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 July 2023 - 30 June 2024



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 1,662 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 50% positive, 48% negative and 2% neutral, feedback suggests.

Trends...

According to feedback, overall satisfaction has not changed 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 declined by 9% this quarter, according to comments. Complaints are up by 15% on ability to book appointments, by 12% on waiting times and by 10% 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 up by 11% on staff attitude, while down by 14% on treatment and care.

Goodman's Fields Medical Practice, Bethnal Green Health Centre and Wellington Way 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...

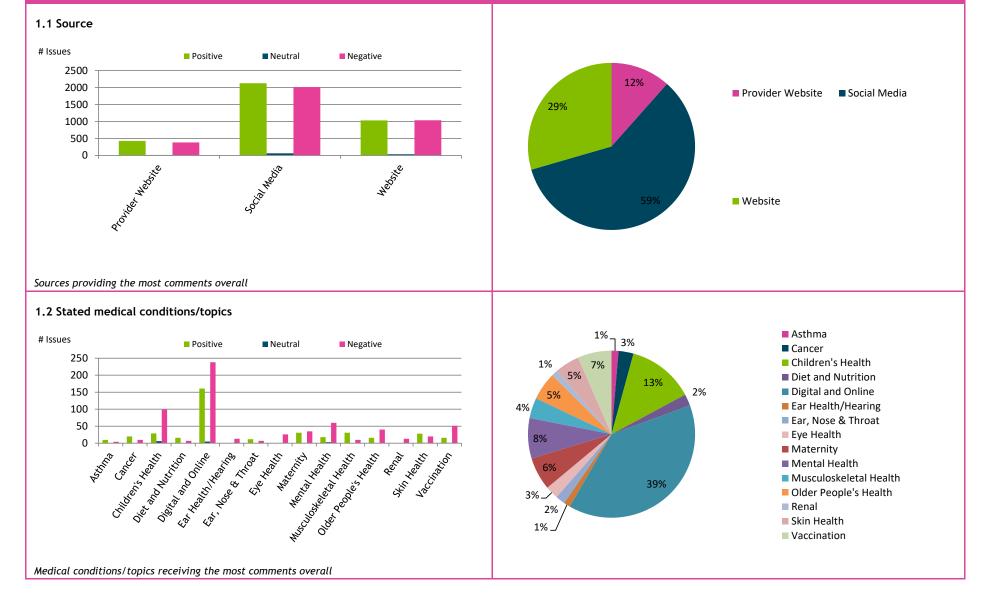
Complaints are up by 19% on administration, while down by 21% on communication.

Goodman's Fields Medical Practice and Bethnal Green Health Centre receive 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: 1849 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 500 100% 90% 450 400 80% 80% 70% 60% 50% 40% 30% 20% 10% 350 71% 73% 72% 74% 77% 300 79% 799 250 200 150 100 28% 29% 33% 26% 25% 22% 20% 19% 50 0% 0 Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 800¹¹⁰08 South State (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 140 120 100 No. of issues 80 60 40 20 0 Chrisp Steet Health Centre Goodinan^{5 feels, Medica Produce} Hater Gove Media Centre Bethod Geen Health Centre Bitterae teath centre Brontey Dr. Bon Heath Centre City Suble Needed Goup Doctores Medical centre ST Autensteam Centre Stous Pace Media Centre Sitton's Warteath Centre Cabe Street Surgery Gold Walk Practice Hatod Health Contre 5-kateines Dod Procise 51 Pauls Way Wedder Centre 5-5ephens health centre the spitateles partie weingen weiteast centre AbertedyPractice Abion Health Centre Grove Road Surgery 15 and health Wand Medical Centre uplee steel Practice Limehouse Practice Ruston street clinic The Mission Practice Wapping GOUP Practice Tredeen Protice ++ place Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 2100 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 500 100% 90% 450 32% 400 80% 33% 389 42% 40% 47% 350 70% 60% 50% 40% 30% 20% 10% 0% 300 250 83% 200 66% 64% 61% 150 57% 53% 51% 100 50 Ne^{bicition} de Local States 0 toiner the second second A Line of the second se Construction of Construction Per los Contraction of the second Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 croice (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 250 200 No. of issues 150 100 50 0 Goodinan's feels Medical Provide Bettind Green Health Centre weiner workeath centre Bromey preserve and centre Chilo Steet Health Centre Hater Gove Media Centre 51 Auteus least centre 5 Kathenie Sook Protice 5-Pauls Way Media Cante 5-5eephers heath Centre Stouts Pace Medial Centre Sitton's Warteautreautre Bitterae teath centre City Stude Medica Group Dothers Wedical Centre Gough Walk Reative Hafod Health Centre Hand Medical Contre ublee Steel Protice Wapping GOUP Rotice Aperted Protice Abion Health Centre Grove Road Surgery Linehouse Practice Ruson Steet Lime The Mission Practice The spitated Produce cabe Street Surgery Tredesa Practice \$7 Place Practices receiving the most comments overall

