The Experience of GP Services: Springfield 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 Negative Positive Neutral 400 350 300 Outreach Provider Website 250 200 150 100 50 0 Solid Hereis Police, Messice Outerson 58% