

# The Experience of GP Services

A trends analysis report by Healthwatch Tower Hamlets, 12 January 2023



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 January - 31 December 2022**

## Index and overview of findings

### Data Source (Page 4)

This report is based on the experience of 1,277 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

### 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 44% positive, 54% negative and 2% neutral.

#### Trends...

*According to feedback, overall satisfaction has declined by 2% this quarter.*

*Goodmans Fields Medical Practice and Jubilee Street Practice receive a notable volume 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 declined by 2%, comments suggest. Complaints are up by 5% on ability to book appointments, by 3% on waiting times and by 3% on telephone access.*

*Comments suggest 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 and nursing care, however support is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

*Comments suggest satisfaction has improved by 1% on treatment and care with no change recorded on staff attitude.*

*Goodmans Fields Medical Practice, Island Health and Jubilee 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. The ability to obtain prescriptions and test results are also cited as issues.

Trends...

*Complaints about administration have increased by 2% this quarter, while increasing by 1% on communication.*

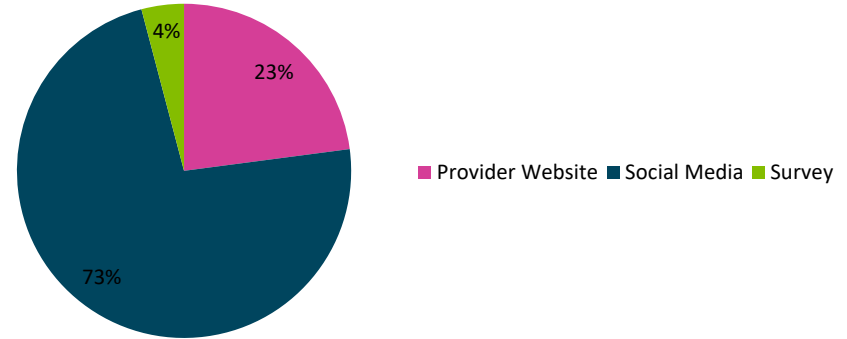
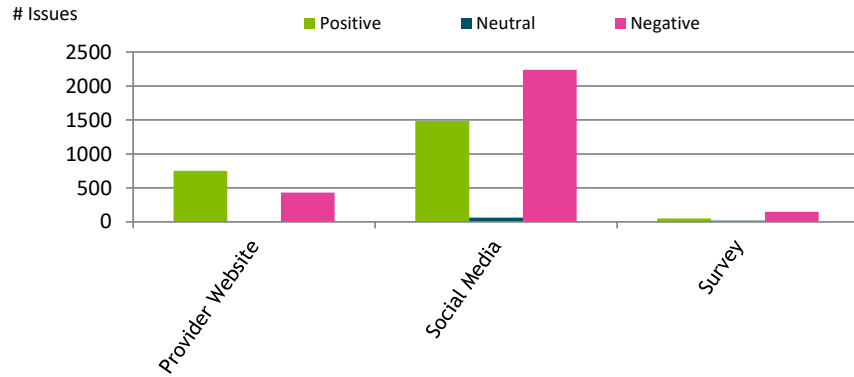
*Goodmans Fields Medical Practice, Island Health and Jubilee Street Practice receive a notable volume and ratio of positive comments.*

**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

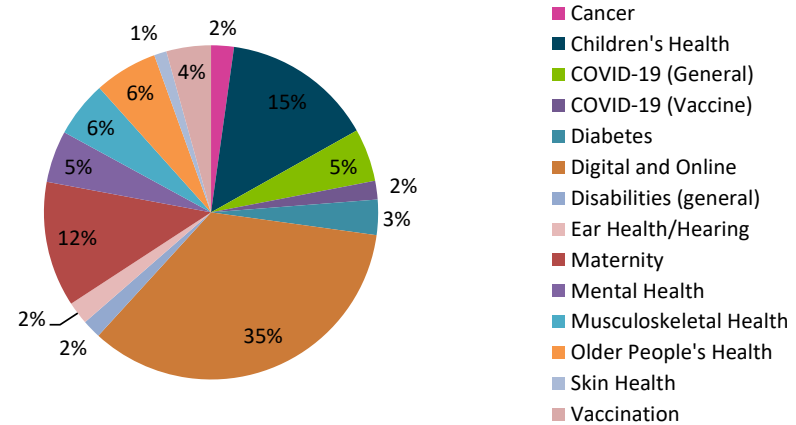
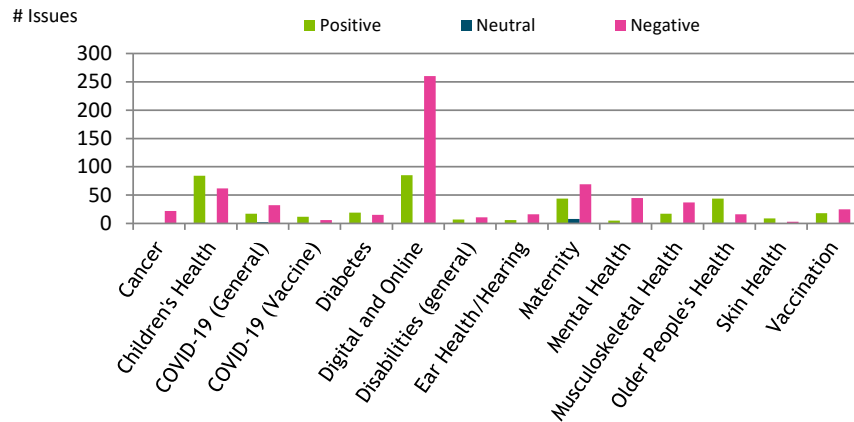


