The Experience of GP Services

Trends Analysis Report, 1 January 2020 - 31 December 2020

CommunityInsight

10 March 2021

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 Tower Hamlets.

healthwatch
Tower Hamlets

Report Index

Data Source (Page 3)

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

Top Trends (Pages 4-5)

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

Satisfaction Levels (Page 6)

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

Equalities (Page 7)

Monitors experience by demographic groupings.

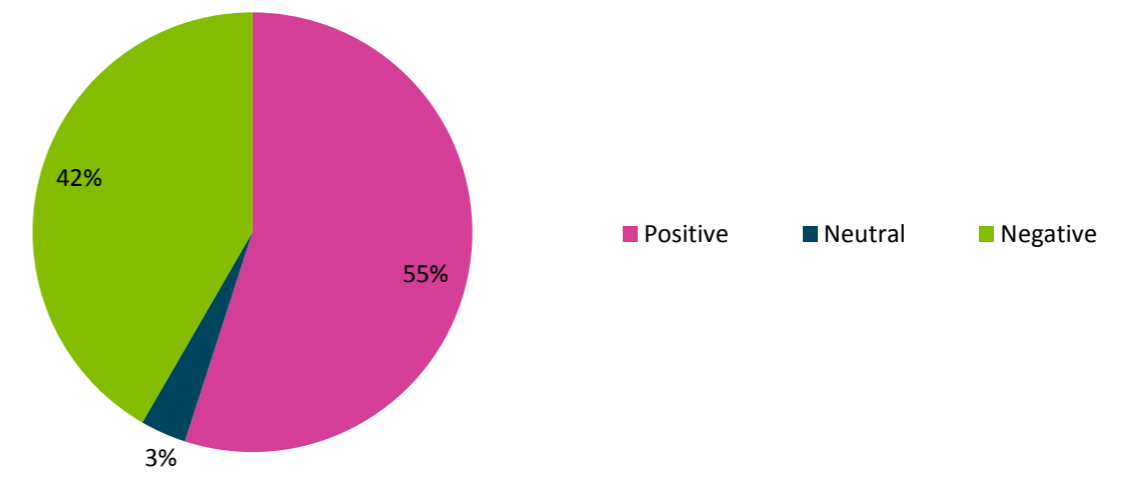## Data Table (Pages 8-9)

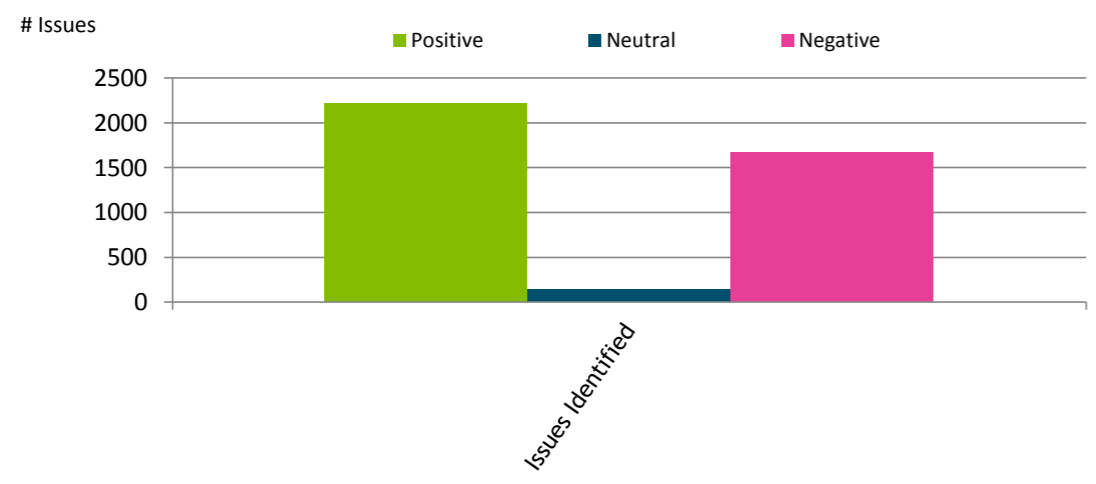The numbers underpinning the trends.

