# The Experience of GP Services

A trends analysis report by Healthwatch Tower Hamlets



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

**Reporting Period: 1 January - 31 December 2023** 



# Index and overview of findings

# Data Source (Page 4)

This report is based on the experience of 1,348 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

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# Top Themes (Page 5)

A broad majority of people receive good quality treatment and nursing care. According to feedback, patients would like greater levels of service access, communication, empathy, involvement and support.

Overall sentiment is 46% positive, 52% negative and 2% neutral, feedback suggests.

Trends...

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

Bethnal Green Health Centre receives a notable volume and ratio of positive comments.

# Service Access (Page 6)

People continue to report difficulties with telephone access, associated problems with booking, and longer than expected waits for routine appointments.

## Trends...

Satisfaction on service access has improved by 12% this quarter, according to comments. Complaints are down by 15% on waiting times and by 11% on ability to book appointments, while up by 9% on telephone access.

Feedback suggests satisfaction at most practices is noticeably negative overall.

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

Experiences indicate a broad majority of people receive good quality treatment & nursing care, however user involvement is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are down by 6% on treatment and care, and by 1% on staff attitude.

Goodman's Fields Medical Practice and Bethnal Green Health Centre receive a notable volume and ratio of positive feedback.

# 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. Repeat prescriptions, test results and staff training are also cited as issues.

Trends...

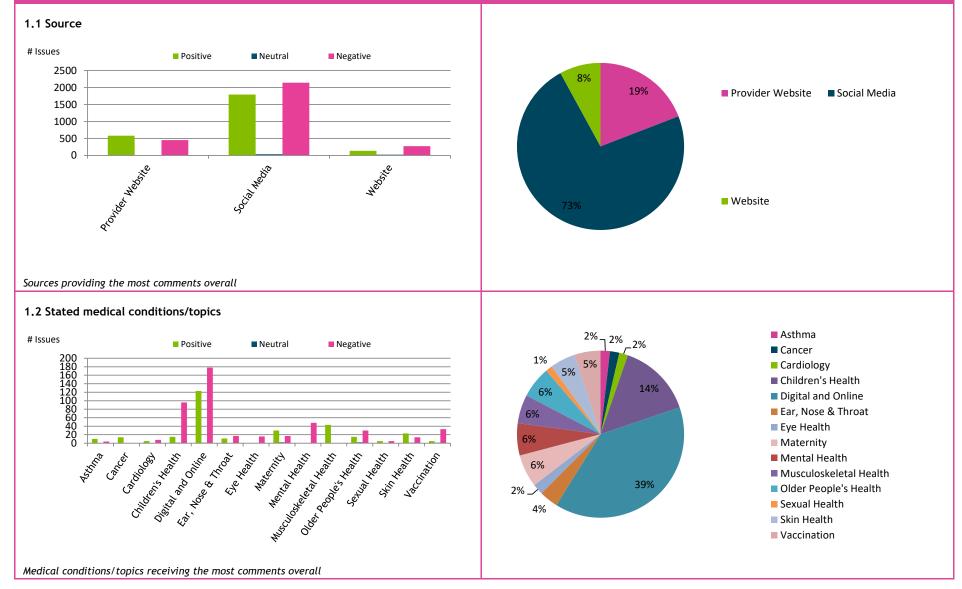
Complaints are down by 1% on communication, while up by 2% on administration.

Jubilee Street Practice receives a notable volume and ratio of positive feedback.

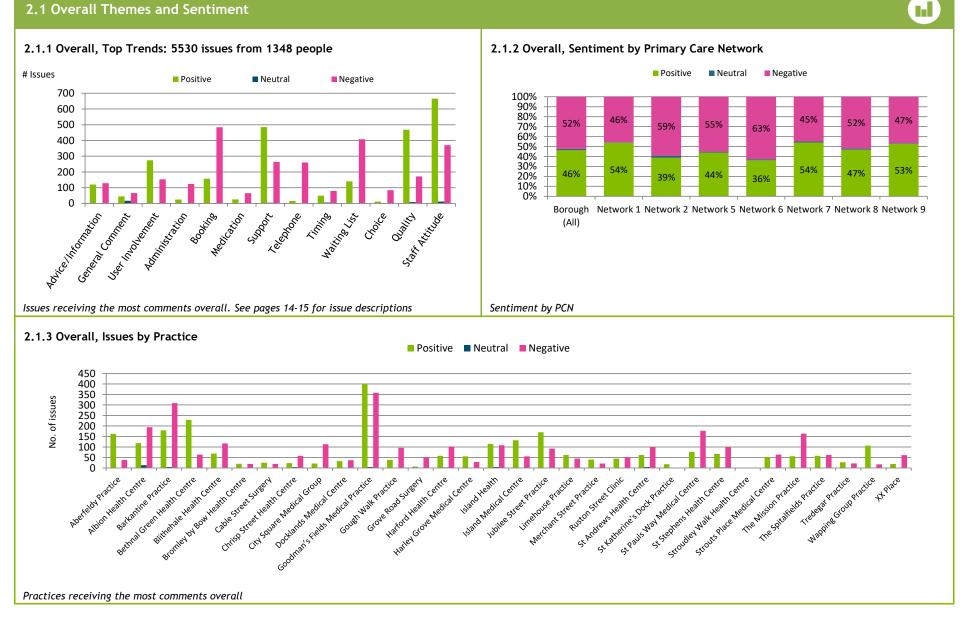
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

