

# 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, good and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

**Reporting Period: 1 July 2022 - 30 June 2023**

## Index and overview of findings

### Data Source (Page 4)

This report is based on the experience of 1,444 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 43% positive, 56% negative and 1% neutral.

Trends...

*According to feedback, overall satisfaction has improved by 16% this quarter.*

*Jubilee Street Practice 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 10% this quarter, comments suggest. Complaints are down by a notable 14% on waiting times, by 12% on ability to book appointments, and by 5% 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 & 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 22% on treatment and care, and by 9% on staff attitude.*

*Goodmans Fields Medical Centre, Jubilee Street Practice and Island Medical 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 about communication have decreased by 21%, while decreasing by 16% on administration.*

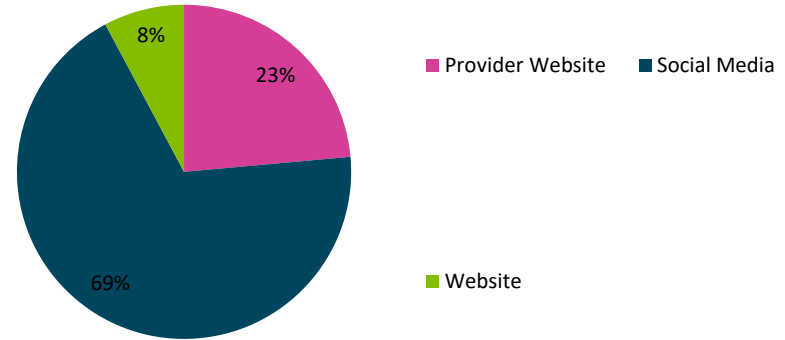
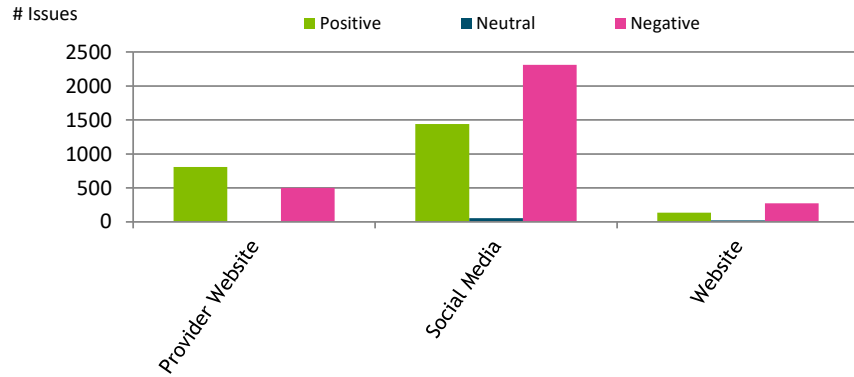
*Jubilee Street Practice receives a notable volume and ratio of positive feedback.*

**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

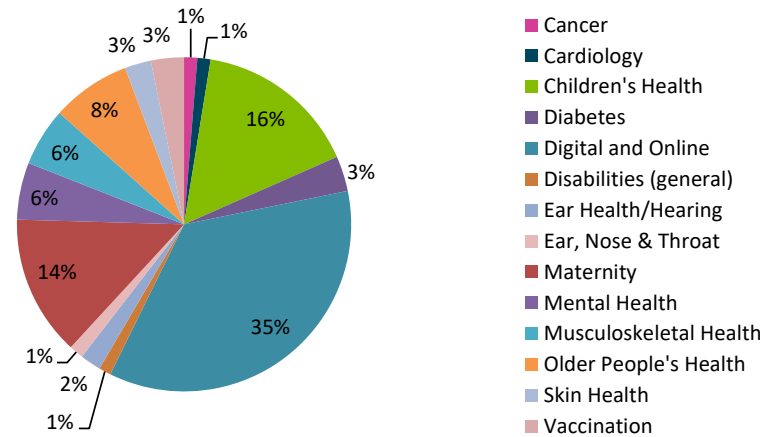
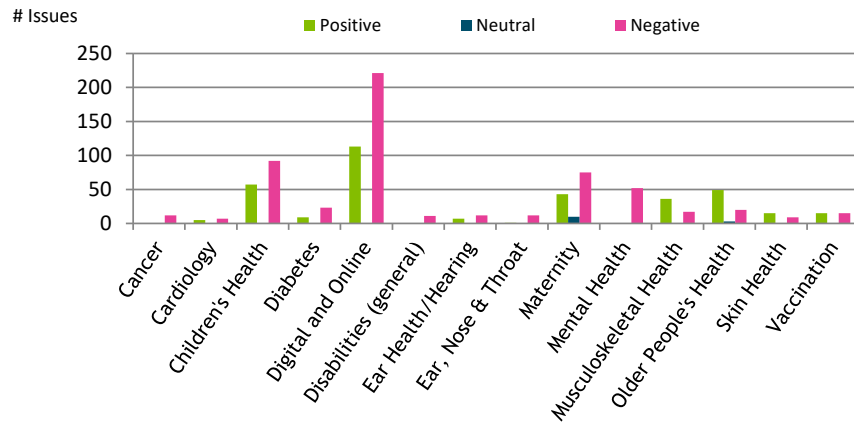