## 1.1 Source



Sources providing the most comments overall

## 1.2 Stated medical conditions/topics

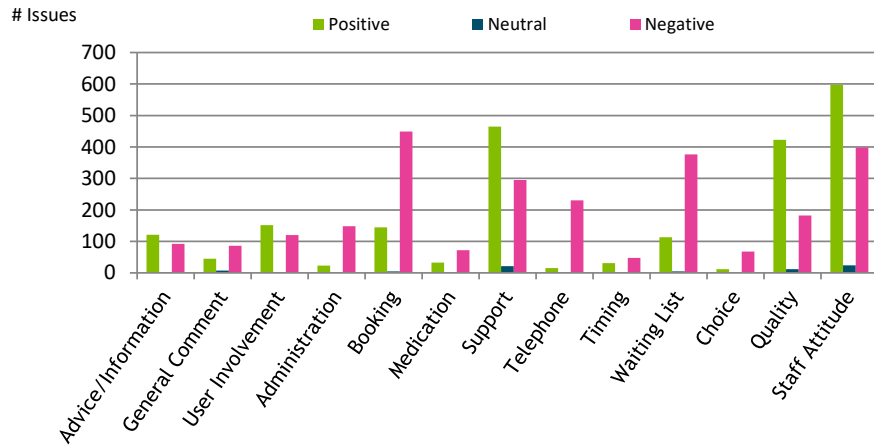


Medical conditions/topics receiving the most comments overall

## 2.1 Overall Themes and Sentiment

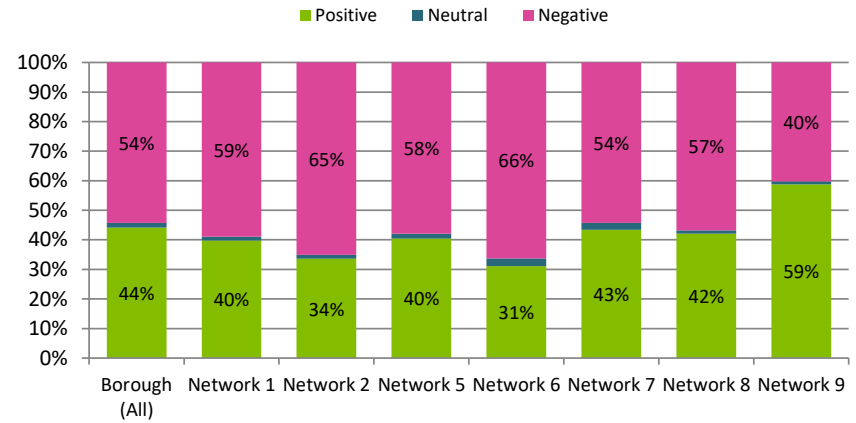


### 2.1.1 Overall, Top Trends: 5186 issues from 1277 people



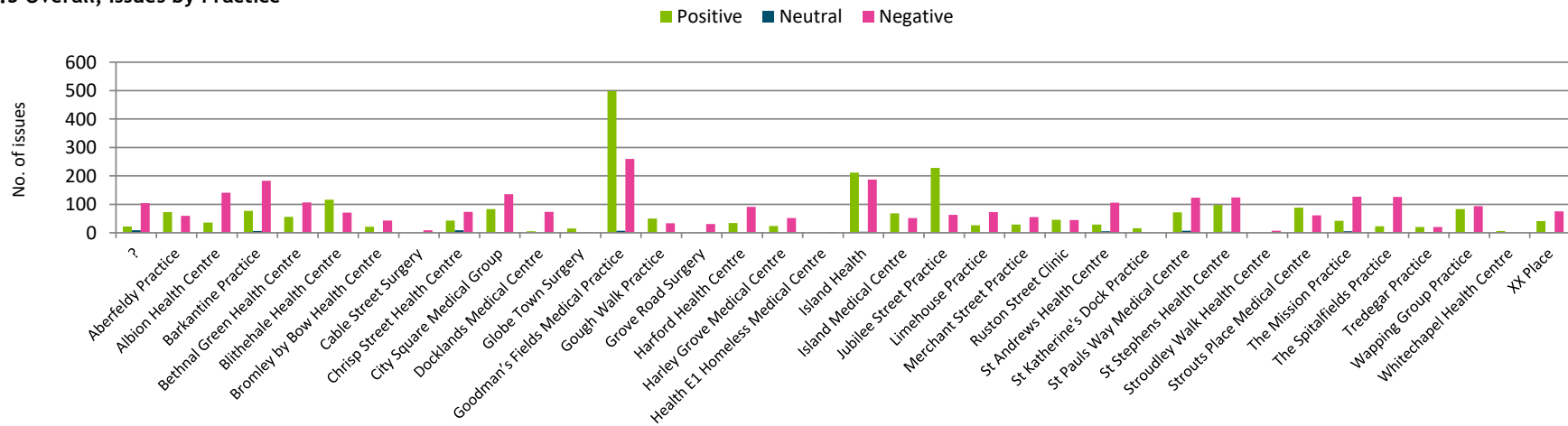
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

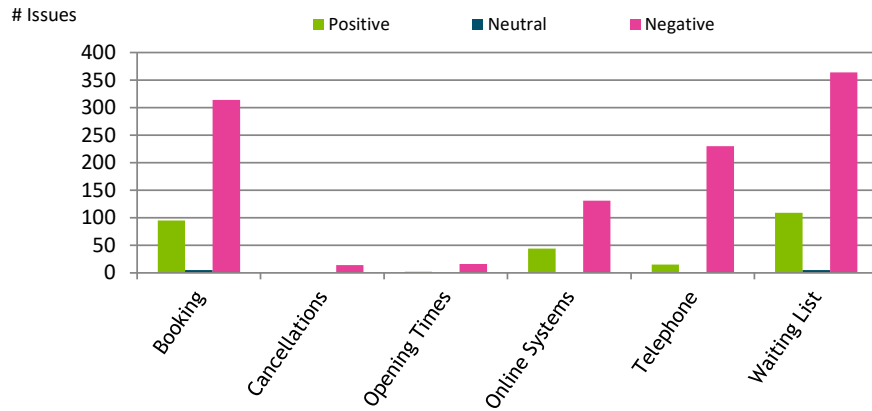


Practices receiving the most comments overall

## 2.2 Service Access

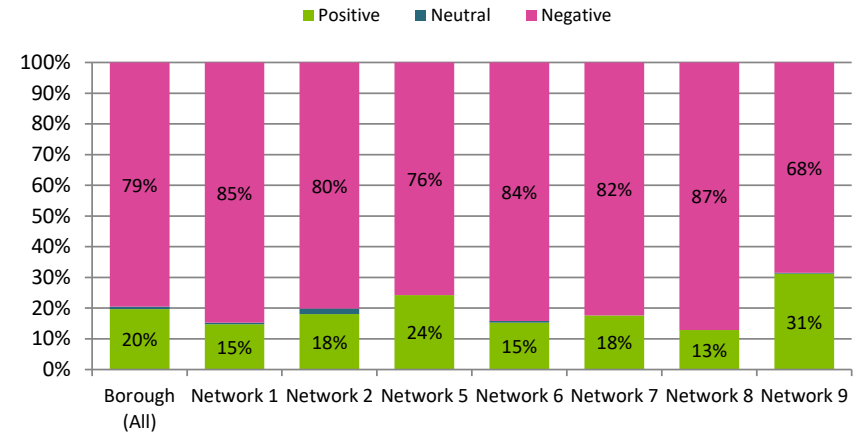


### 2.2.1 Service Access: 1345 issues detected



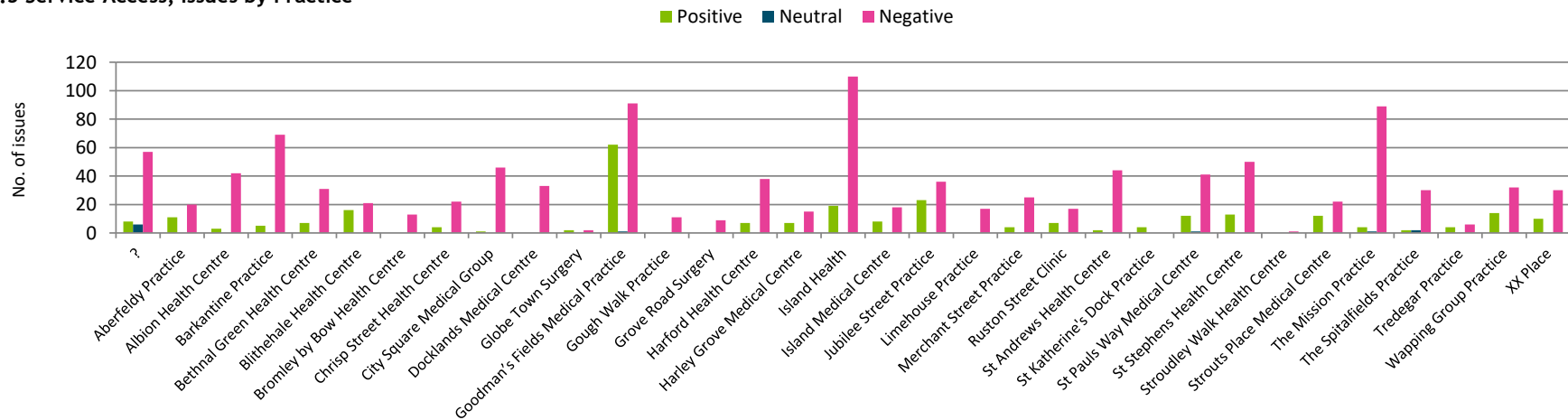
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

