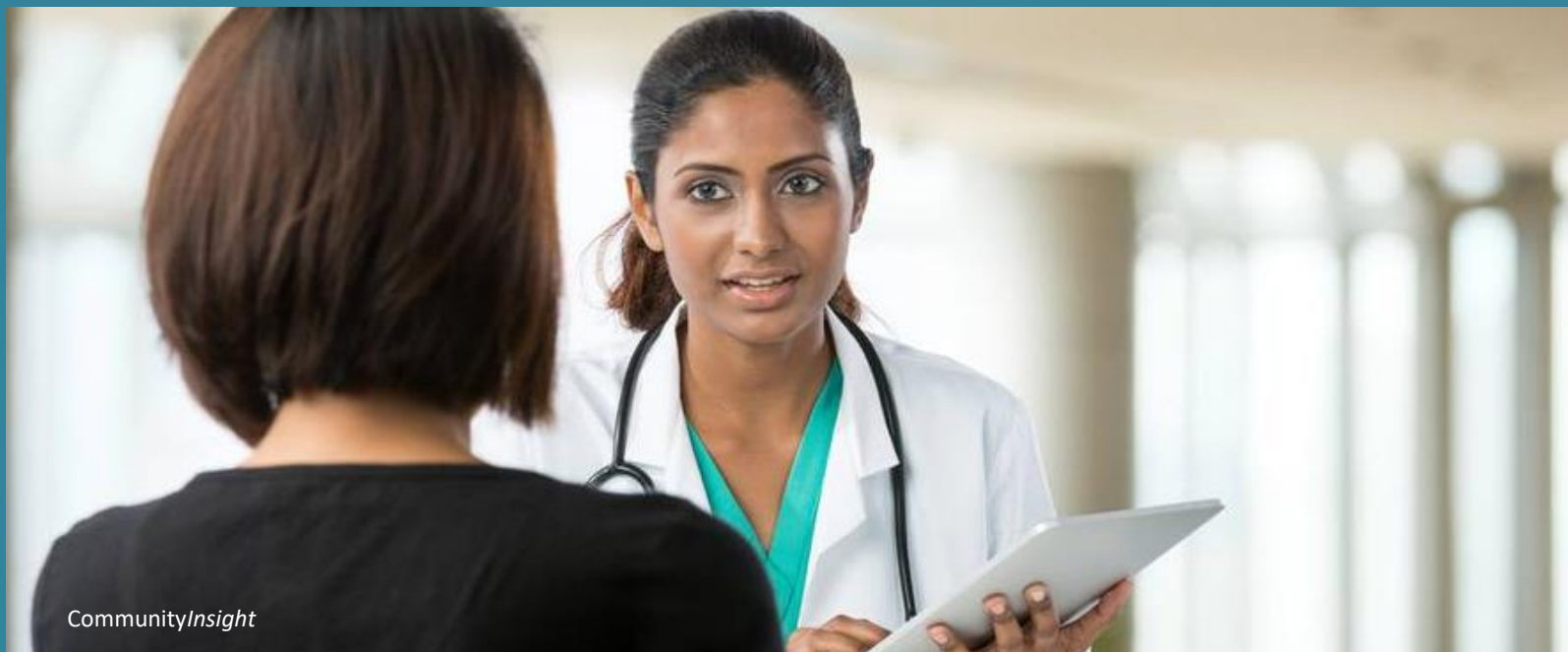


# The Experience of GP Services

A trends analysis report by Healthwatch Tower Hamlets, 6 June 2022



*CommunityInsight*

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.*

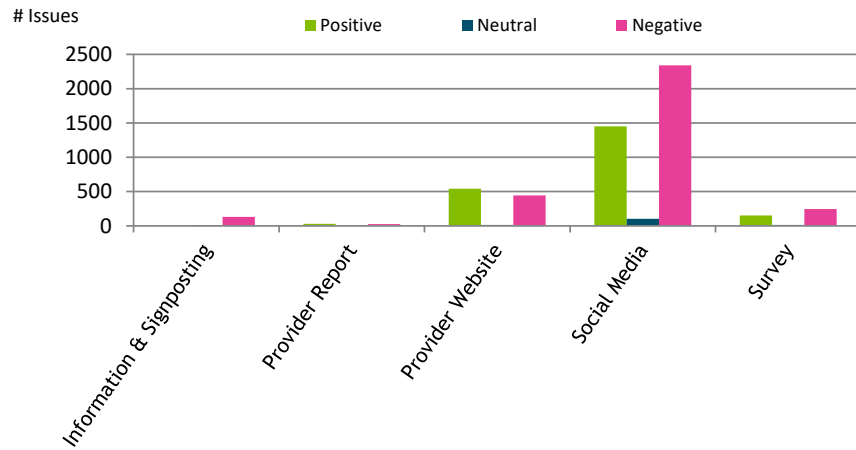
*Jubilee Street Practice receives a notable volume and ratio of positive comments, while Globe Town Surgery receives a notable volume and ratio of negative feedback.*

**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.

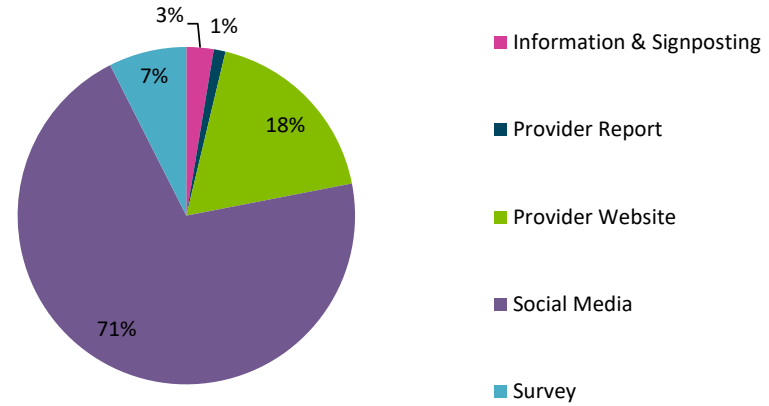


# 1. Data Source and Conditions/Topics

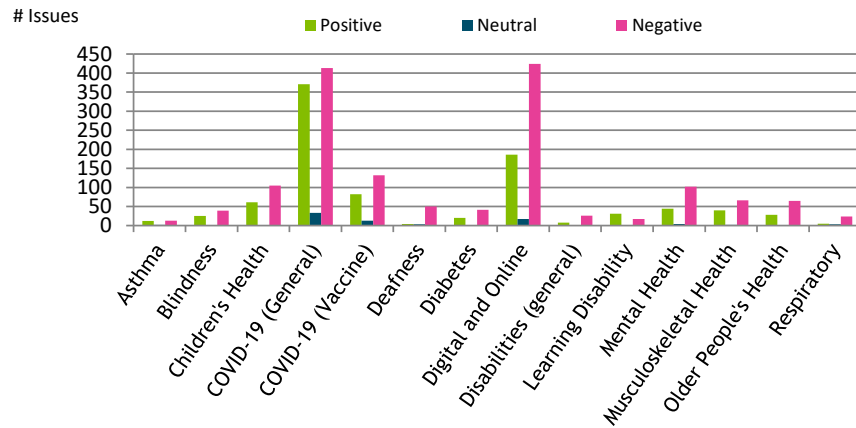
## 1.1 Source



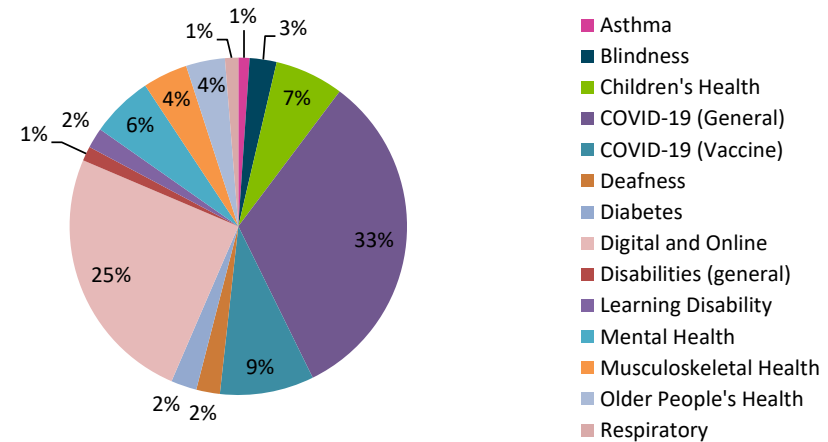
Sources providing the most comments overall



## 1.2 Stated medical conditions/topics



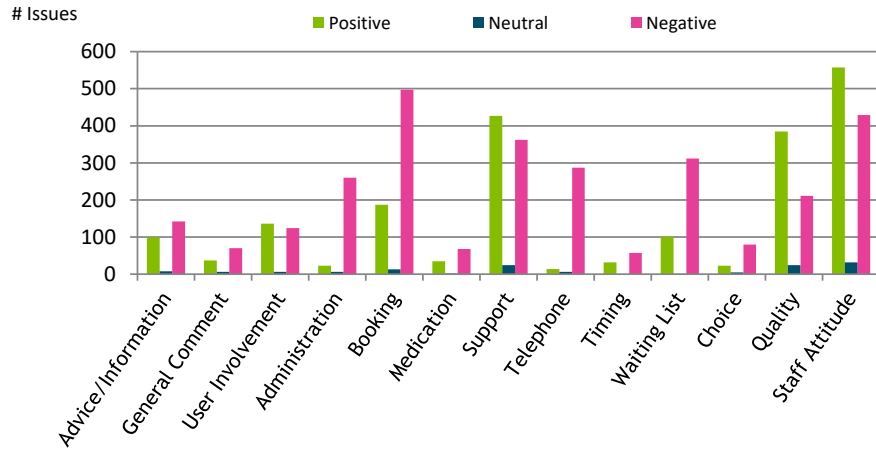
Medical conditions/topics receiving the most comments overall





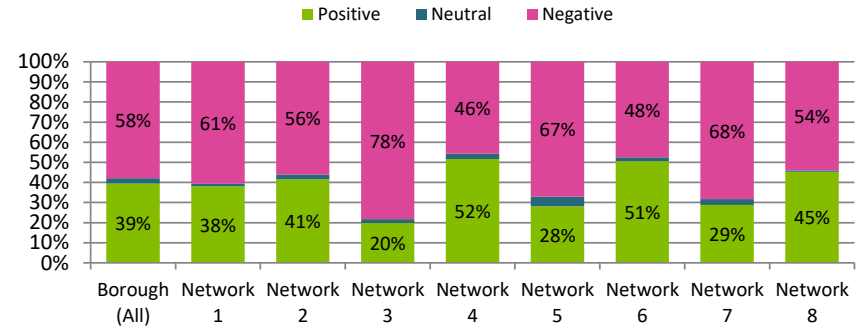
## 2.1 Overall Themes and Sentiment

### 2.1.1 Overall, Top Trends: 5530 issues from 1285 people



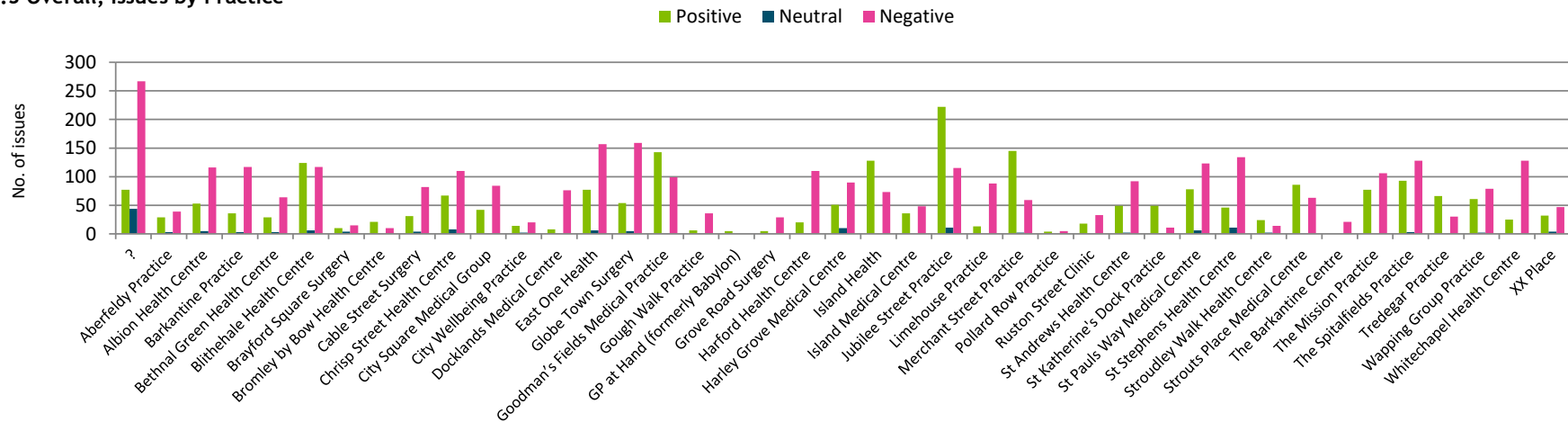
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

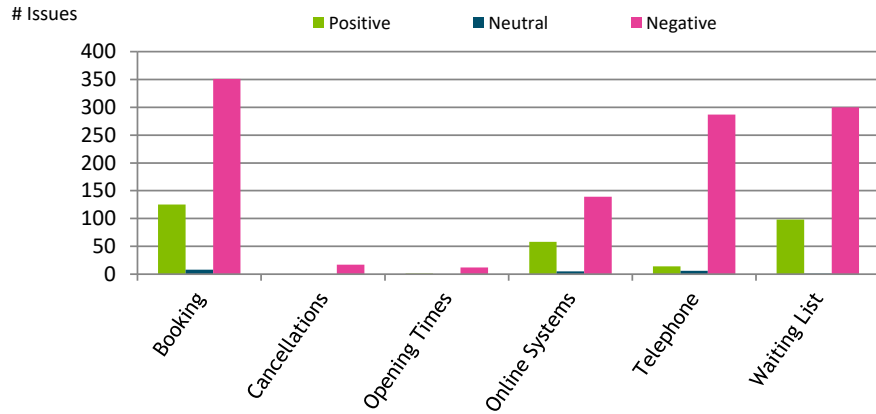


Practices receiving the most comments overall

## 2.2 Service Access

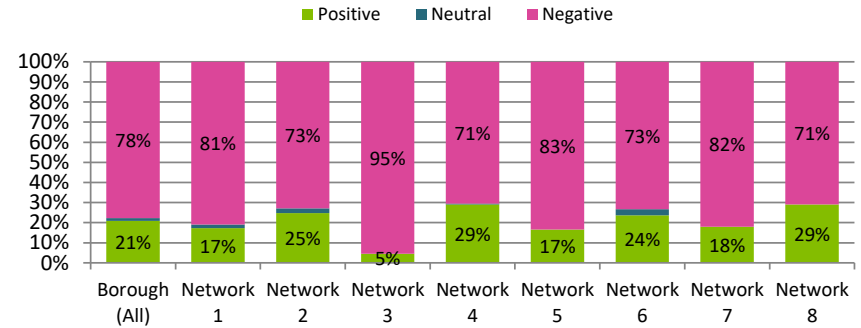


### 2.2.1 Service Access: 1422 issues detected



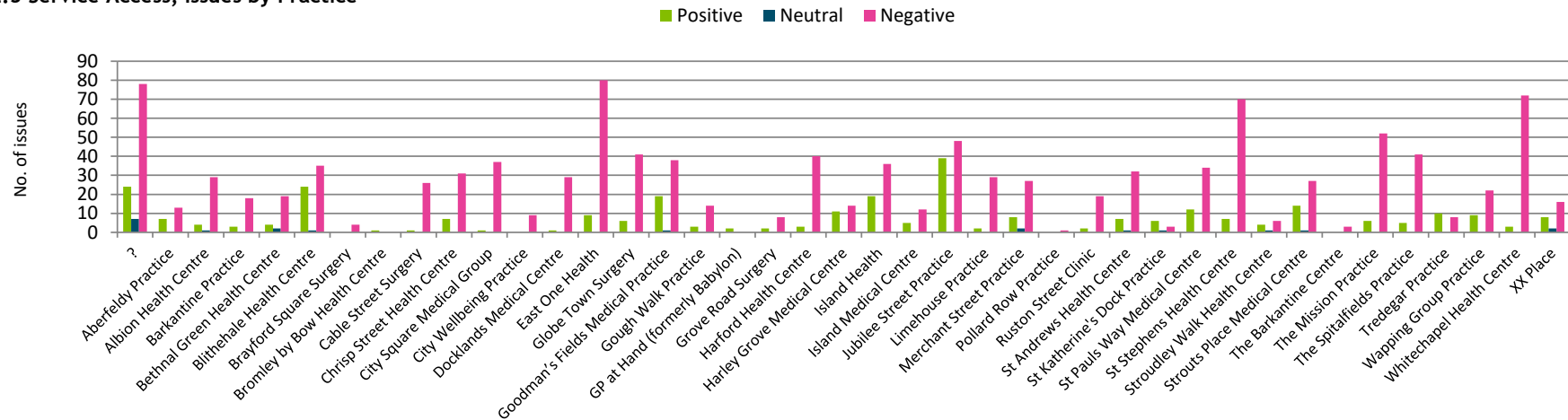
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