## 1.1 Source



Sources providing the most comments overall

## 1.2 Stated medical conditions/topics

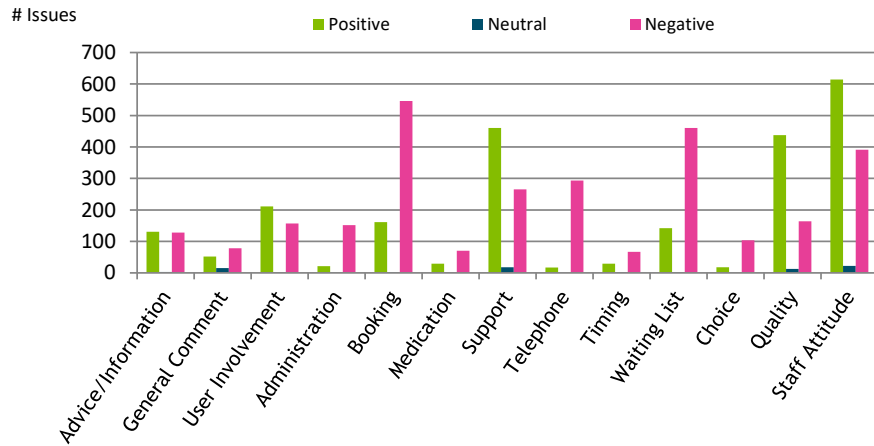


Medical conditions/topics receiving the most comments overall

## 2.1 Overall Themes and Sentiment

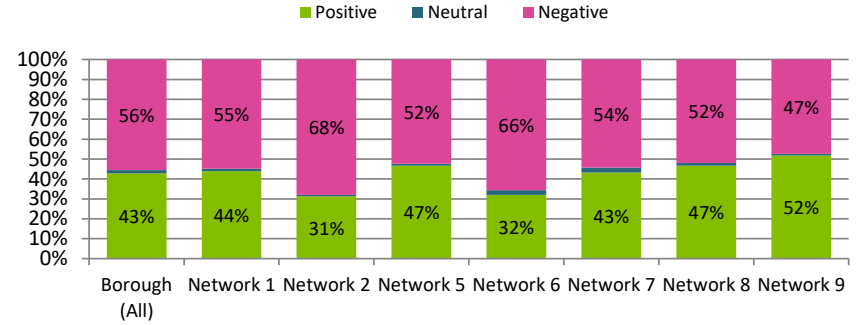


### 2.1.1 Overall, Top Trends: 5672 issues from 1444 people



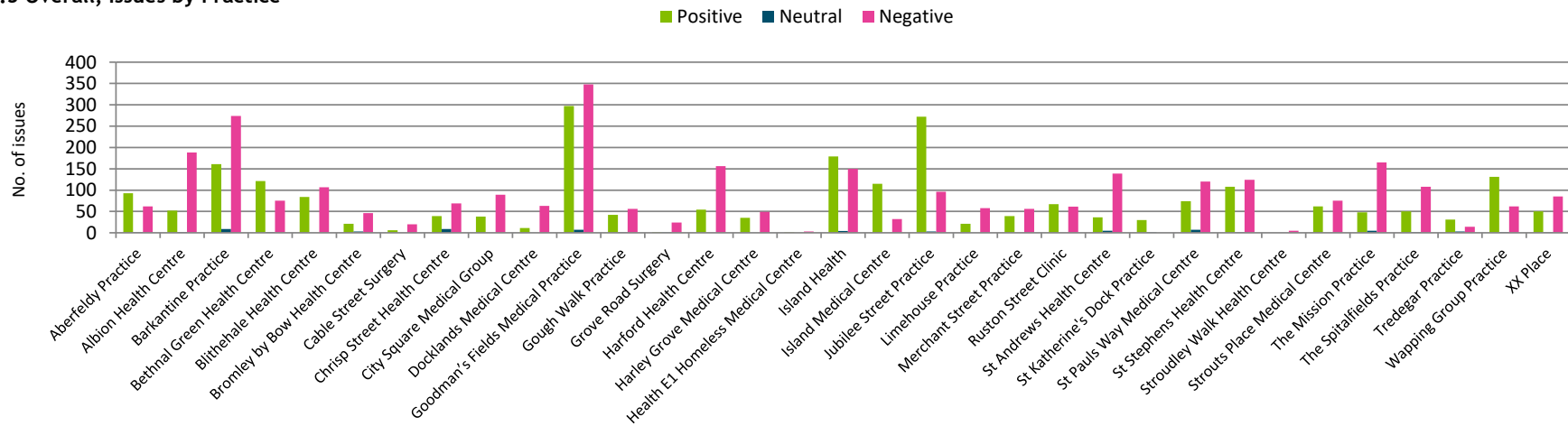
Issues receiving the most comments overall. See pages 14-15 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