### 1. Data Source and Conditions/Topics





## 2.1 Overall Themes and Sentiment



#### 2.2 Service Access

#### 2.2.1 Service Access: 1495 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 450 100% 90% 400 80% 350 80% 70% 60% 50% 40% 30% 20% 10% 300 71% 74% 79% 79% 83% 83% 84% 250 200 150 100 29% 26% 25% 21% 21% 17% 16% 16% 50 0% 0 W Pilipo List Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 and a state of the 80 11,10 800 (All) 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 180 160 140 No. of issues 120 100 80 60 40 20 0 Chrisp Steet Health Centre Goodinan's feels, Medica Produce Bethod Geen Health Centre Bitterae teath centre Broneyby Bon Heath Centre City Suble Medica GOUR Doctored Medical Centre Hater Gove Media Centre ST Andrews Health Centre 51 Kathenie 3004 Protice 5 Parts Wor Media Carrie 55 Stephens Health Conve Stoude way realt caute Stouts Pace weddel centre Cabe Street Surgery Gold Walk Practice ubie steel Patice The Mission Practice the spitatede practice AbertedyPractice Abion Health Centre Grove Road Surgery Hatod Heath Centre isand Medical Contre Limehouse Practice weidansteet hadie Ruston Street Limit Tredeea Pratice Wappe Goup Partie t<sup>t</sup> Place Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 1640 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 350 100% 90% 300 27% 80% 37% 38% 45% 44% 51% 250 70% 60% 50% 40% 30% 20% 10% 0% 200 150 83% 70% 71% 61% 59% 55% 53% 100 46% 50 Neticities weight The state of the s 0 toiner the second second on the second se Polo Alexandre Cope of Company Contraction of the second Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 e. Croo (All) 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 180 160 140 No. of issues 120 100 80 60 40 20 Goodman's fields Medica Province 0 51 Andrews Health Centre Bettral Geenteeth centre Brontey Down Health Centre Chrisp street heath centre Doctions Near Centre Hater Gove Media Centre 51 Kathenie S Dok Protice 5-Pauls man media Centre 5-5ephersheatth centre City Settlere Medica Group Gough Walk Practice Hatod Health Contre Weidian Steel Pradice Strong Pace webcalcante Abatedy Practice AbionHealthCentre Bitterae teath centre Cate Street Surgery Grove Road Surgery Island Health isand medical centre ublee steel Practice Linehouse Practice Ruston Steet Lime The Mission Practice The Saltaffeld Practice Tredeea Pratice Wapite Goup Protice 47 918ce Practices receiving the most comments overall

### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 1035 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 350 100% 90% 300 27% 32% 80% 37% 36% 36% 429 47% 250 70% 60% 50% 40% 30% 20% 10% 0% 200 150 73% 69% 66% 63% 62% 63% 55% 51% 100 50 0 Person Pe Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 inition of the second 44 ANNES (All) 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 120 100 No. of issues 80 60 40 20 0 Goodman's feels Medica Provide Bettral Geen Health Cerve Bitterae teath centre Broneyor Bon Heath Centre City Suble Medica Goup Dockards weater Centre Hater Gove Media Centre St Anderst Heatth Centre 51 Kathenie 3004 Protice 51Pars Wor Media Cante 500481 Walk realth centre Stouts Pace Medical Centre Cable Steel Suffery Chrip Street Health Centre Gold Walk Practice ubie steel Patice 555epters health centre Aperted Protice Abion Health Centre Grove Road Surgery Hatod Health Centre isand medical centre Limehouse Practice weidansteet hadie Ruston Street Limit The Mission Practice The Saliasticity Practice Tredesa Practice WRAPHE GOUP PREFILE ++ place Practices receiving the most comments overall