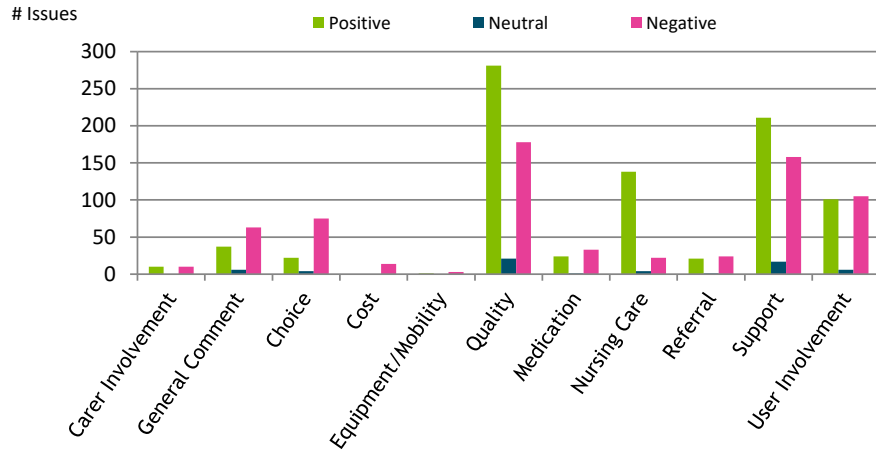


Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

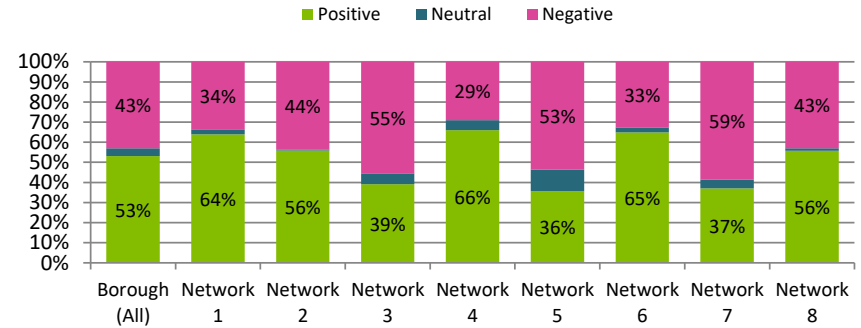


### 2.3.1 Treatment: 1591 issues detected



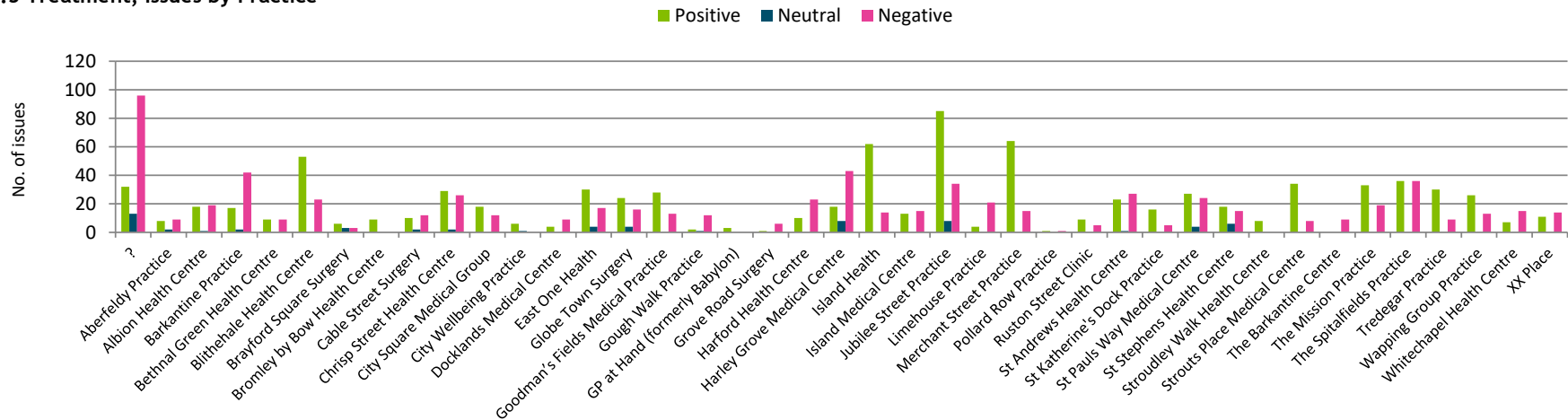
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