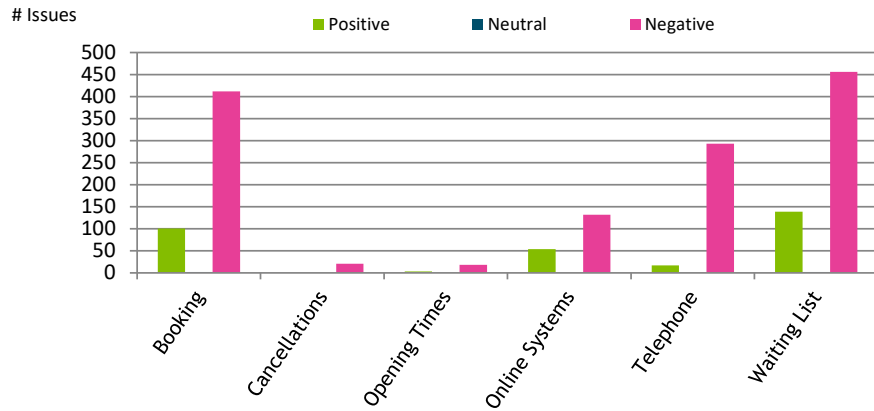


Practices receiving the most comments overall

## 2.2 Service Access

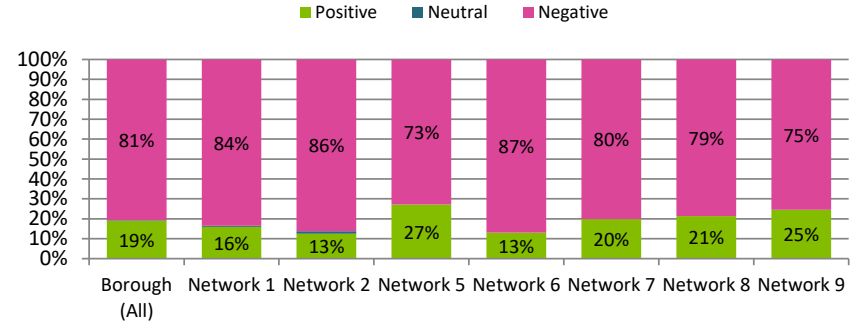


### 2.2.1 Service Access: 1650 issues detected



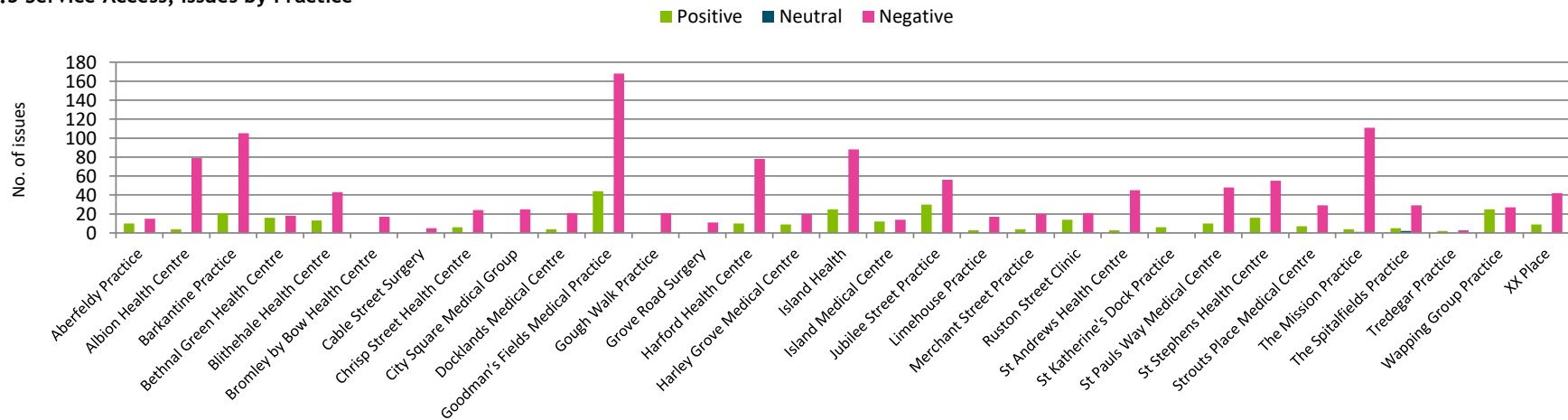
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