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.
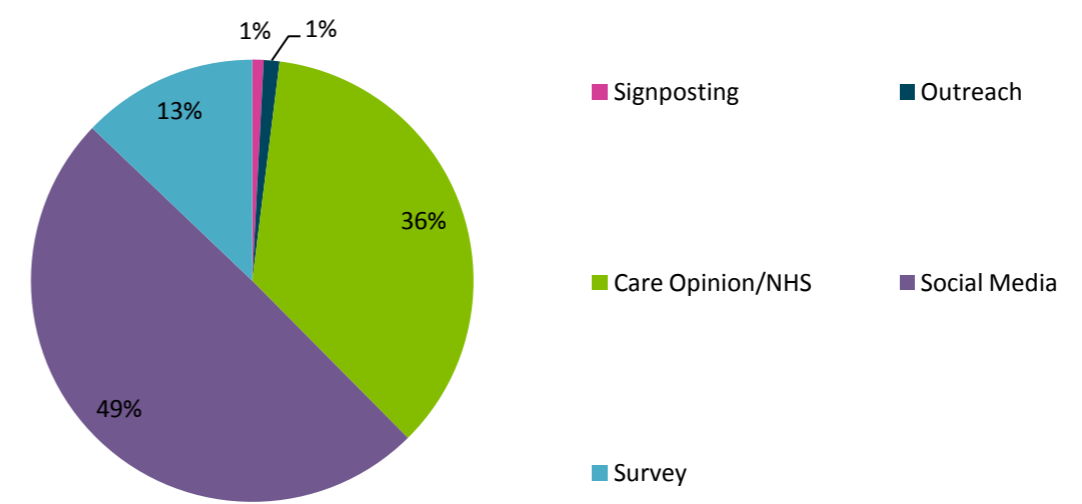
1. Data Source: Where did we collect the feedback?

1.1 4022 issues from 986 people

Issues

Legend: Positive | Neutral | Negative

Bar chart showing Issues Identified: Positive ~2200, Neutral ~150, Negative ~1700

Pie chart: Positive 55%, Neutral 3%, Negative 42%

Legend: Positive | Neutral | Negative

1.2 Top Source

Issues

Legend: Positive | Neutral | Negative

Bar chart by source: Signposting, Outreach, Care Opinion/NHS, Social Media, Survey

Pie chart: Signposting 1%, Outreach 1%, Care Opinion/NHS 36%, Social Media 49%, Survey 13%

Legend: Signposting | Outreach | Care Opinion/NHS | Social Media | Survey

Sources providing the most comments overall

3

2. Which services are people most commenting on?

2.1 Service Sector

Issues

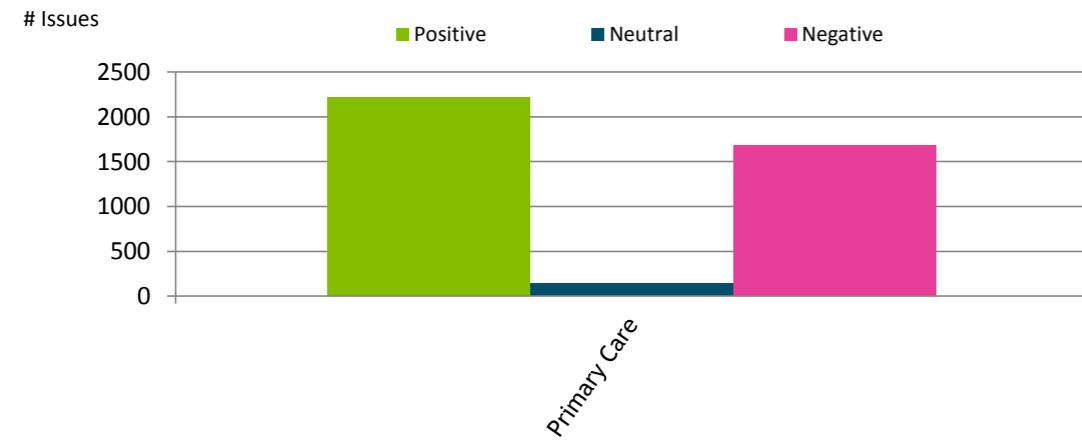Legend: ■ Positive ■ Neutral ■ Negative

Chart (y-axis: 0 to 2500):
- Primary Care: Positive ~2200, Neutral ~100, Negative ~1650

Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Chart (y-axis: 0 to 2500):
- GP: Positive ~2200, Neutral ~130, Negative ~1650
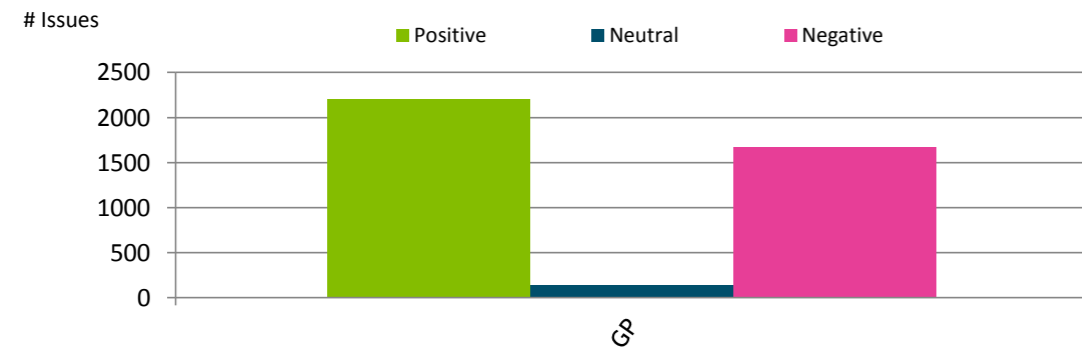
Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics
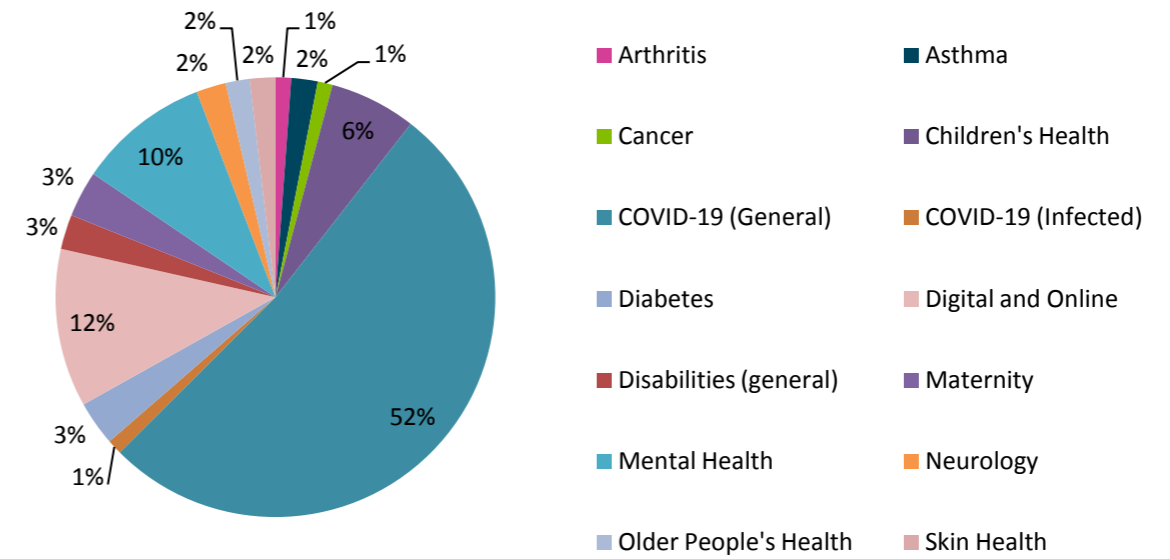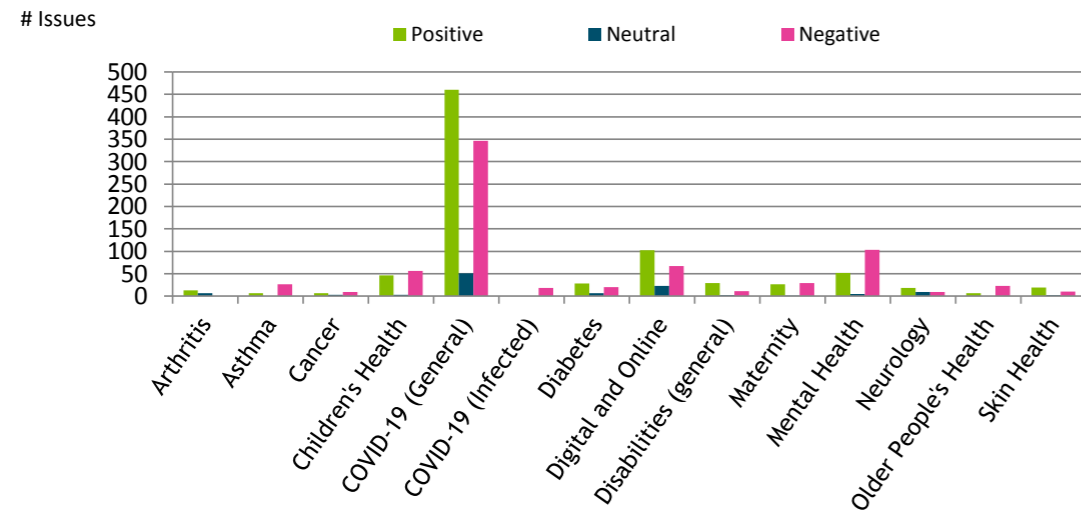
Issues