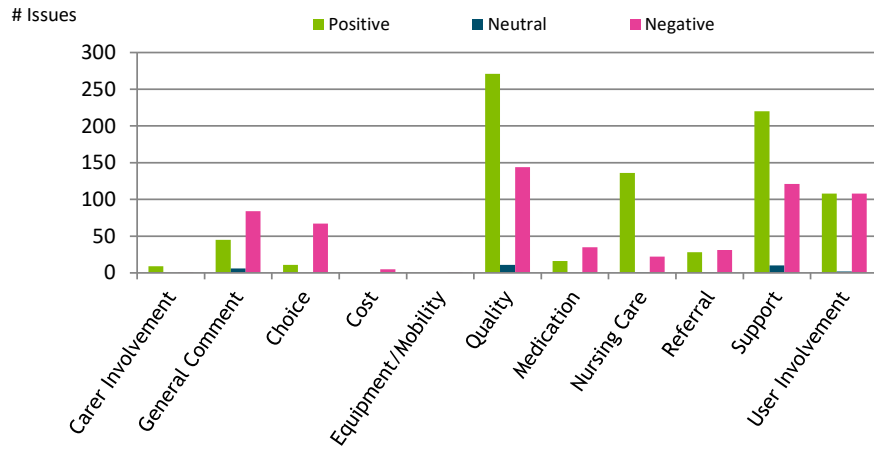


Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

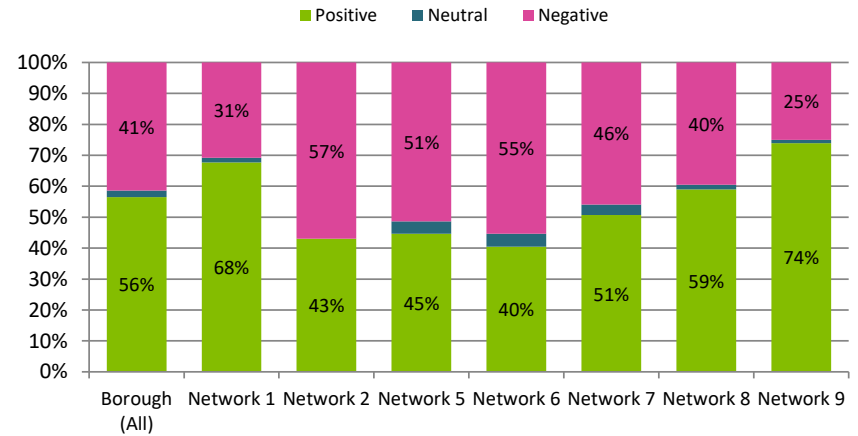


### 2.3.1 Treatment: 1494 issues detected



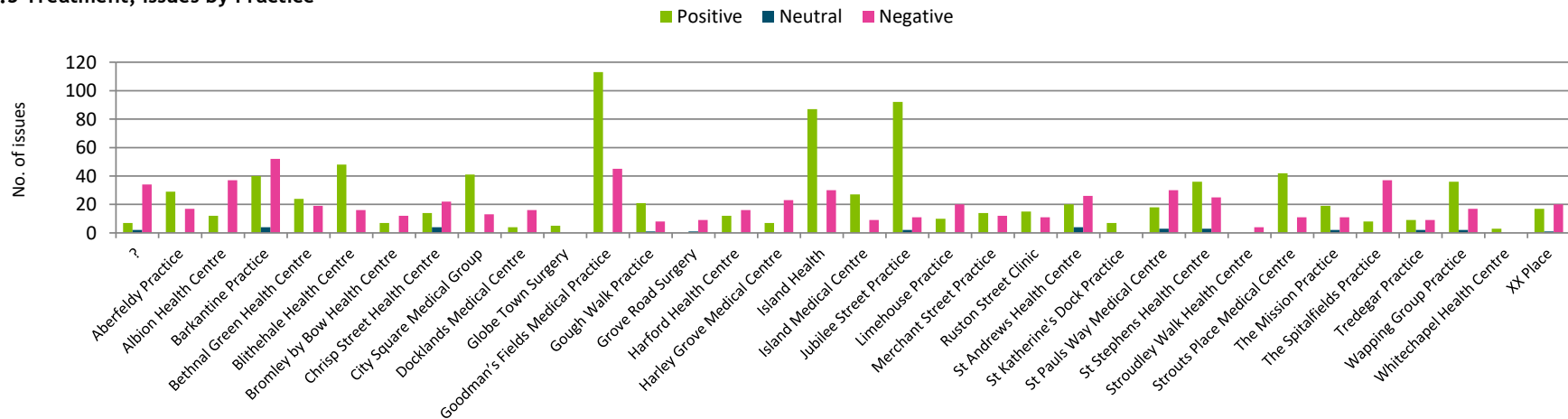
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

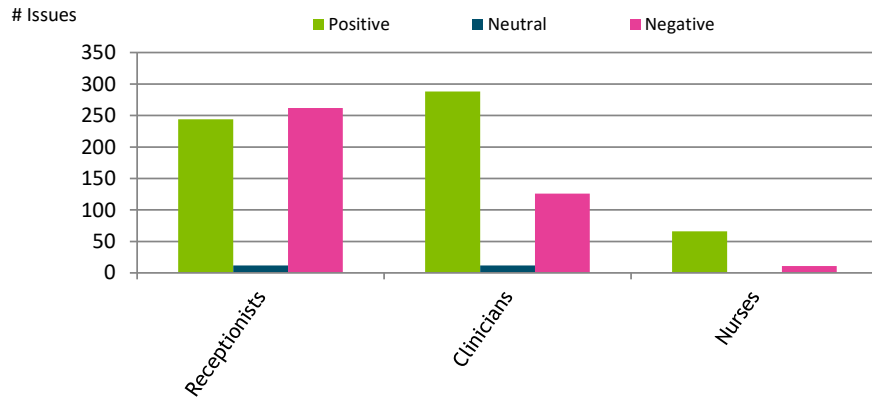


Practices receiving the most comments overall

## 2.4 Staff Attitude

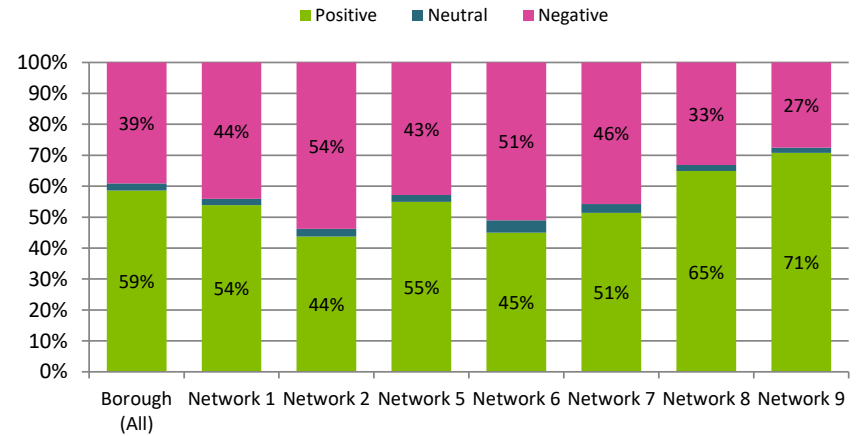


### 2.4.1 Staff Attitude: 1021 issues detected



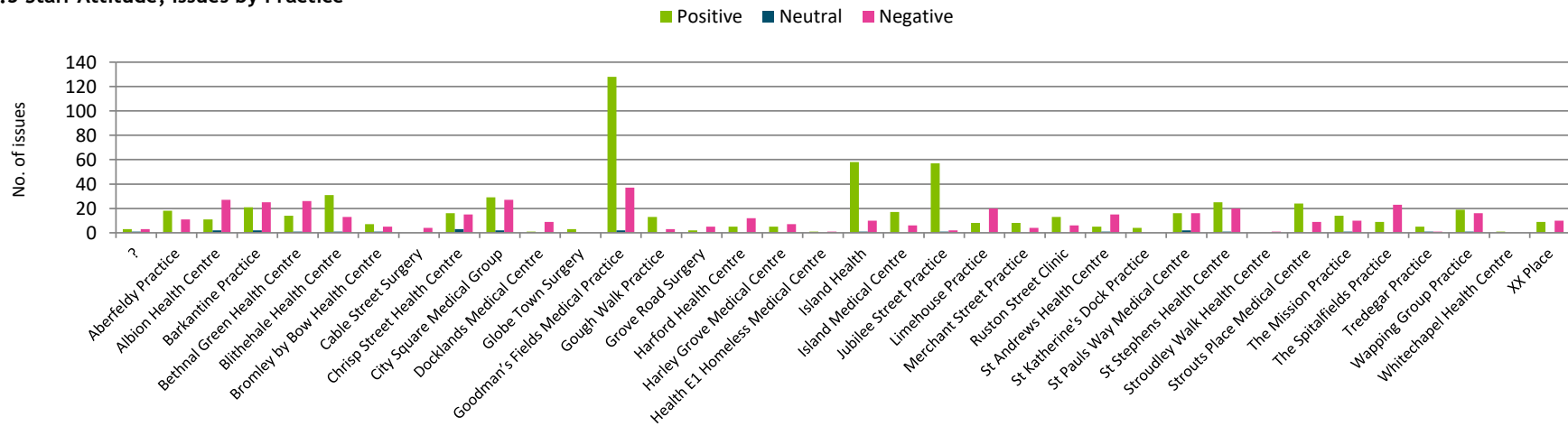
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