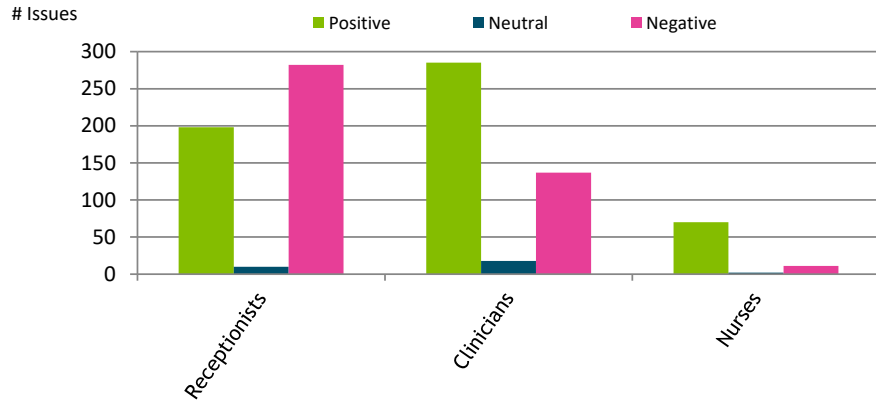


Practices receiving the most comments overall

## 2.4 Staff Attitude

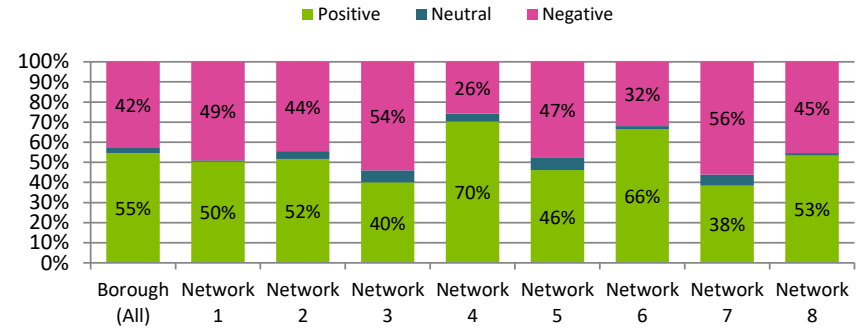


### 2.4.1 Staff Attitude: 1013 issues detected



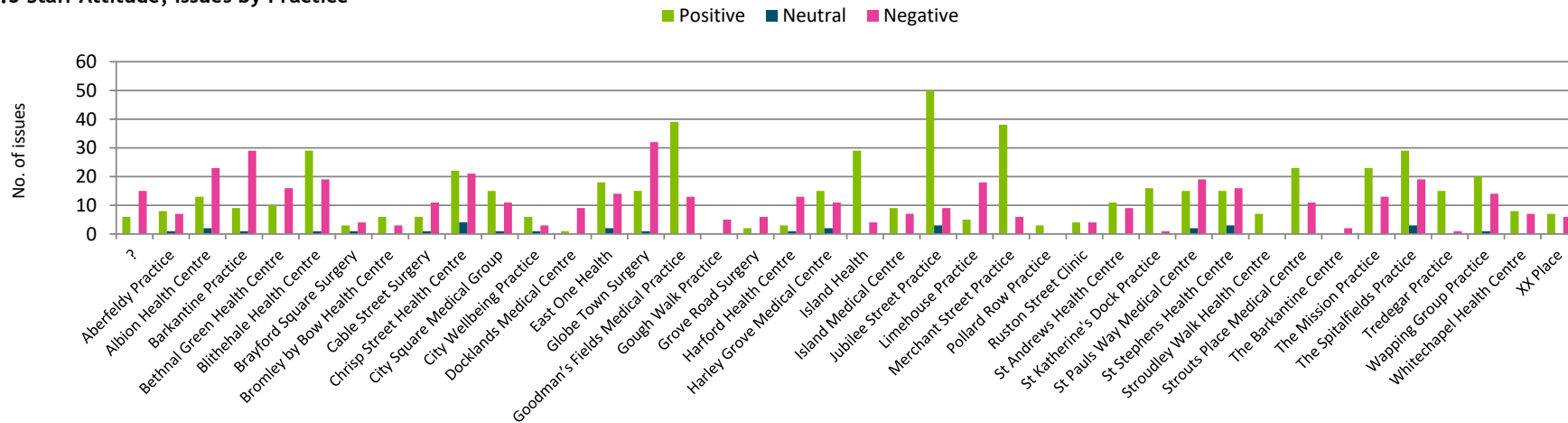
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



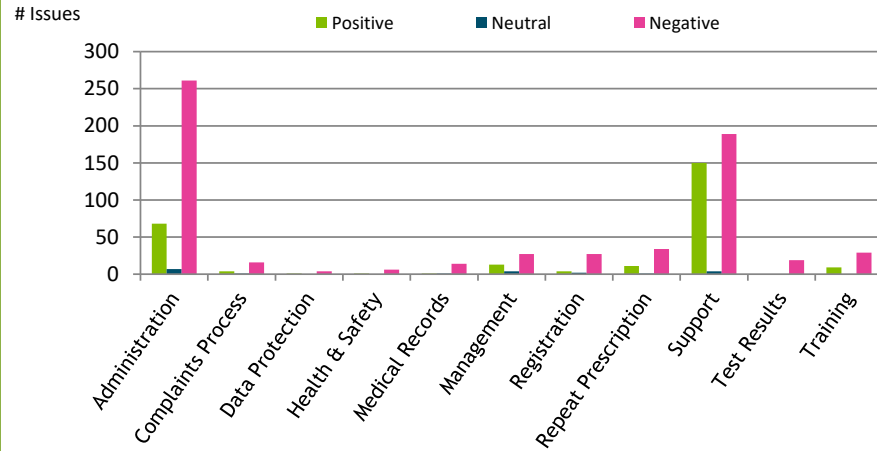
Practices receiving the most comments overall