Legend: Positive, Neutral, Negative

Bar chart categories (Y-axis: 0 to 500): Arthritis, Asthma, Cancer, Children's Health, COVID-19 (General), COVID-19 (Infected), Diabetes, Digital and Online, Disabilities (general), Maternity, Mental Health, Neurology, Older People's Health, Skin Health

Medical conditions/topics receiving the most comments overall

Pie chart percentages: 2%, 1%, 2%, 2%, 2%, 1%, 6%, 52%, 1%, 3%, 3%, 12%, 3%, 3%, 10%

Pie legend:
- Arthritis — Asthma
- Cancer — Children's Health
- COVID-19 (General) — COVID-19 (Infected)
- Diabetes — Digital and Online
- Disabilities (general) — Maternity
- Mental Health — Neurology
- Older People's Health — Skin Health

3.2 Top Trends: 4022 issues from 986 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (Y-axis: 0 to 700): Communication, General Comment, Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart percentages: 5%, 4%, 4%, 4%, 11%, 1%, 3%, 15%, 3%, 3%, 6%, 17%, 24%

Pie legend:
- Communication — General Comment
- Involvement — Administration
- Booking — Referral
- Medication — Support
- Telephone — Timing
- Waiting List — Quality
- Staff Attitude
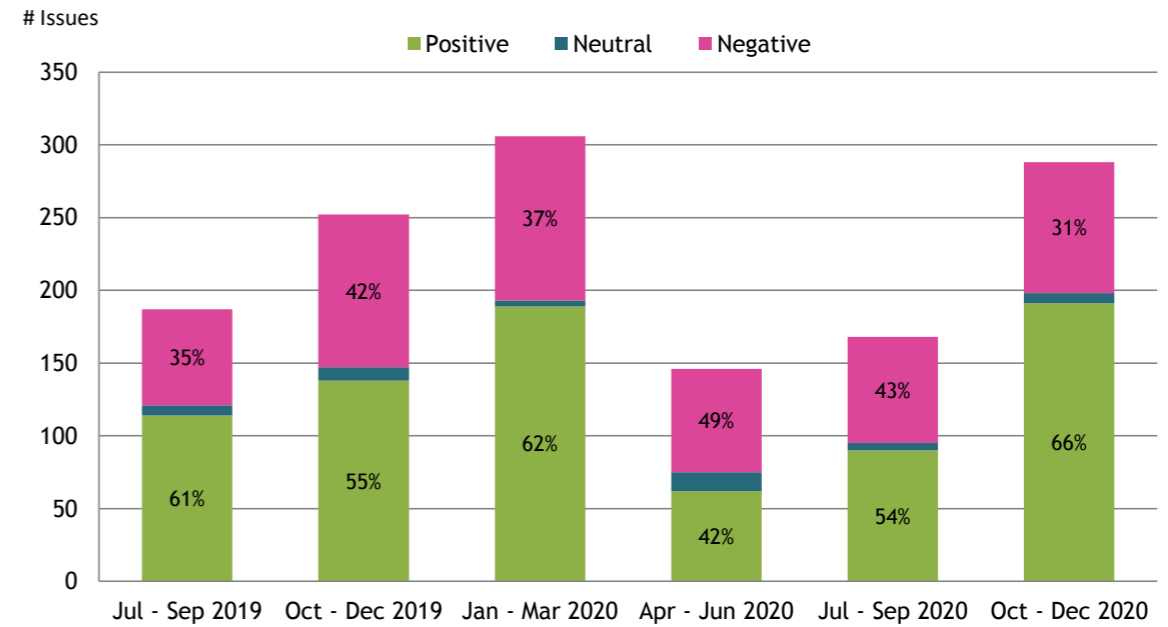
4. Timeline: On the whole, how do people feel about GP services?