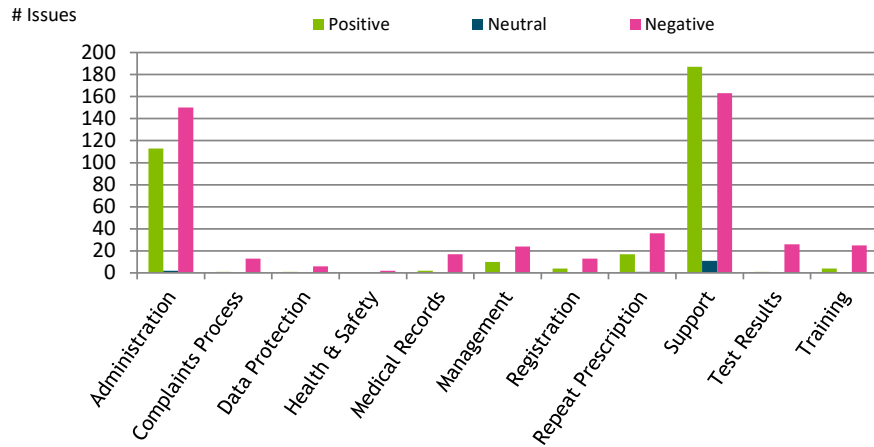
Practices receiving the most comments overall



## 2.5 Administration

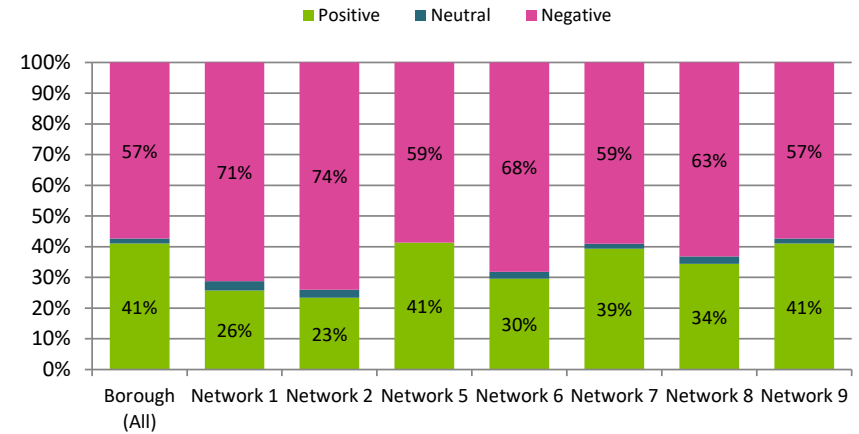


### 2.5.1 Administration: 829 issues detected



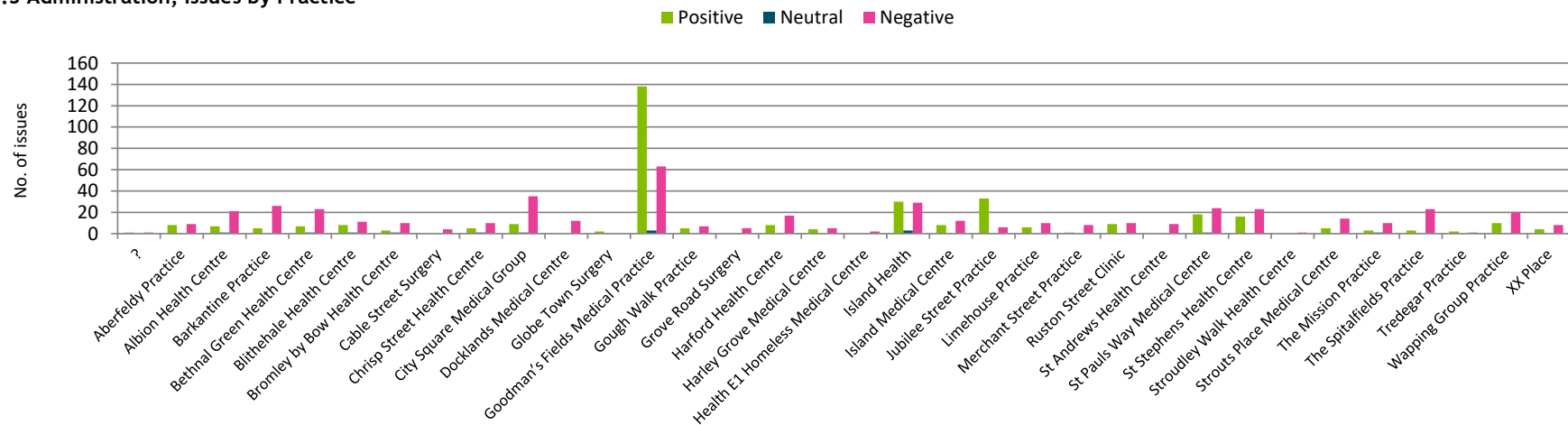
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