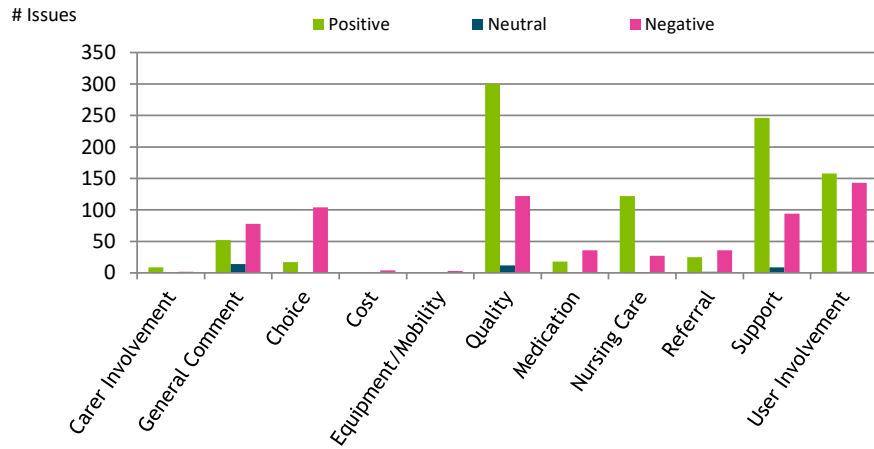


Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

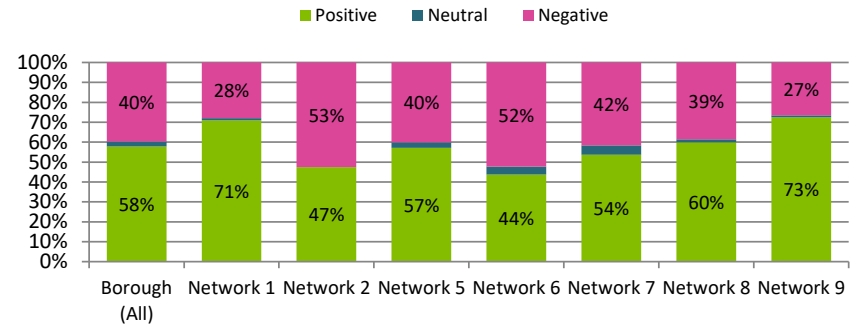


### 2.3.1 Treatment: 1636 issues detected



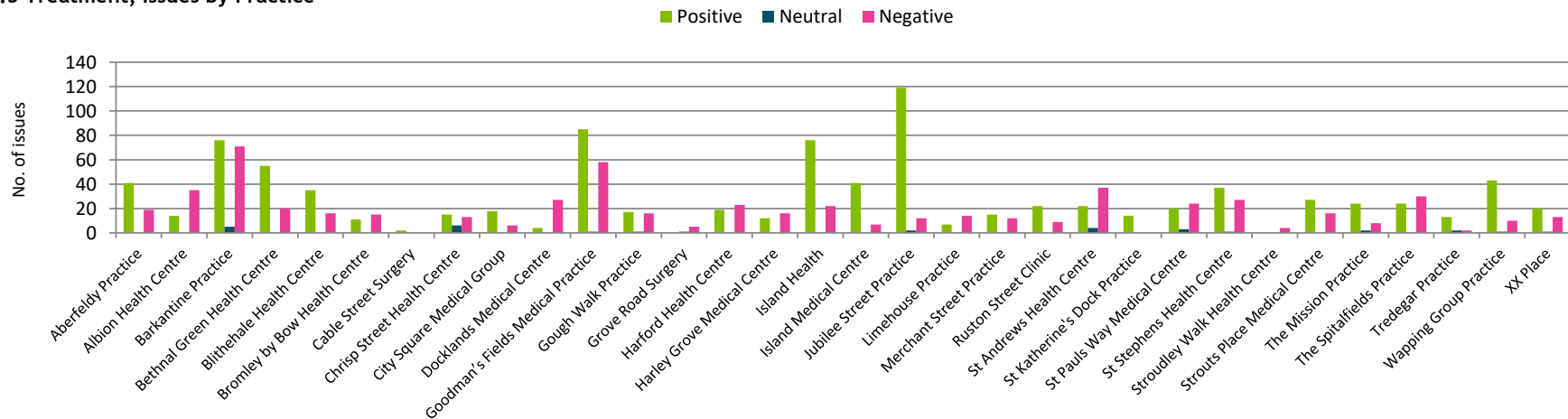
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

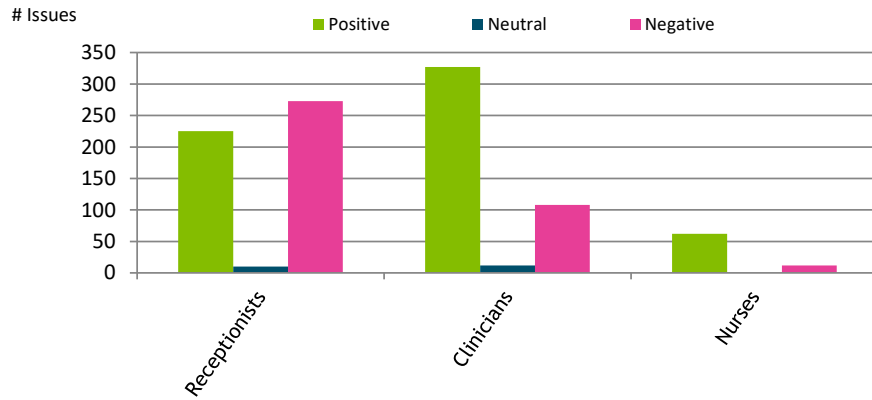


Practices receiving the most comments overall

## 2.4 Staff Attitude

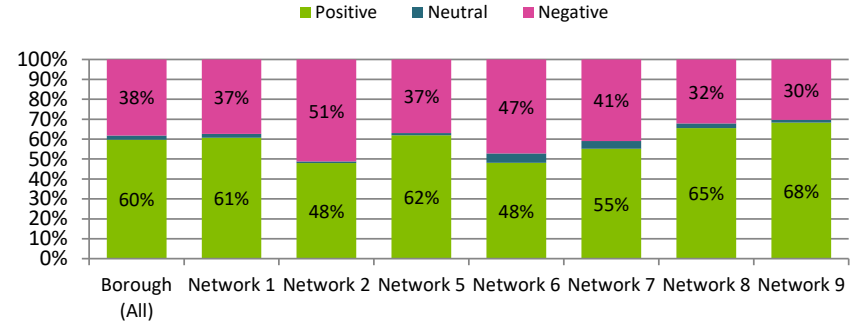


### 2.4.1 Staff Attitude: 1029 issues detected



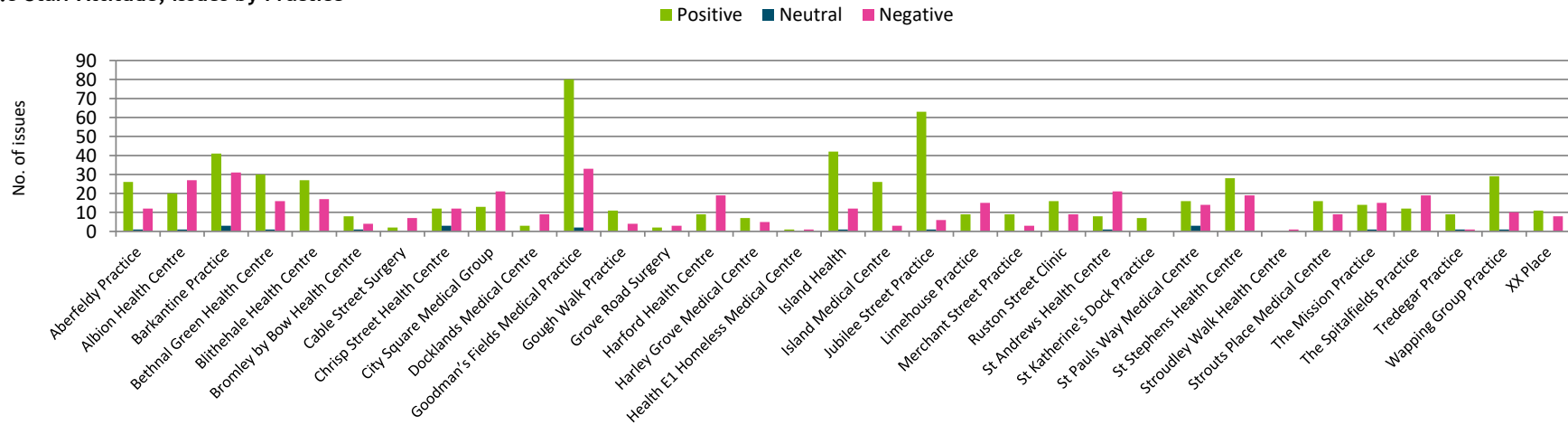
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