## 2.5 Administration

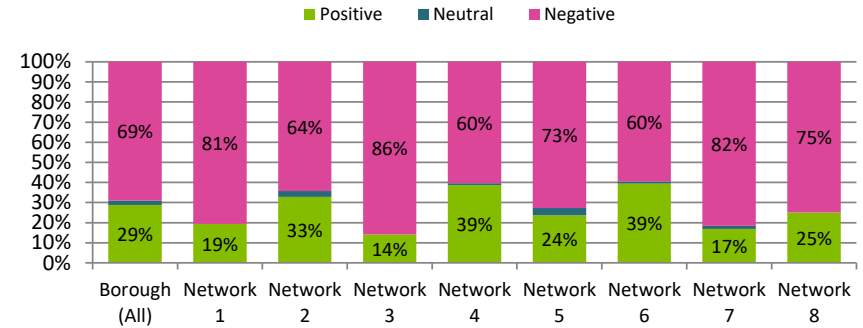


### 2.5.1 Administration: 908 issues detected



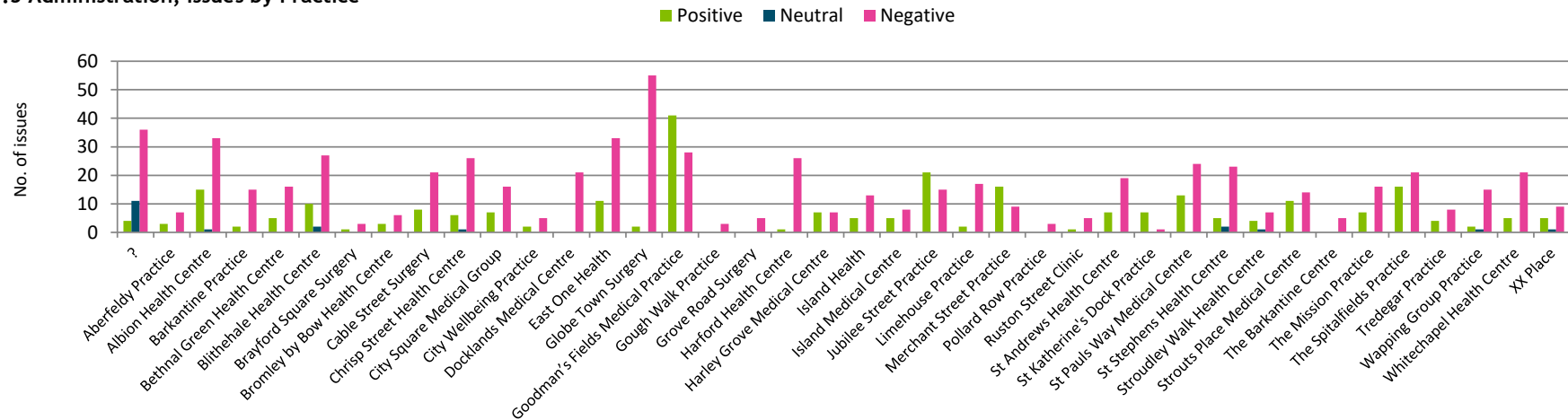
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

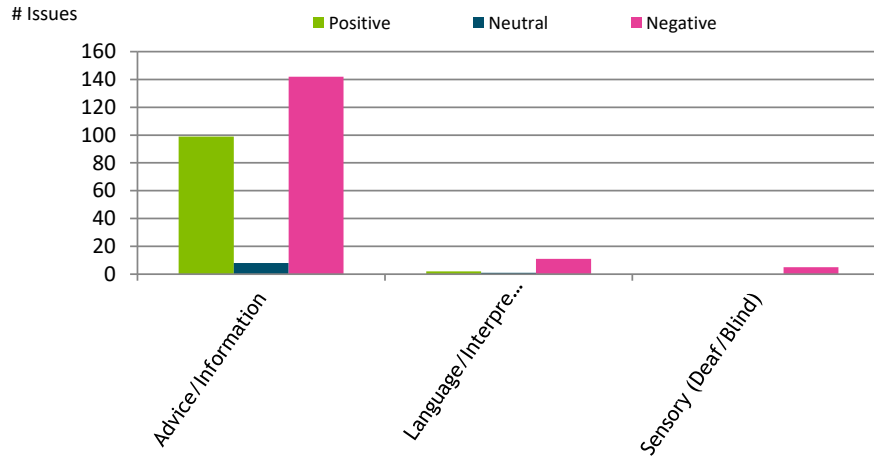


Practices receiving the most comments overall

## 2.6 Communication

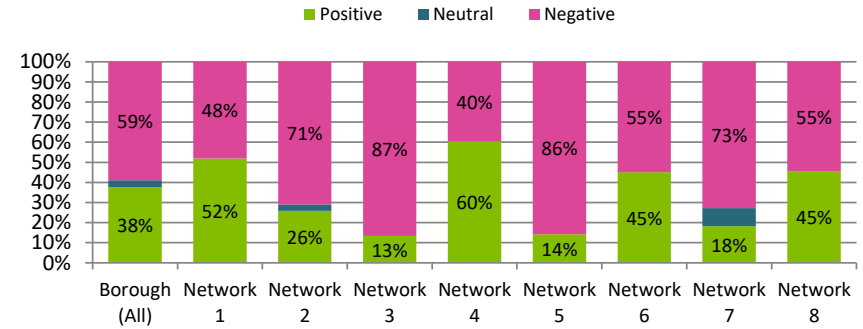


### 2.6.1 Communication: 268 issues detected



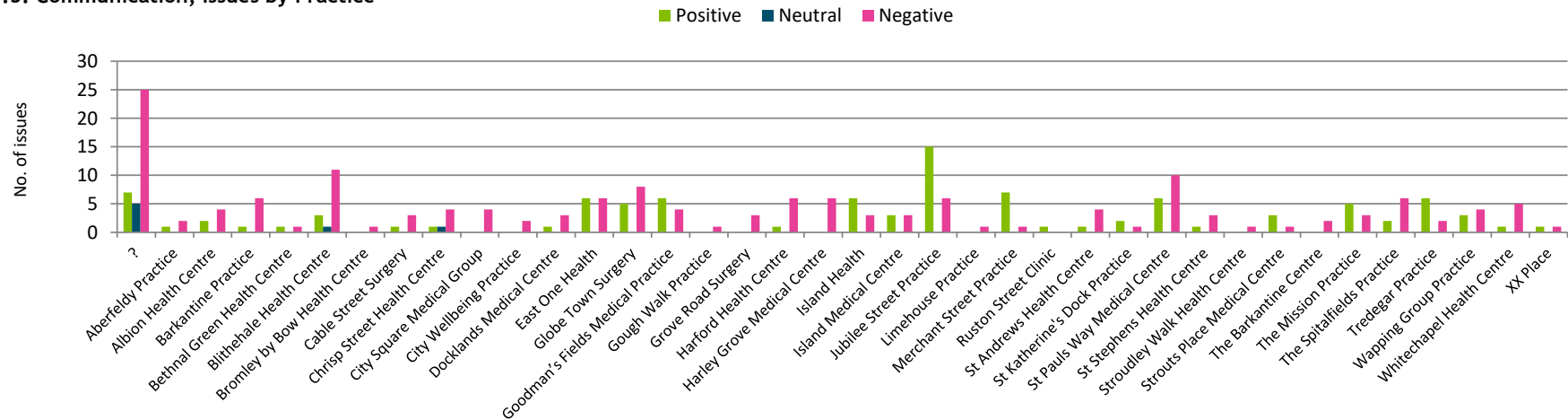
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