4.1 How do people feel about services overall?

Issues

Positive | Neutral | Negative

	Jul - Sep 2019	Oct - Dec 2019	Jan - Mar 2020	Apr - Jun 2020	Jul - Sep 2020	Oct - Dec 2020
Negative	46%	45%	45%	42%	47%	35%
Positive	50%	49%	53%	49%	49%	62%

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

Issues

Positive | Neutral | Negative

	Jul - Sep 2019	Oct - Dec 2019	Jan - Mar 2020	Apr - Jun 2020	Jul - Sep 2020	Oct - Dec 2020
Negative	35%	42%	37%	49%	43%	31%
Positive	61%	55%	62%	42%	54%	66%

4.3 How do people feel about general quality and empathy?

Issues

Positive | Neutral | Negative

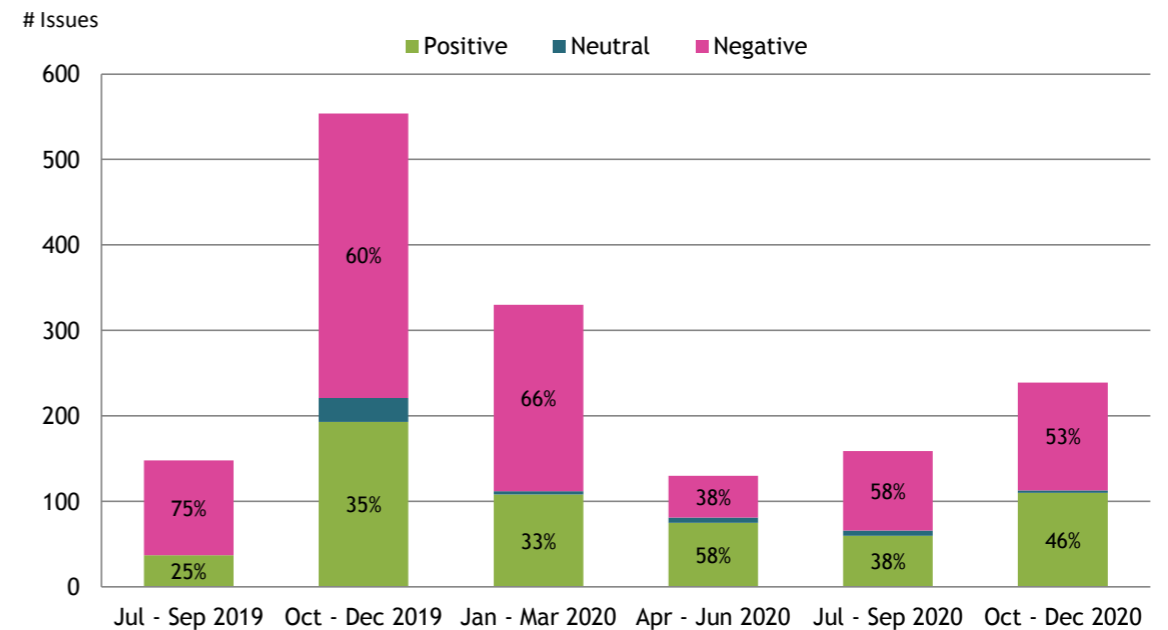|	Jul - Sep 2019	Oct - Dec 2019	Jan - Mar 2020	Apr - Jun 2020	Jul - Sep 2020	Oct - Dec 2020
Negative	27%	29%	31%	30%	35%	20%
Positive	69%	65%	68%	63%	64%	76%