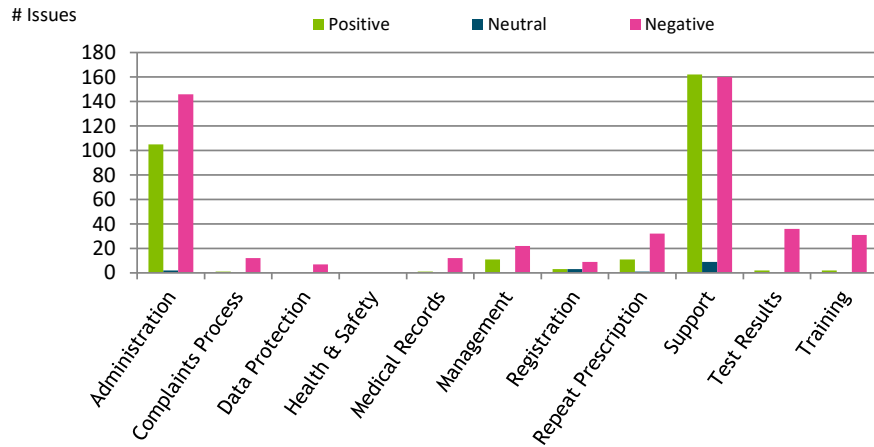
Practices receiving the most comments overall



## 2.5 Administration

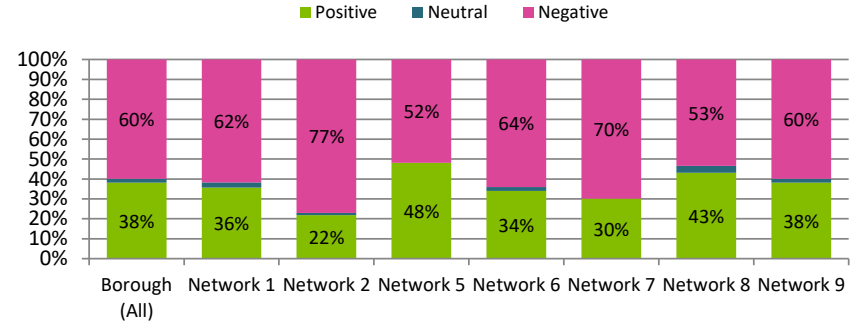


### 2.5.1 Administration: 780 issues detected



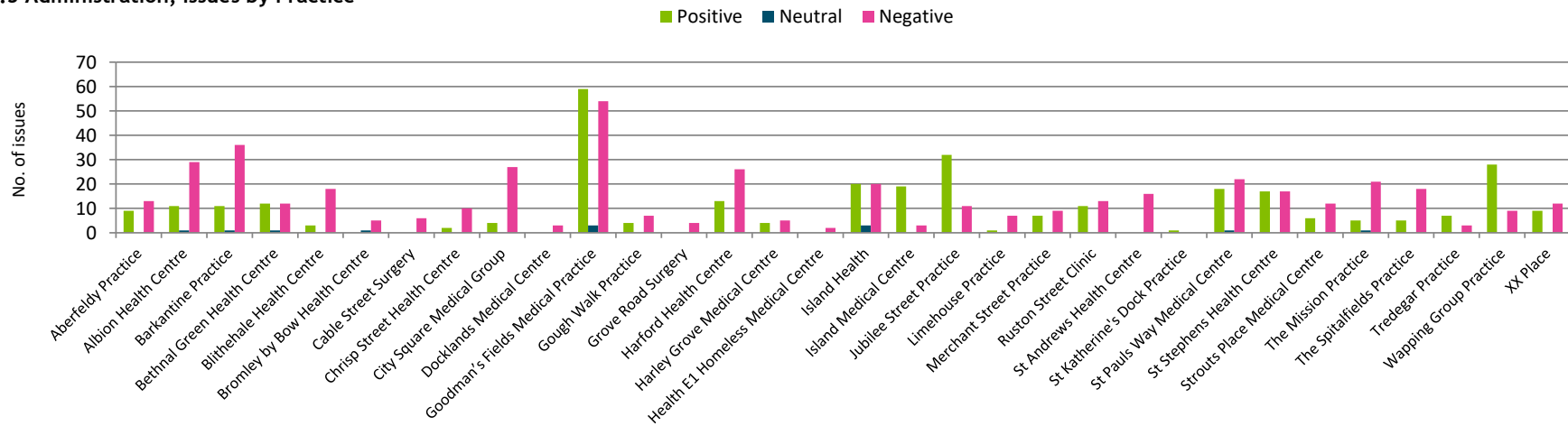
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