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#### 2.5 Administration

#### 2.5.1 Administration: 756 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 180 100% 90% 160 80% 140 48% 49% 54% 70% 60% 50% 40% 30% 20% 10% 0% 58% 59% 61% 120 75% 100 80 60 52% 51% 45% 41% 41% 40 41% 39% 25% 20 0 est Period Company of the second s opto opto tealin & Ster -Menon Science Science and the second A Station Addition of the second Manage Manage Person and a series of the ser Looding Contraction of the second Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All) Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 70 60 50 No. of issues 40 30 20 10 0 Goodinan's feelts Medica Provide Bettral Geenteeth Centre Bromer provide and contre Chrisp Steel Health Centre City Suble Medica Goup Dochonds Weeka Leave Hater Gove Media Centre cabe stee Surgery Gough Walk Practice Halood Health Centre ST Andrews Health Centre st katternes Dock Procise 5-5-entresheath cante Strong Pace webcalcante ApertedyPractice AbionHealthCentre Bitterae teath centre uniee steer Protice WettantsteetPratie Ruston street clinic 51 Pauls Way Medical Contre The Mission Practice The Saltated Practice Tredeea Pratice Wapping Goup Practice Grove Road Surgery Island Health wand medical centre limehouse Practice ++ Place Practices receiving the most comments overall

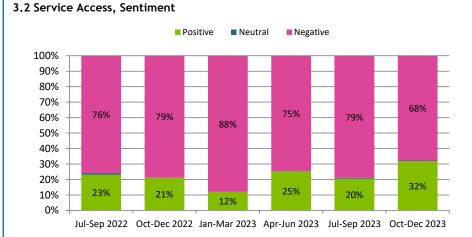
#### 2.6 Communication

#### 2.6.1 Communication: 263 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 140 100% 90% 120 80% 40% 52% 100 53% 55% 55% 70% 60% 50% 40% 30% 20% 10% 0% 65% 66% 80 60 60% F 40 52% 48% 46% 45% 45% 35% 34% 20 0 - Contraction of the second se Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All) Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 25 20 No. of issues 15 10 5 0 Goodman's fields Medica Province BethalGeenteathCentre Bitterae Heath Centre Chrisp Street Health Centre CIN SUME Medica Score Dockards weited centre Hater Gove medial centre 5. Parts Wor Well al Centre Cabe Street Surfact Gough Watt Practice Harford Health Contre wand medical centre ST Andrews Health Centre 5-Katenees Dod Prodice 5.5ephersheath centre Stronts Pace webcal centre Abertedy Practice Abion Health Centre Bahantile Practice Grove Road Surgery 15tand Health ublee steel Practice Limehouse Practice weiden steel hadie Ruston street little The Mission Practice The Salatteld Practice Tredeear Pratice Warping Goup Provide +t plac Practices receiving the most comments overall

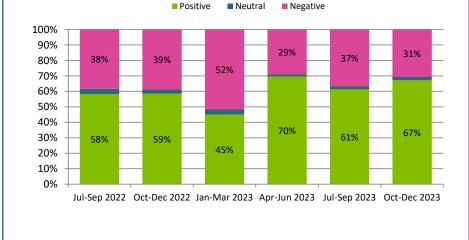
## 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 80% 42% 50% 50% 50% 53% 70% 66% 60% 50% 40% 30% 56% 49% 49% 47% 45% 20% 32% 10% 0% Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023