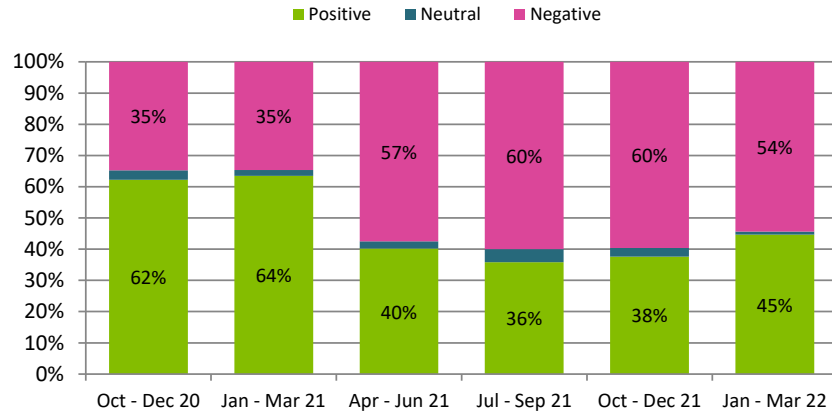


Practices receiving the most comments overall

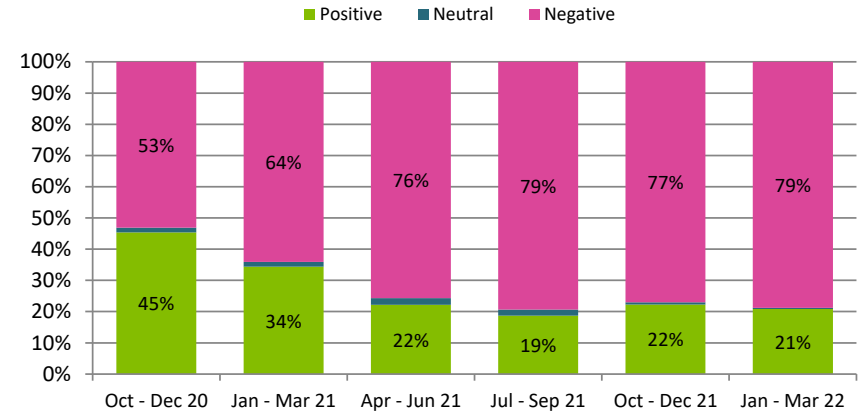
### 3. Timeline: 18 Month Tracker



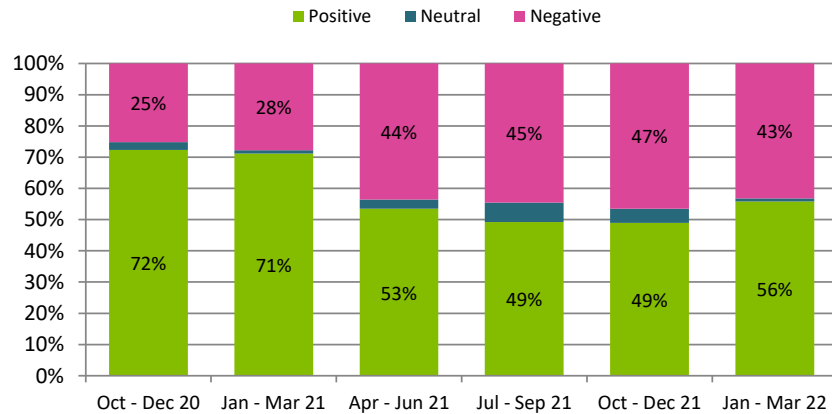
#### 3.1 Overall Sentiment



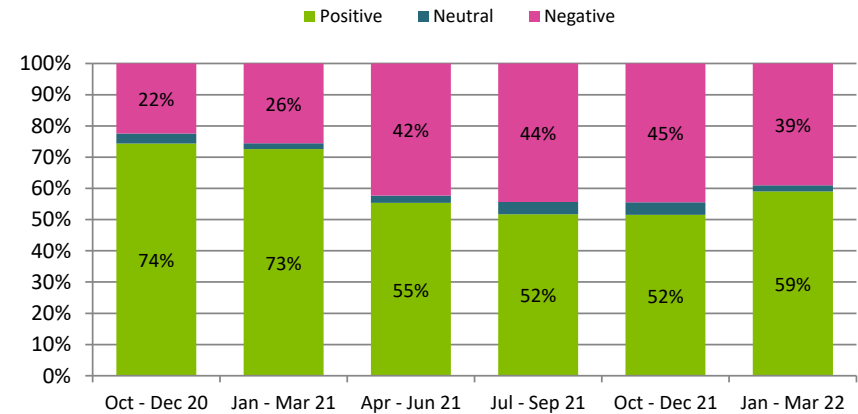
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