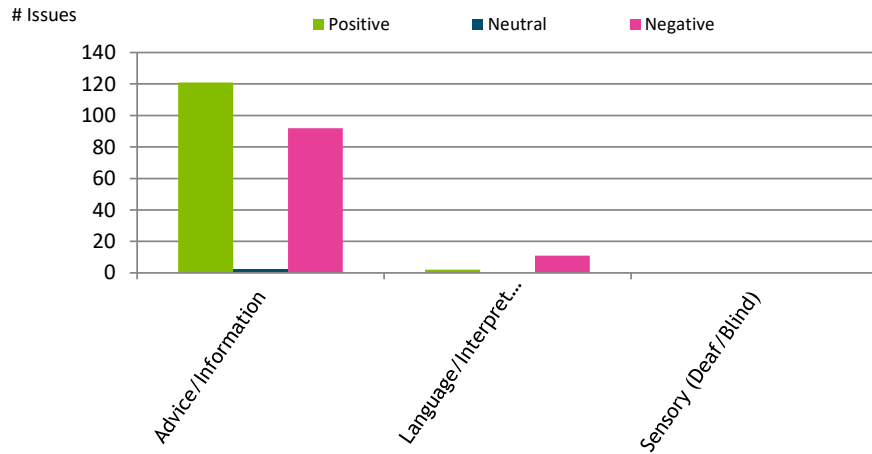


Practices receiving the most comments overall

## 2.6 Communication

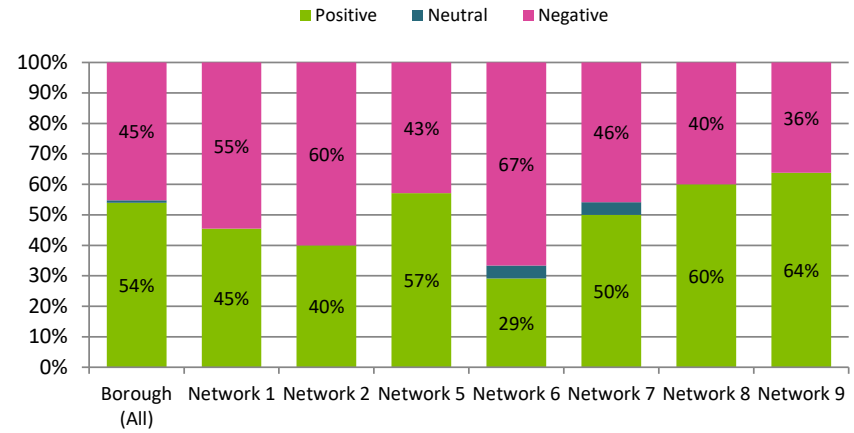


### 2.6.1 Communication: 228 issues detected



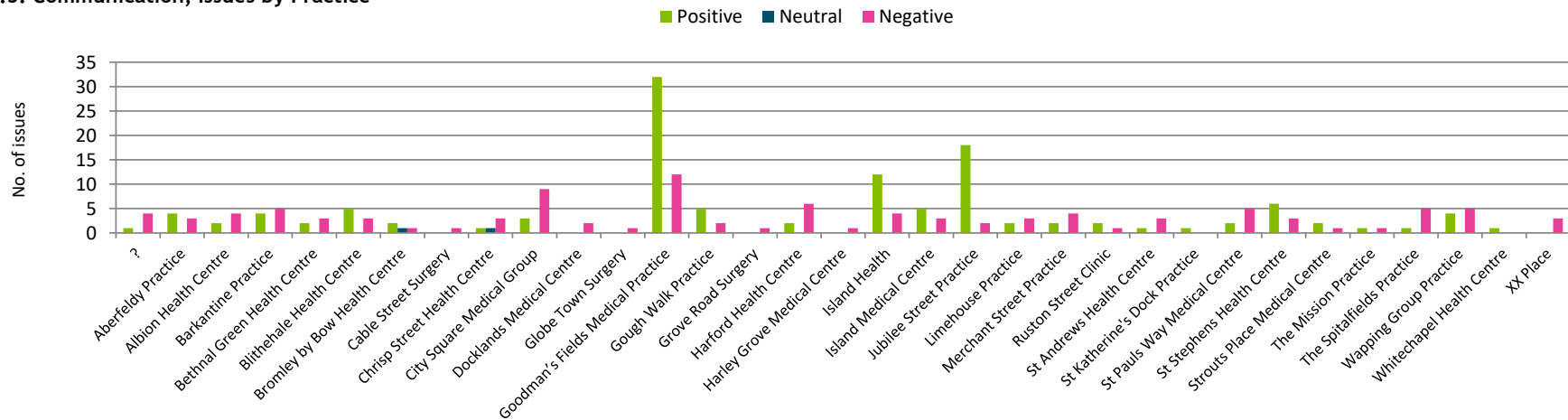
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