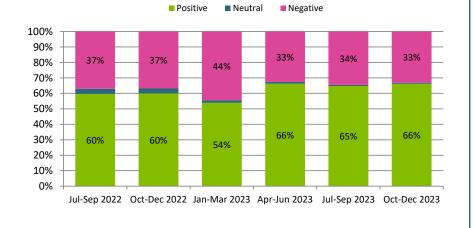
#### 3.1 Overall Sentiment



#### 3.3 Treatment and Care, Sentiment



#### 3.4 Staff Attitude, Sentiment

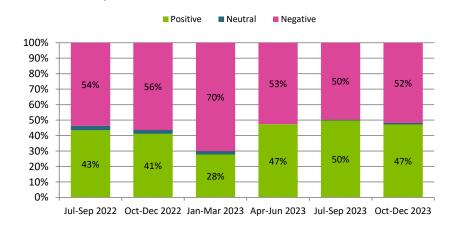


## 3. Timeline: 18 Month Tracker

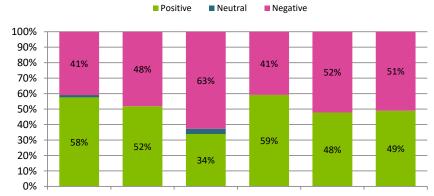
#### 3.5 Administration, Sentiment

0%

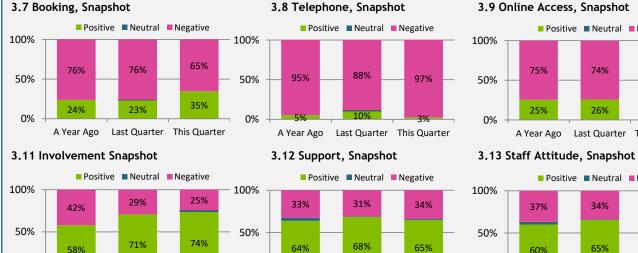
A Year Ago Last Quarter This Quarter



#### 3.6 Communication, Sentiment



Jul-Sep 2022 Oct-Dec 2022 Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023



0%

A Year Ago Last Quarter This Quarter

## 3.9 Online Access, Snapshot ■ Positive ■ Neutral ■ Negative



73%

27%

24% A Year Ago Last Quarter This Quarter

76%

3.10 Waiting List, Snapshot

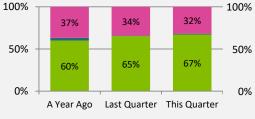
■ Positive ■ Neutral ■ Negative

61%

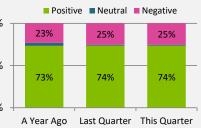
39%

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#### 3.14 Quality, Snapshot



■ Positive ■ Neutral ■ Negative



## 4. Volume by Primary Care Network





# 5. Data Table: Number of issues

	Issue Name	Issue Name Descriptor			# Issues					
<i>(</i> <b>)</b>				Positive	Neutral	Negative	Total			
Patients/Carers	Advice/Information	Communication, including access to advice and information.		120	3	129	252			
	Carer Involvement	Involvement of carers, friends or family members.		5	0	3	8			
	General Comment	A generalised statement (ie; "The doctor was good.")		45	17	66	128			
	User Involvement	Involvement of the service user.		274	2	153	429			
	Administration	Administrative processes and delivery.		25	2	124	151			
	Booking	Ability to book, reschedule or cancel appointments.		157	2	484	643			
Systems	Cancellations	Cancellation of appointment by the service provider.		0	0	14	14			
	Data Protection	General data protection (including GDPR).		0	0	8	8			
	Referral	Referral to a service.		17	1	29	47			
	Medical Records	Management of medical records.		0	0	8	8			
	Medication	Prescription and management of medicines.		26	2	65	93			
	Opening Times	Opening times of a service.		4	0	16	20			
	Planning	Leadership and general organisation.		10	0	18	28			
	Registration	Ability to register for a service.		7	3	11	21			
	Support	Levels of support provided.		485	5	264	754			
	Telephone	Ability to contact a service by telephone.		16	1	260	277			
	Timing	Physical timing (ie; length of wait at appointments).		49	6	79	134			
Values	Waiting List	Length of wait while on a list.		140	1	408	549			
	Choice	General choice.		12	1	84	97			
	Cost	General cost.		0	0	12	12			
	Language	Language, including terminology.		0	0	9	9			
	Nutrition	Provision of sustainance.		0	0	0	0			
	Privacy	Privacy, personal space and property.		0	0	8	8			
	Quality	General quality of a service, or staff.		468	8	172	648			
	Sensory	Deaf/blind or other sensory issues.		0	0	2	2			
	Stimulation	General stimulation, including access to activities.		0	1	0	1			

Patients/Carers

Systems

Values

# 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).		5	4	0	9
Environment/Layout	Physical environment of a service.		10	1	3	14
Equipment	General equipment issues.		2	0	6	8
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	3	3
Hygiene	Levels of hygiene and general cleanliness.		11	0	2	13
Mobility	Physical mobility to, from and within services.		1	0	2	3
Travel/Parking	Ability to travel or park.		0	0	0	0
Omission	General omission (ie; transport did not arrive).		0	1	27	28
Security/Conduct	General security of a service, including conduct of staff.		0	0	3	3
Staff Attitude	Attitude, compassion and empathy of staff.		666	12	370	1048
Complaints	Ability to log and resolve a complaint.		2	0	8	10
Staff Training	Training of staff.		2	0	35	37
Staffing Levels	General availability of staff.		2	3	8	13
		Total:	2561	76	2893	5530

Community Insight CRM