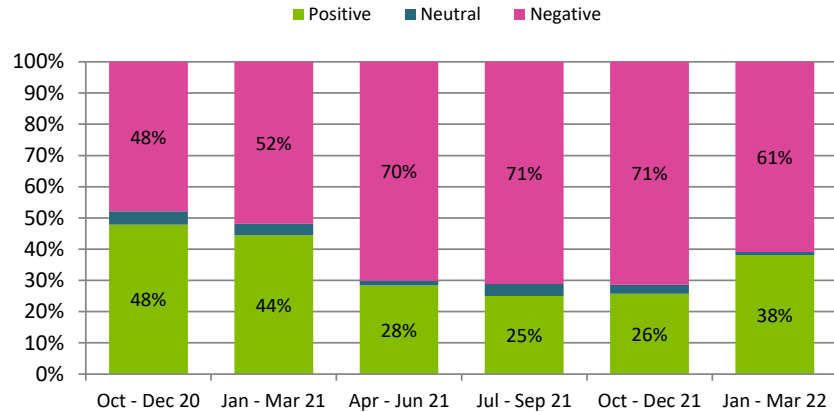
#### 3.4 Staff Attitude, Sentiment



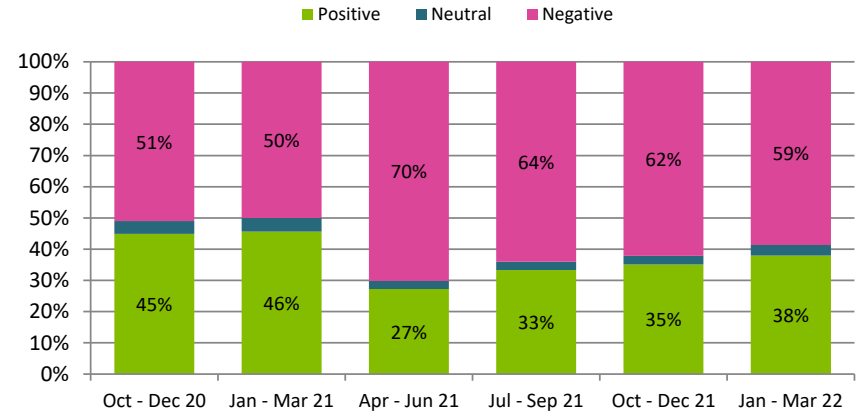
### 3. Timeline: 18 Month Tracker



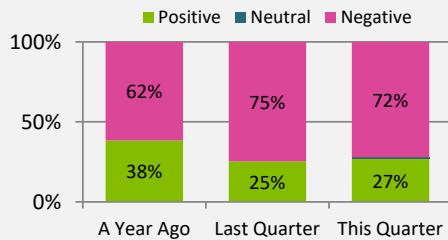
#### 3.5 Administration, Sentiment



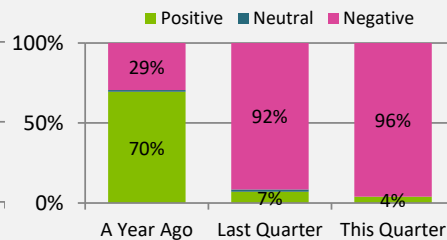
#### 3.6 Communication, Sentiment



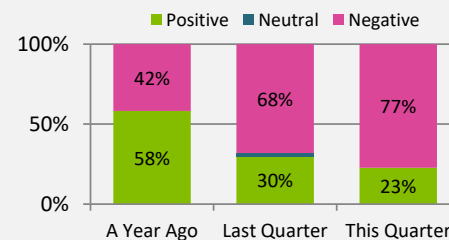
#### 3.7 Booking, Snapshot



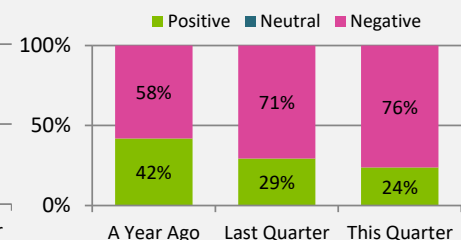
#### 3.8 Telephone, Snapshot



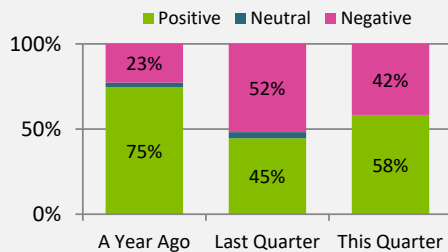
#### 3.9 Online Access, Snapshot



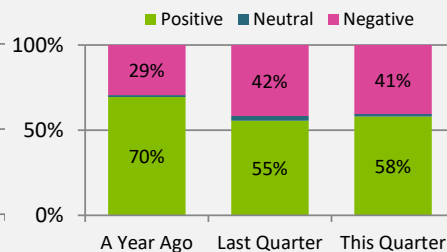
#### 3.10 Waiting List, Snapshot



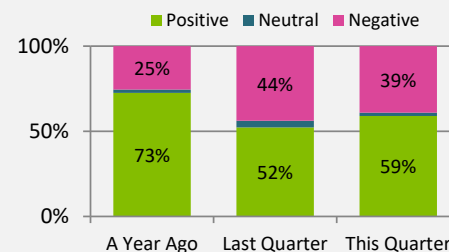
#### 3.11 Involvement Snapshot



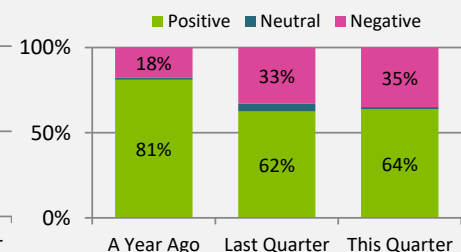
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



#### 3.14 Quality, Snapshot

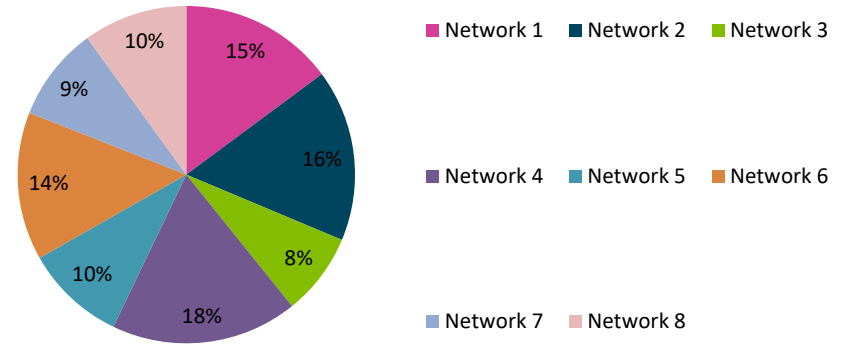
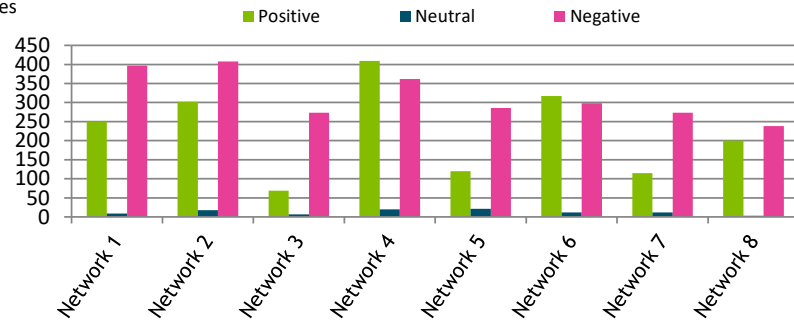


## 4. Volume by Primary Care Network



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

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