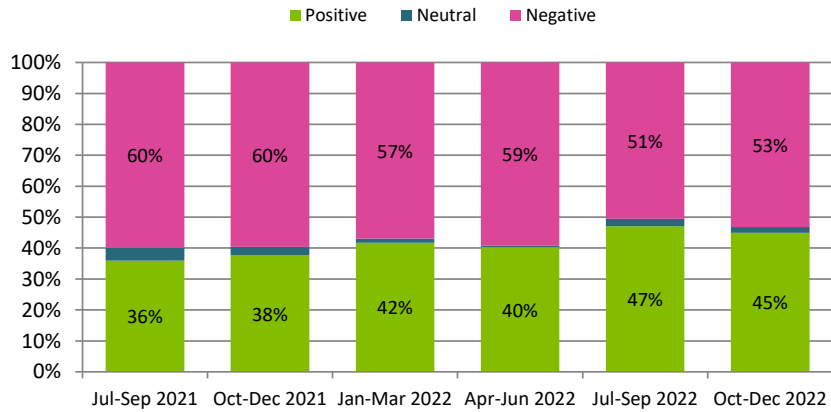


Practices receiving the most comments overall

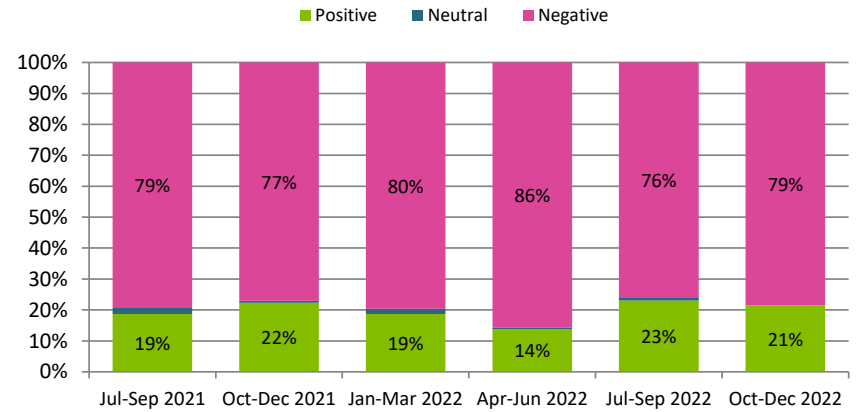
### 3. Timeline: 18 Month Tracker



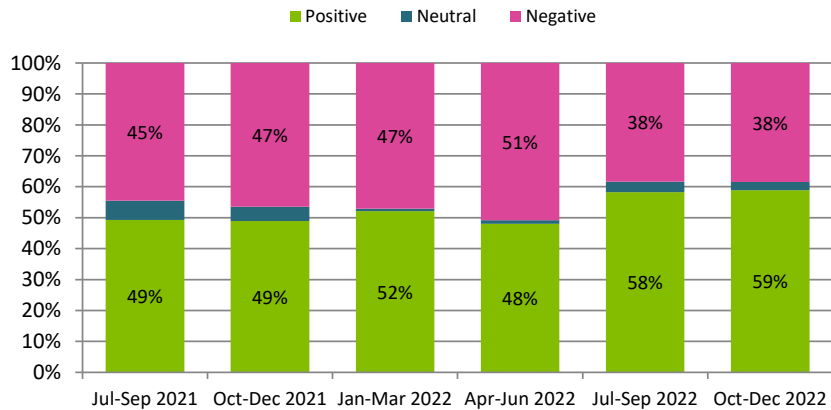
#### 3.1 Overall Sentiment



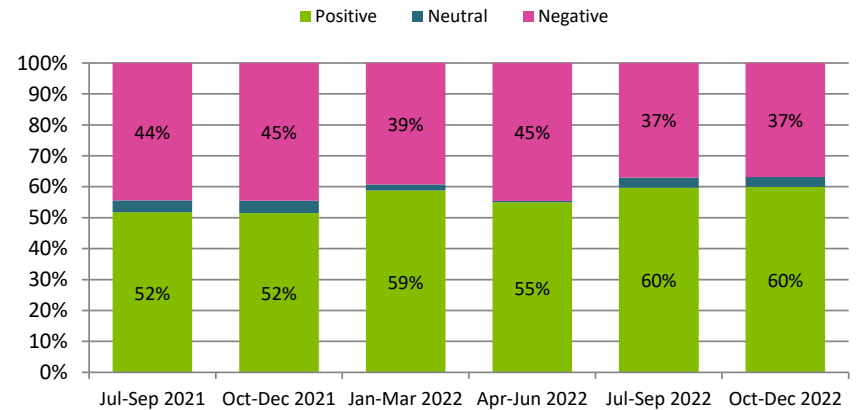
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