4.4 How do people feel about access to services?

Issues

Positive | Neutral | Negative

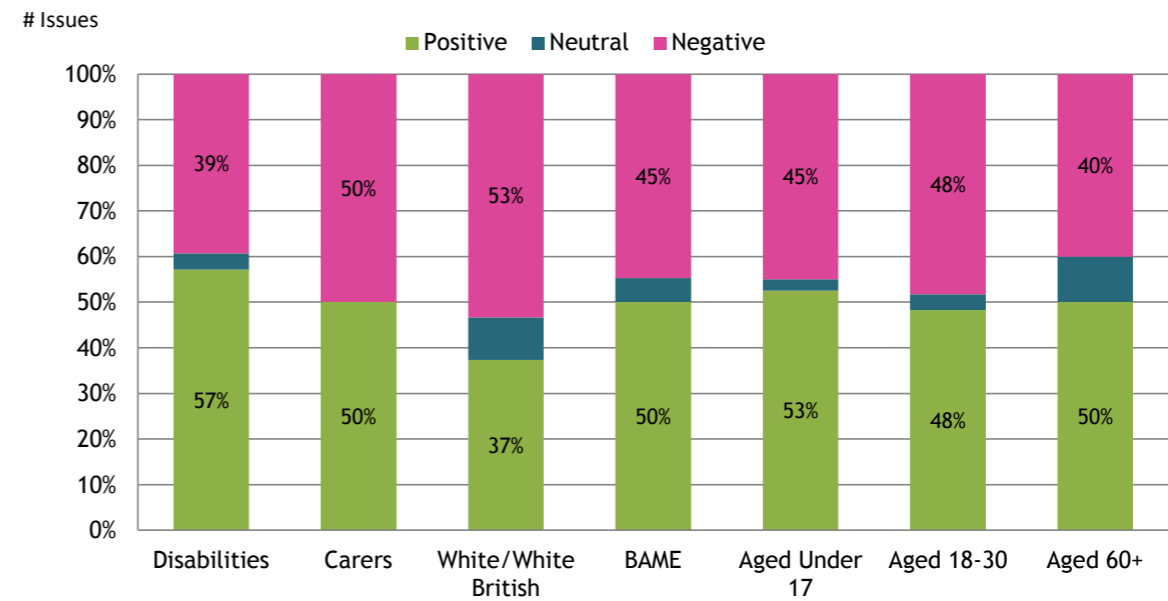|	Jul - Sep 2019	Oct - Dec 2019	Jan - Mar 2020	Apr - Jun 2020	Jul - Sep 2020	Oct - Dec 2020
Negative	75%	60%	66%	38%	58%	53%
Positive	25%	35%	33%	58%	38%	46%

5. Equalities: On the whole, how do people feel about GP services?

5.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	52%	36% (Neutral visible)
Carers	45%	55%
White/White British	45%	47%
BAME	44%	51%
Aged Under 17	45%	53%
Aged 18-30	30%	64%
Aged 60+	47%	44%