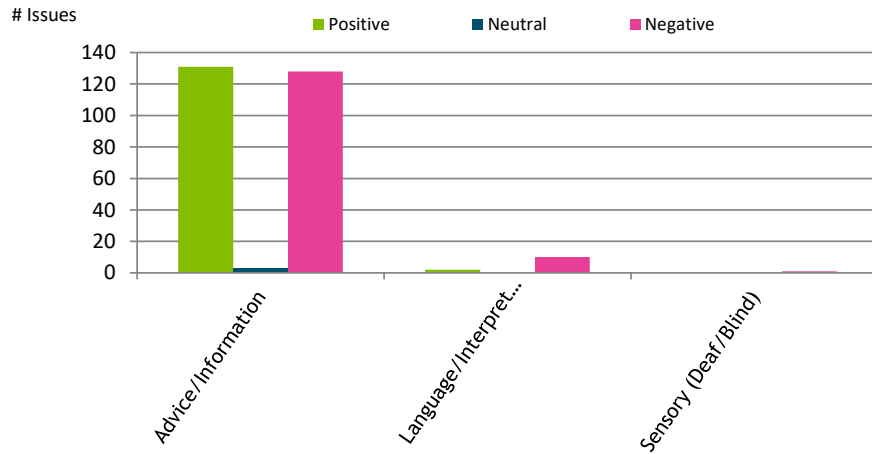


Practices receiving the most comments overall

## 2.6 Communication

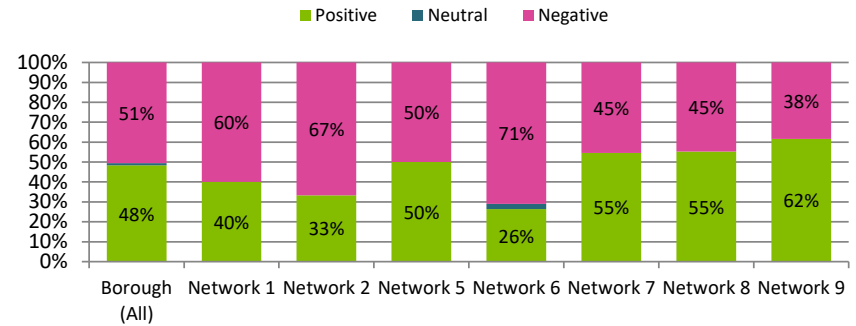


### 2.6.1 Communication: 275 issues detected



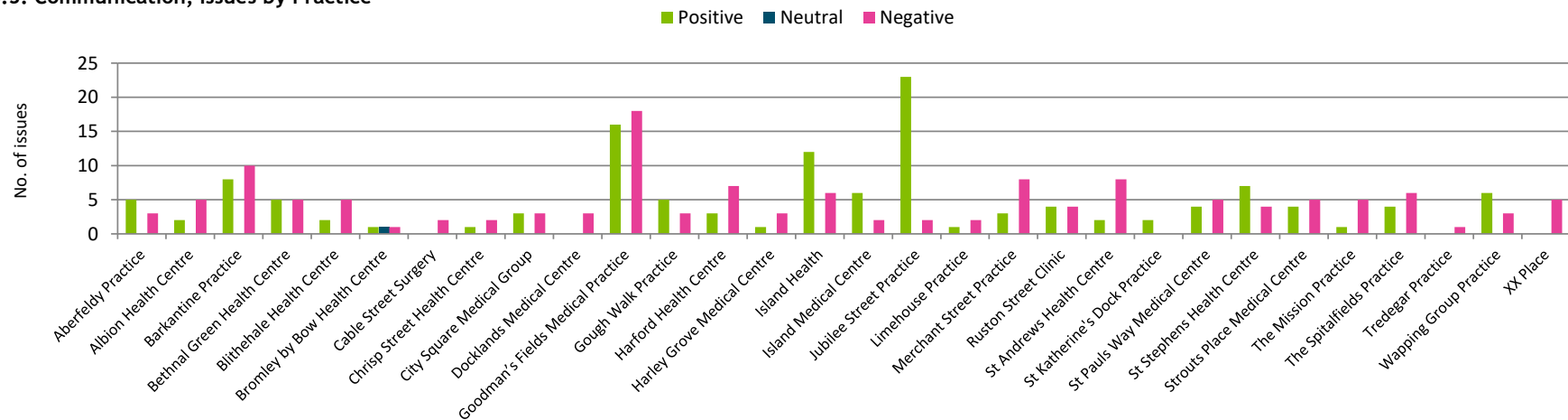
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