Ы

2.4 Staff Attitude

Practices receiving the most comments overall

2.4.1 Staff Attitude: 1368 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 500 100% 90% 450 31% 400 33% 80% 36% 36% 429 43% 350 70% 60% 50% 40% 30% 20% 10% 0% 300 250 200 F 77% 68% 71% 65% 61% 60% 58% 56% 150 100 50 0 Postorio Contraction of the second se Unit Construction Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 HI Sec (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 140 120 100 No. of issues 80 60 40 20 0 Goodman's feels Medical Practice weiner workeath centre Bettral Geenteeth centre Bitterae teath centre Brontey pr Bon Heath Centre Chille Street Health Centre Hater Gove Media Centre 51 Auteus least centre 51 Kathenie's Dock Province 5. Pauls Way Media Cante 5.5 eentees health centre Store Pace wedde Centre CIN SHIRE MERICA GOUR Doutlends Weater Centre ublee Steel Produce siton's what teath centre AbionHeattheatte Goue Wall Produce Grove Road Surgery Hafod Heath Centre isand Medical Centre Ruston Steel Clinic The Mission Practice The spitate de Preside Tredesa Practice Wapping GOUP Datice AbertedyPractice Cabe Steel Suffery Island Health limetrouse Practice #Place

2.5 Administration

2.5.1 Administration: 957 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 300 100% 90% 250 80% 50% 49% 56% 54% 70% 60% 50% 40% 30% 20% 10% 0% 61% 200 76% 150 100 50% 51% 43% 43% 41% 43% 39% 50 24% 0 Addining and a start and a start a sta Company, Com Tolog a tile of Medical Action of the second ton and the second Less Partie Salacia A Station Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 Person and a series of the ser Manageon and Second (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 90 80 70 No. of issues 60 50 40 30 20 10 Goodman⁵ freeds. Needical Practice weiner workeath centre Bettral Geen Health Centre Bitterae teath centre Brontey pr Bon Heath Centre Christ Street Health Contre 51 Auteus least centre 51 Kathenie's Dock Province 5. Parts Wor Media Centre Stors Pace Medical Centre CIN SHIPE Medica GOUR Doctions Neares Centre Hater Gove Medical Centre 5-5ephersheath centre Sitton's Warteath Cante AbionHeattheatte GOUE WALL PROTICE Grove Road Surgery Hatod Heath Centre usand Medical Centre uniee steer Provice Ruston street clinic The Mission Practice The spitated Produce Wapping Goup Partice AbertedyPractice Cabe Steel Suffery limetrouse Practice Tredesa Pratice #Place Practices receiving the most comments overall

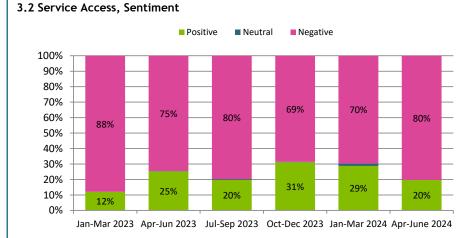
2.6 Communication

2.6.1 Communication: 340 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 180 100% 90% 160 80% 140 41% 41% 49% 49% 52% 70% 60% 50% 40% 30% 20% 10% 0% 120 100 80 51% 60 59% 57% 51% 48% 51% 43% 42% 40 20 Careford Manual Contract. 0 Control Contro 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 30 25 No. of issues 20 15 10 5 0 Bettral Geen Health Centre Goodinan's feels, Medica Produce Bitterae Heath Centre Bronteyby Bow Heath Centre Christ Street Health Centre City Suble Nedla Goup Dockards weired centre ST Autensteam Centre weineen warteath centre Cabe Street Surgery Gouge way practice Hater Gove Medical Centre 5-Kahenes Dock Provice 5-5ephens health centre Stours Pace webcal centre sitton's what teath centre Aperted Protice Abion Health Centre Grove Road Surgery Hatod Heath Centre ublee steel Protice Ruston street clinic 51 Pauls Way Wedden Contre The Mission Practice The Salitative Practice Wapping GOUP Practice Island Health wand medical centre limehouse Practice Tredeen Protice ++ 913Ce Practices receiving the most comments overall

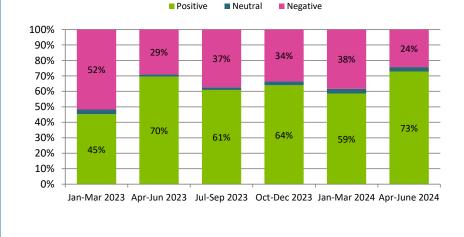
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 80% 44% 50% 51% 49% 49% 70% 66% 60% 50% 40% 30% 55% 49% 48% 49% 49% 20% 32% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

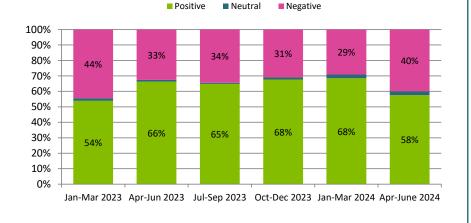
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment

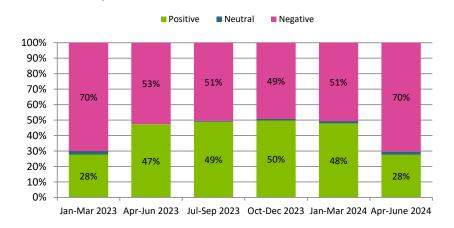


11

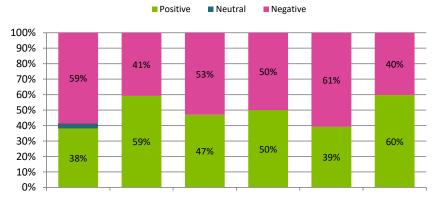
::~)

3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment



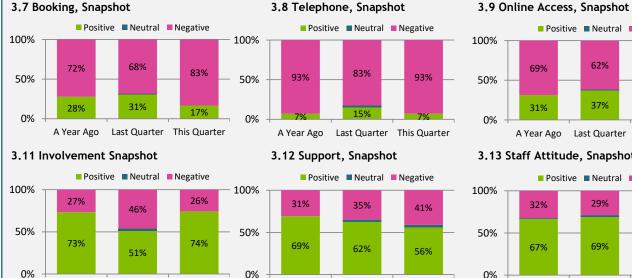
3.6 Communication, Sentiment



Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

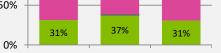
100%

69%



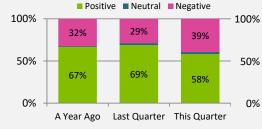
A Year Ago Last Quarter This Quarter

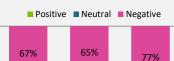




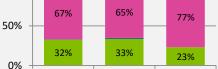
A Year Ago Last Quarter This Quarter

3.13 Staff Attitude, Snapshot





3.10 Waiting List, Snapshot



A Year Ago Last Quarter This Quarter

3.14 Quality, Snapshot

■ Positive ■ Neutral ■ Negative



A Year Ago Last Quarter This Quarter

∞)

4. Volume by Primary Care Network





5. Data Table: Number of issues

Issue Name	Descriptor	# Issues					
		Positive	Neutral	Negative	Total		
Advice/Information	Communication, including access to advice and information.	168	2	151	321		
Carer Involvement	Involvement of carers, friends or family members.	16	0	4	20		
General Comment	A generalised statement (ie; "The doctor was good.")	72	7	51	130		
User Involvement	Involvement of the service user.	320	7	184	511		
Administration	Administrative processes and delivery.	31	3	130	164		
Booking	Ability to book, reschedule or cancel appointments.	231	6	553	790		
Cancellations	Cancellation of appointment by the service provider.	0	0	13	13		
Data Protection	General data protection (including GDPR).	0	1	4	5		
Referral	Referral to a service.	40	0	37	77		
Medical Records	Management of medical records.	0	0	15	15		
Medication	Prescription and management of medicines.	41	2	79	122		
Opening Times	Opening times of a service.	5	0	16	21		
Planning	Leadership and general organisation.	20	0	26	46		
Registration	Ability to register for a service.	8	0	11	19		
Support	Levels of support provided.	625	22	349	996		
Telephone	Ability to contact a service by telephone.	46	5	307	358		
Timing	Physical timing (ie; length of wait at appointments).	58	1	108	167		
Waiting List	Length of wait while on a list.	205	5	468	678		
Choice	General choice.	20	2	103	125		
Cost	General cost.	1	0	10	11		
Language	Language, including terminology.	5	0	13	18		
Nutrition	Provision of sustainance.	0	0	3	3		
Privacy	Privacy, personal space and property.	1	0	5	6		
Quality	General quality of a service, or staff.	627	21	208	856		
Sensory	Deaf/blind or other sensory issues.	0	0	1	1		
Stimulation	General stimulation, including access to activities.	5	0	0	5		

Patients/Carers

Systems

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).		51	0	4	55		
Environment/Layout	Physical environment of a service.		30	1	6	37		
Equipment	General equipment issues.		5	0	8	13		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	2	2		
Hygiene	Levels of hygiene and general cleanliness.		22	0	3	25		
Mobility	Physical mobility to, from and within services.		1	0	3	4		
Travel/Parking	Ability to travel or park.		1	0	3	4		
Omission	General omission (ie; transport did not arrive).		0	1	26	27		
Security/Conduct	General security of a service, including conduct of staff.		1	0	5	6		
Staff Attitude	Attitude, compassion and empathy of staff.		912	26	448	1386		
Complaints	Ability to log and resolve a complaint.		2	0	15	17		
Staff Training	Training of staff.		2	0	34	36		
Staffing Levels	General availability of staff.		6	1	22	29		
		Total:	3578	113	3428	7119		

Community Insight CRM