The Experience of GP Services: Clissold Park

A trends analysis report by Healthwatch Hackney



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.

Qualitative Feedback, 1 July 2024 - 30 June 2025

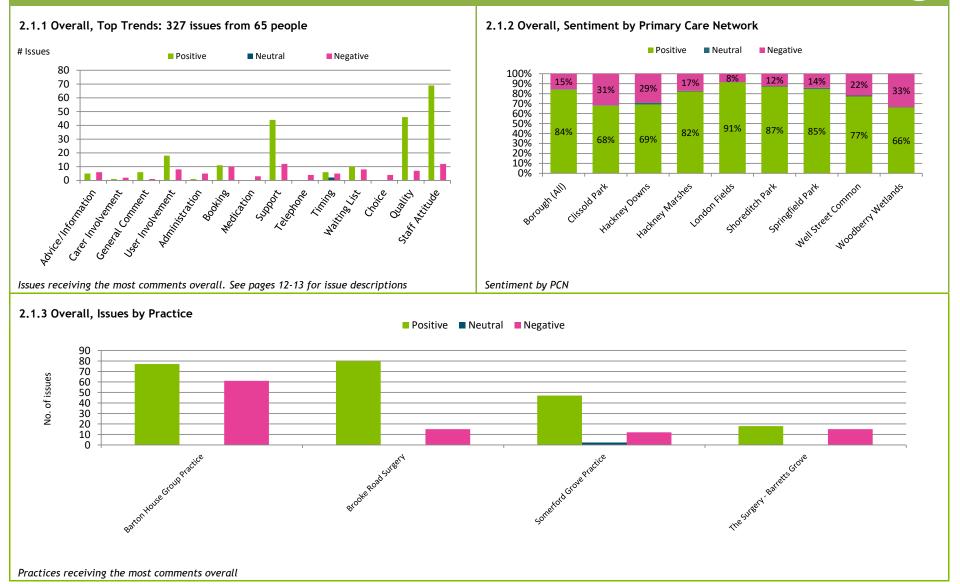


1. Data Source and Conditions/Topics



1.1 Source # Issues Positive Neutral Negative 200 180 140 120 100 80 60 40 20 0 15% Social Media Outreach Social Media Out out of the second Sources providing the most comments overall 1.2 Stated medical conditions/topics # Issues Negative Positive Neutral Asthma 20 16 14 10 86 4 20 7% 13% Cancer 16% Children's Health March Children Chi Digital and Online Asthing 18% 36% Maternity Musculoskeletal Health Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 43 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 12 100% 90% 80% 10 41% 51% 70% 60% 50% 40% 30% 20% 10% 0% 8 6 57% 4 64% 64% 60% 58% 58 49% 2 woodberrywetterds 0 Boroughtail Dissold Patt Hachney Down's London field's shore the spine end patt we woode 800,110,00 Constitution of the state of th 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 16 14 12 No. of issues 10 8 6 4 2 0 The Sur Barrent Scione 8atonHouseGoup Produce Broke Read Surgery sometod Gove Practice Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 115 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 35 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 15% 30 25 92% 20 96% 93% 95% 89% 89% 15 85% 78% 78% 10 5 Weither Williams the stand 0 Borough (All) issoluteate, hether hashes tondon fields shore the part we have to the holder we have to the shore the solution of the solutio 4000 Marine Contraction of the c Policies - Jo Contraction of the second and the service of th croice 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 40 35 30 No. of issues 25 20 15 10 5 0 Baron House Group Practice The sugen barets crove sometod Gove Practice Brooke Road Surgery Practices receiving the most comments overall

5

2.4 Staff Attitude

2.4.1 Staff Attitude: 80 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 35 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 13% 15% 30 25 90% 20 96% 93% 89% 90% 15 85% 86% 75% 72% 10 5 0 BoroughtAll Lissold Patt Hachney Down's London field's Shore at Spingle of Patt Roomen Wetland's Shore and S Postorio Contraction of the second se inition of the second AN Services 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 30 25 No. of issues 20 15 10 5 0 The streen, barens cione Baron House Group Practice sometod sove Practice Brooke Road Suffery Practices receiving the most comments overall

2.5 Administration



2.6 Communication

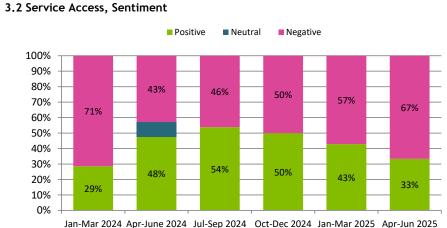
2.6.1 Communication: 12 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 7 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 14% 6 339 5 4 » » 93% 3 86% 79% 80% 81% 2 50% 1 0 Boroughtail issoluteate, hether hashes tondon fields shore the part we have woodberry we have Autor Contraction of the second second 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 6 No. of issues 4 2 0 The Sur Barrens Grove sometod Gove Practice Brooke Road Surgery Barton House Group Prac Practices receiving the most comments overall

8

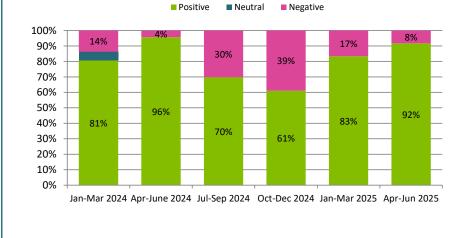
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 14% 16% 90% 28% 30% 30% 80% 56% 70% 60% 50% 84% 84% 40% 72% 68% 67% 30% 44% 20% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment