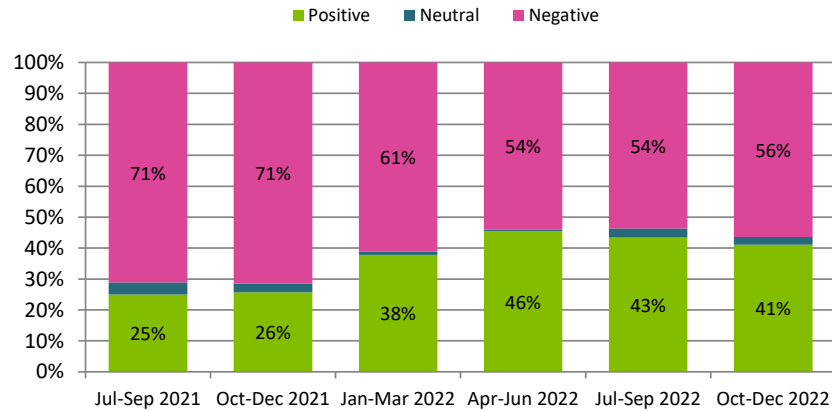
#### 3.4 Staff Attitude, Sentiment



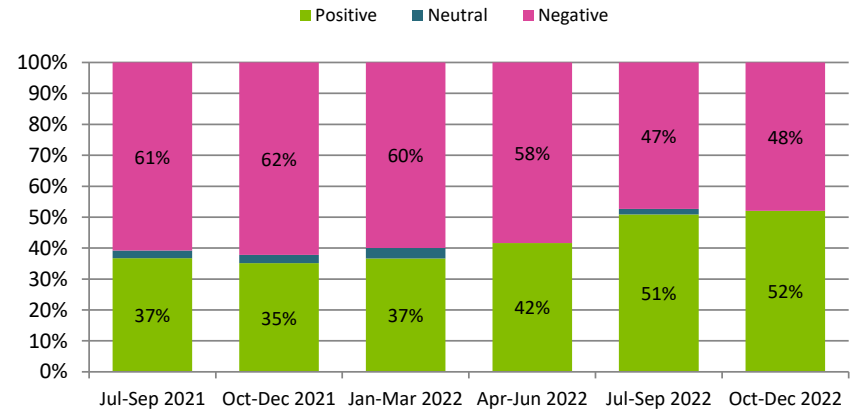
### 3. Timeline: 18 Month Tracker



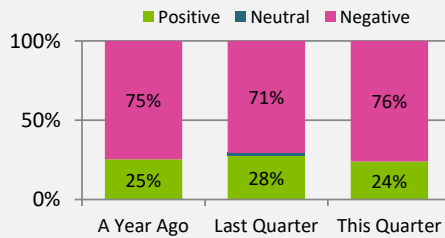
#### 3.5 Administration, Sentiment



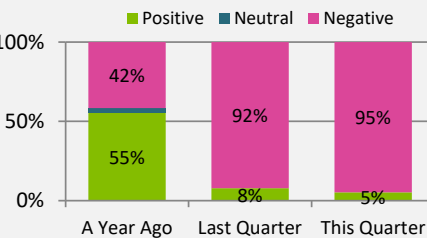
#### 3.6 Communication, Sentiment



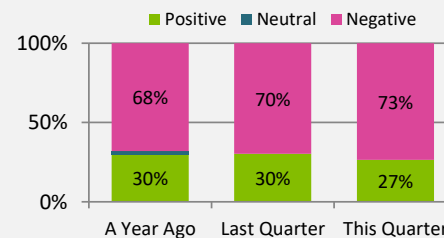
#### 3.7 Booking, Snapshot



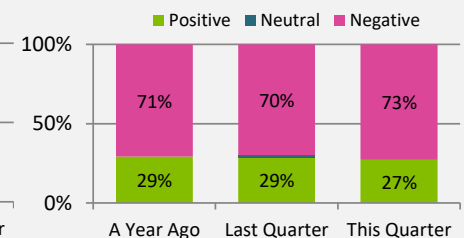
#### 3.8 Telephone, Snapshot



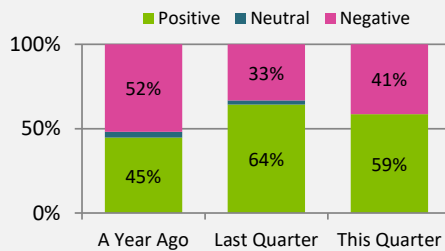
#### 3.9 Online Access, Snapshot



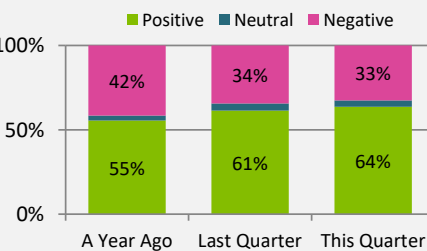
#### 3.10 Waiting List, Snapshot



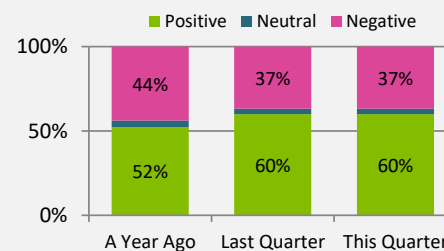
#### 3.11 Involvement Snapshot



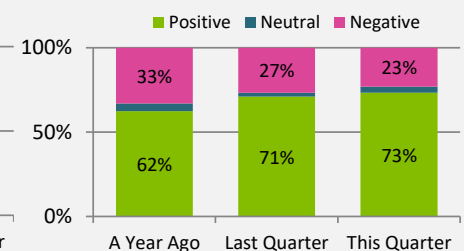
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



#### 3.14 Quality, Snapshot

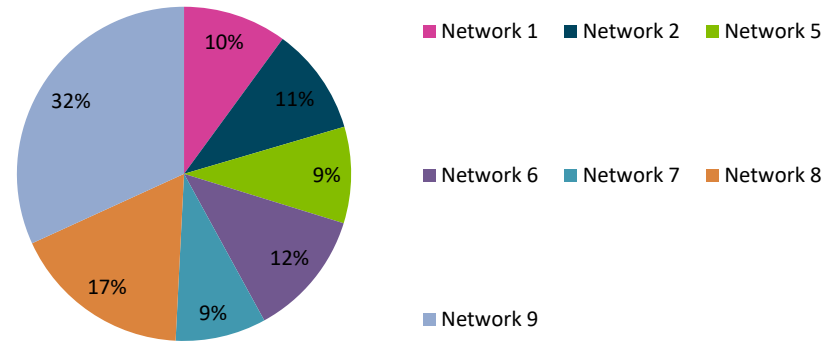
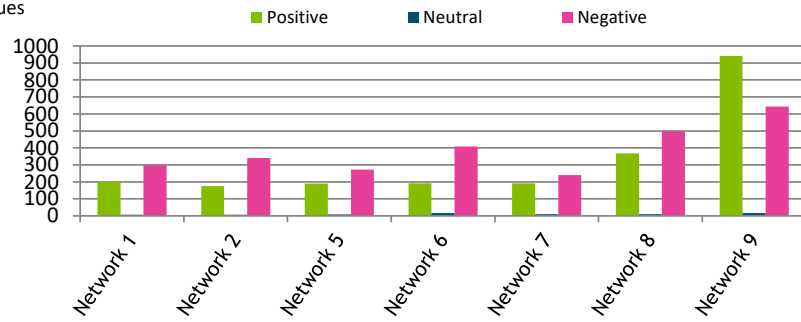


## 4. Volume by Primary Care Network



### 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>	121	2	92	215
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	11	0	2	13
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	45	7	86	138
	User Involvement	<i>Involvement of the service user.</i>	152	2	120	274
Systems	Administration	<i>Administrative processes and delivery.</i>	23	1	148	172
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	145	5	449	599
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	19	19
	Data Protection	<i>General data protection (including GDPR).</i>	1	0	6	7
	Referral	<i>Referral to a service.</i>	28	1	32	61
	Medical Records	<i>Management of medical records.</i>	2	0	18	20
	Medication	<i>Prescription and management of medicines.</i>	33	1	72	106
	Opening Times	<i>Opening times of a service.</i>	2	0	17	19
	Planning	<i>Leadership and general organisation.</i>	10	0	24	34
	Registration	<i>Ability to register for a service.</i>	4	0	13	17
	Support	<i>Levels of support provided.</i>	465	21	295	781
	Telephone	<i>Ability to contact a service by telephone.</i>	15	1	230	246
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	31	1	48	80
	Waiting List	<i>Length of wait while on a list.</i>	113	5	376	494
Values	Choice	<i>General choice.</i>	12	0	68	80
	Cost	<i>General cost.</i>	0	0	6	6
	Language	<i>Language, including terminology.</i>	2	0	12	14
	Nutrition	<i>Provision of sustenance.</i>	1	1	0	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	6	6
	Quality	<i>General quality of a service, or staff.</i>	423	12	182	617
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	1	2

## 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	0	2	5
	Environment/Layout	<i>Physical environment of a service.</i>	27	0	11	38
	Equipment	<i>General equipment issues.</i>	0	0	6	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	2	2
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	13	0	3	16
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	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	20	20
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	3	0	1	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	598	24	398	1020
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	13	14
	Staff Training	<i>Training of staff.</i>	4	0	25	29
	Staffing Levels	<i>General availability of staff.</i>	0	0	8	8
<b>Total:</b>			<b>2289</b>	<b>84</b>	<b>2813</b>	<b>5186</b>