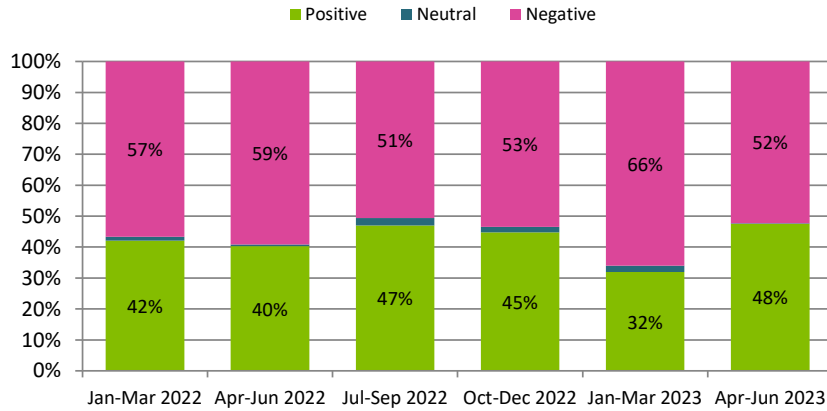


Practices receiving the most comments overall

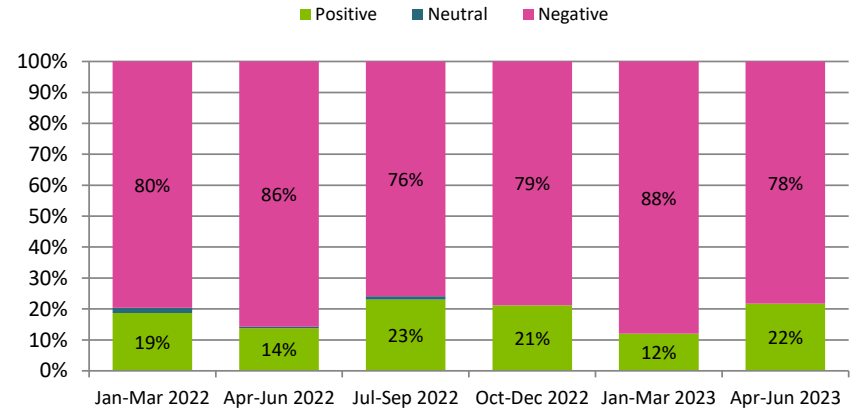
### 3. Timeline: 18 Month Tracker



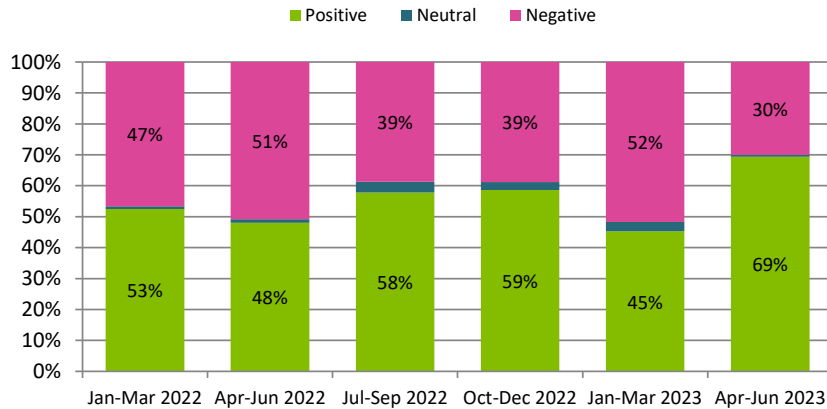
#### 3.1 Overall Sentiment



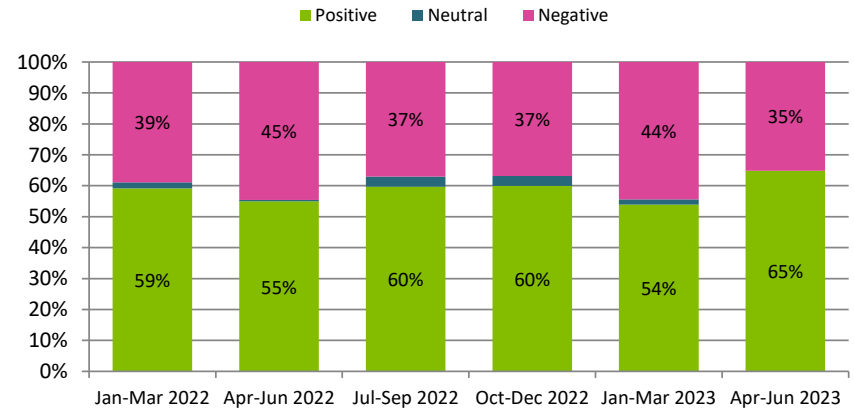
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