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

Issues

Legend: Positive | Neutral | Negative

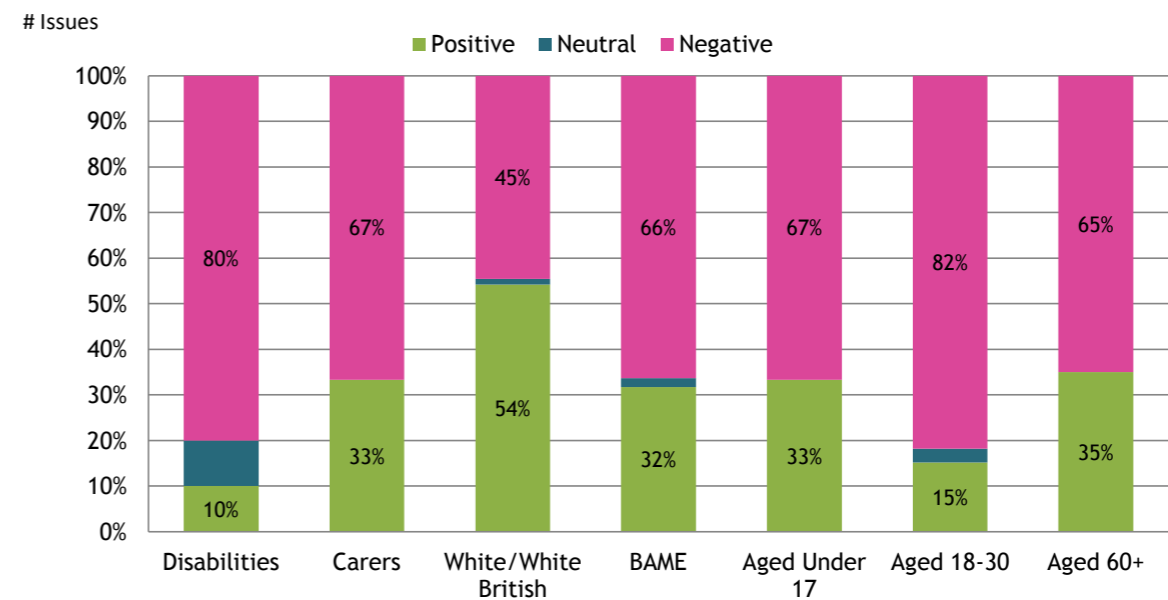| Group	Positive	Negative
Disabilities	57%	39%
Carers	50%	50%
White/White British	37%	53%
BAME	50%	45%
Aged Under 17	53%	45%
Aged 18-30	48%	48%
Aged 60+	50%	40%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	71%	14% (Neutral)
Carers	50%	50%
White/White British	55%	37%
BAME	59%	34%
Aged Under 17	61%	37%
Aged 18-30	33%	50%
Aged 60+	74%	21%

5.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Group	Positive	Negative
Disabilities	10%	80%
Carers	33%	67%
White/White British	54%	45%
BAME	32%	66%
Aged Under 17	33%	67%
Aged 18-30	15%	82%
Aged 60+	35%	65%

6. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	99	9	87	195
	Carer Involvement	*Involvement or influence of carers and family members.*	12	0	11	23
	Peer Involvement	*Involvement or Influence of friends.*	1	0	1	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	99	12	44	155
	User Involvement	*Involvement or influence of the service user.*	81	5	47	133
Systems	Administration	*Administrative processes and delivery.*	23	7	117	147
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	185	15	209	409
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	12	12
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	18	3	19	40
	Medical Records	*Management of medical records.*	0	1	9	10
	Medication	*Prescription and management of medicines.*	40	5	54	99
	Opening Times	*Opening times of a service.*	6	0	9	15
	Planning	*Leadership and general organisation.*	7	4	13	24
	Registration	*Ability to register for a service.*	12	3	22	37
	Support	*Levels of support provided.*	355	15	202	572
	Telephone	*Ability to contact a service by telephone.*	17	2	106	125
	Timing	*Physical timing (ie; length of wait at appointments).*	50	0	46	96
	Waiting List	*Length of wait while on a list.*	101	2	113	216
Values	Choice	*General choice.*	13	4	21	38
	Cost	*General cost.*	0	1	8	9
	Language	*Language, including terminology.*	5	2	11	18
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	0	1	6	7
	Quality	*General quality of a service, or staff.*	439	16	164	619
	Sensory	*Deaf/blind or other sensory issues.*	1	0	0	1
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

6. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	5	0	6	11
	Environment/Layout	*Physical environment of a service.*	9	4	8	21
	Equipment	*General equipment issues.*	3	2	5	10
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	4	2	7	13
	Hygiene	*Levels of hygiene and general cleanliness.*	14	1	6	21
	Mobility	*Physical mobility to, from and within services.*	1	0	2	3
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	9	9
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	3	3
	Staff Attitude	*Attitude, compassion and empathy of staff.*	606	20	252	878
	Complaints	*Ability to log and resolve a complaint.*	0	0	11	11
	Staff Training	*Training of staff.*	3	0	24	27
	Staffing Levels	*General availability of staff.*	2	0	8	10
Total:			**2211**	**136**	**1675**	**4022**

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