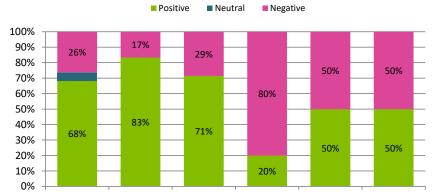


3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Positive Neutral Negative 100% 12% 90% 28% 33% 80% 50% 50% 70% 70% 60% 50% 88% 40% 72% 67% 30% 50% 47% 20% 30% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

3.6 Communication, Sentiment

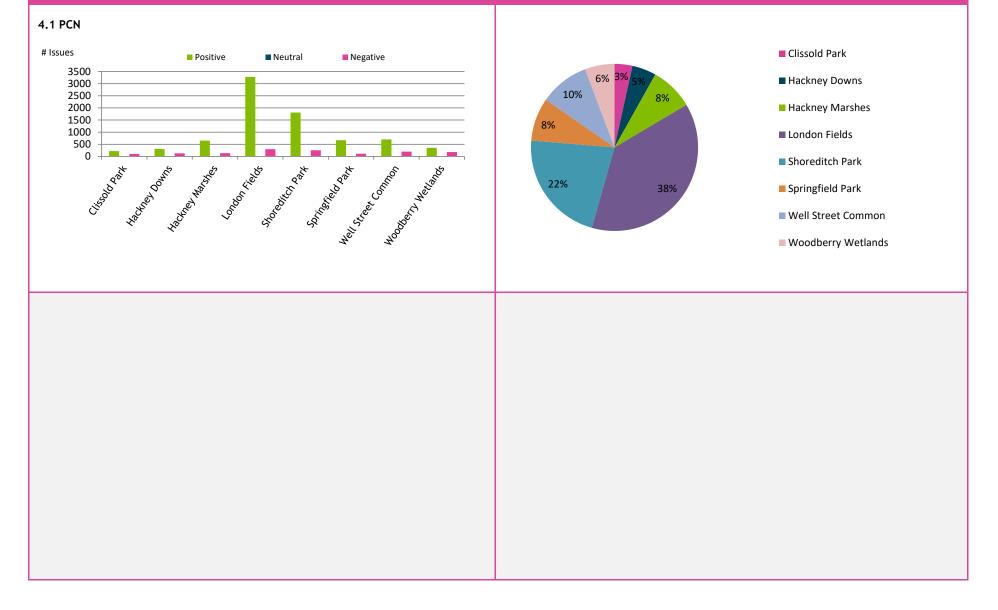


Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

...

4. Volume by Primary Care Network





5. Data Table: Number of issues

	Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total		
Patients/Carers	Advice/Information	Communication, including access to advice and information.	5	0	6	11		
	Carer Involvement	Involvement of carers, friends or family members.	1	0	2	3		
	General Comment	A generalised statement (ie; "The doctor was good.")	6	0	1	7		
	User Involvement	Involvement of the service user.	18	0	8	26		
Systems	Administration	Administrative processes and delivery.	1	0	5	6		
	Booking	Ability to book, reschedule or cancel appointments.	11	0	10	21		
	Cancellations	Cancellation of appointment by the service provider.	0	0	0	0		
	Data Protection	General data protection (including GDPR).	0	0	0	0		
	Referral	Referral to a service.	1	0	0	1		
	Medical Records	Management of medical records.	0	0	1	1		
	Medication	Prescription and management of medicines.	0	0	3	3		
	Opening Times	Opening times of a service.	0	0	0	0		
	Planning	Leadership and general organisation.	0	0	0	0		
	Registration	Ability to register for a service.	0	0	2	2		
	Support	Levels of support provided.	44	0	12	56		
	Telephone	Ability to contact a service by telephone.	0	0	4	4		
	Timing	Physical timing (ie; length of wait at appointments).	6	2	5	13		
	Waiting List	Length of wait while on a list.	10	0	8	18		
Values	Choice	General choice.	0	0	4	4		
	Cost	General cost.	0	0	2	2		
	Language	Language, including terminology.	1	0	0	1		
	Nutrition	Provision of sustainance.	0	0	0	0		
	Privacy	Privacy, personal space and property.	0	0	1	1		
	Quality	General quality of a service, or staff.	46	0	7	53		
	Sensory	Deaf/blind or other sensory issues.	0	0	0	0		
	Stimulation	General stimulation, including access to activities.	0	0	0	0		

Valu

5. Data Table: Number of issues

Issue Name		Descriptor		# Issues				
				Positive	Neutral	Negative	Total	
	Catchment/Distance	Distance to a service (and catchment area for eligability).		0	0	2	2	
	Environment/Layout	Physical environment of a service.		1	0	1	2	
	Equipment	General equipment issues.		1	0	0	1	
	Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0	
	Hygiene	Levels of hygiene and general cleanliness.		1	0	1	2	
	Mobility	Physical mobility to, from and within services.		0	0	0	0	
	Travel/Parking	Ability to travel or park.		0	0	0	0	
	Omission	General omission (ie; transport did not arrive).		0	0	2	2	
	Security/Conduct	General security of a service, including conduct of staff.		0	0	0	0	
	Staff Attitude	Attitude, compassion and empathy of staff.		69	0	12	81	
	Complaints	Ability to log and resolve a complaint.		0	0	2	2	
	Staff Training	Training of staff.		0	0	2	2	
	Staffing Levels	General availability of staff.		0	0	0	0	
		Т	otal:	222	2	103	327	

Disclaimer:

Environment

Staff

The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

CommunityInsight CRM