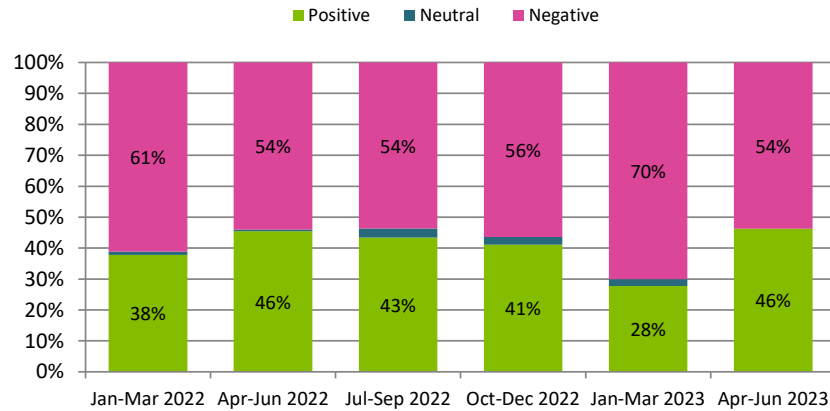
#### 3.4 Staff Attitude, Sentiment



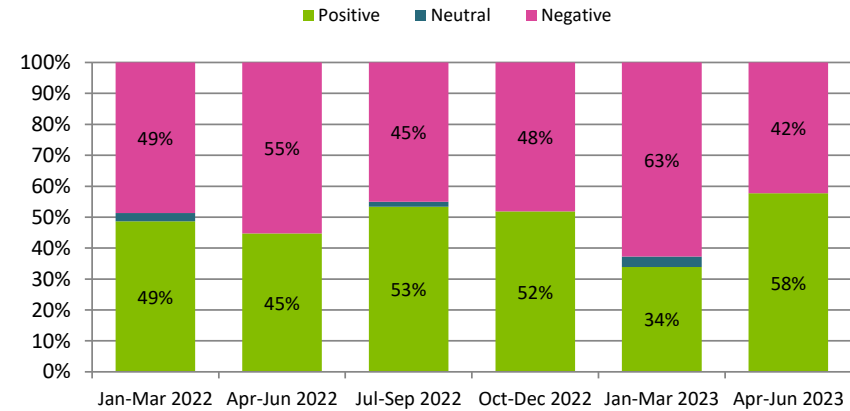
### 3. Timeline: 18 Month Tracker



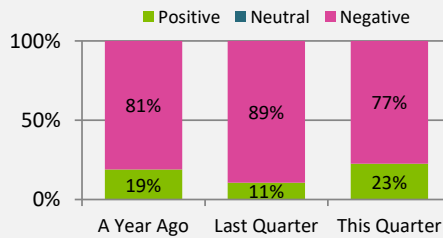
#### 3.5 Administration, Sentiment



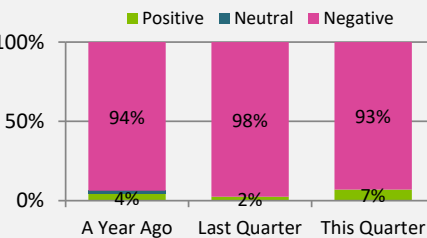
#### 3.6 Communication, Sentiment



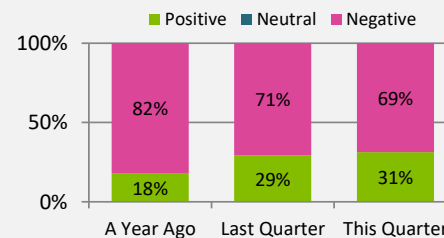
#### 3.7 Booking, Snapshot



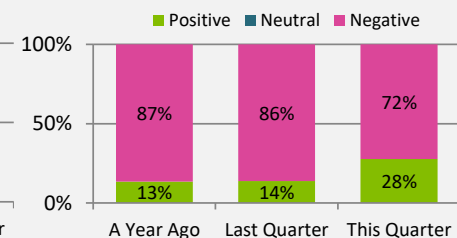
#### 3.8 Telephone, Snapshot



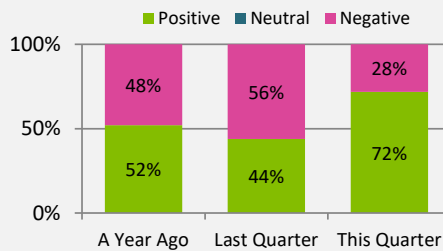
#### 3.9 Online Access, Snapshot



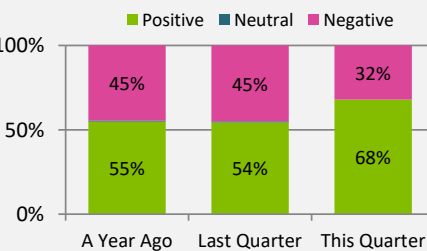
#### 3.10 Waiting List, Snapshot



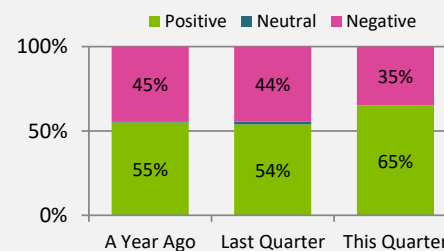
#### 3.11 Involvement Snapshot



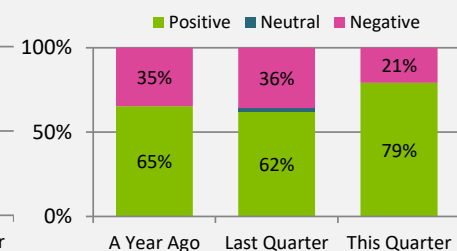
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



#### 3.14 Quality, Snapshot

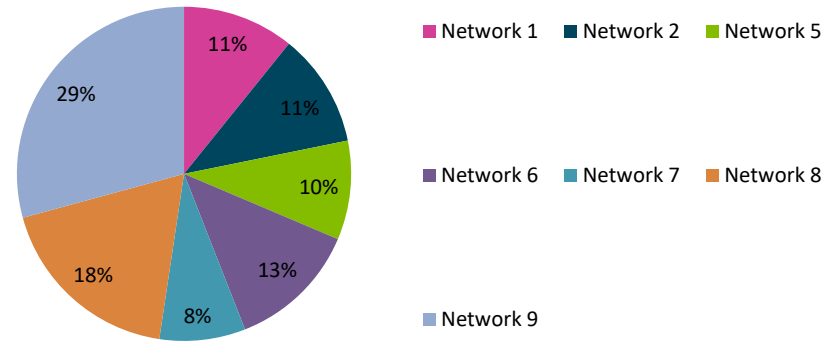
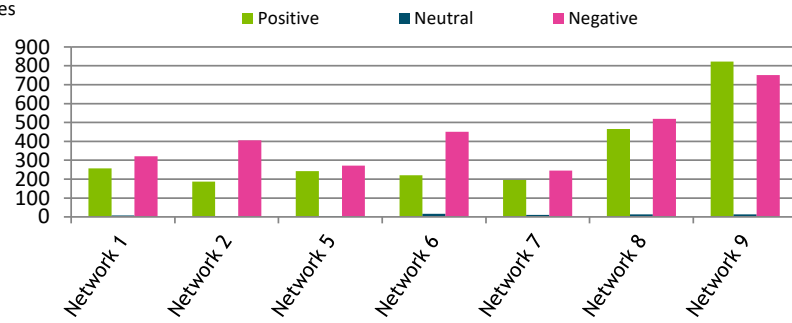


## 4. Volume by Primary Care Network



### 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>	131	3	128	262
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	10	0	4	14
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	52	15	78	145
	User Involvement	<i>Involvement of the service user.</i>	211	2	157	370
Systems	Administration	<i>Administrative processes and delivery.</i>	21	1	152	174
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	161	2	546	709
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	21	21
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	8	8
	Referral	<i>Referral to a service.</i>	25	2	37	64
	Medical Records	<i>Management of medical records.</i>	1	0	13	14
	Medication	<i>Prescription and management of medicines.</i>	29	1	70	100
	Opening Times	<i>Opening times of a service.</i>	3	0	21	24
	Planning	<i>Leadership and general organisation.</i>	11	0	23	34
	Registration	<i>Ability to register for a service.</i>	3	3	9	15
	Support	<i>Levels of support provided.</i>	460	18	265	743
	Telephone	<i>Ability to contact a service by telephone.</i>	17	0	293	310
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	29	2	67	98
	Waiting List	<i>Length of wait while on a list.</i>	142	2	460	604
Values	Choice	<i>General choice.</i>	18	0	104	122
	Cost	<i>General cost.</i>	0	0	6	6
	Language	<i>Language, including terminology.</i>	2	0	11	13
	Nutrition	<i>Provision of sustenance.</i>	1	1	0	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	10	10
	Quality	<i>General quality of a service, or staff.</i>	438	13	164	615
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1	1
	Stimulation	<i>General stimulation, including access to activities.</i>	0	1	0	1

## 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>	4	4	2	10
	Environment/Layout	<i>Physical environment of a service.</i>	18	0	6	24
	Equipment	<i>General equipment issues.</i>	1	0	5	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	1	1
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	18	0	2	20
	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	34	34
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	3	0	2	5
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	614	22	391	1027
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	12	13
	Staff Training	<i>Training of staff.</i>	2	0	31	33
	Staffing Levels	<i>General availability of staff.</i>	0	2	15	17
	<b>Total:</b>			<b>2426</b>	<b>94</b>	<b>3152</b>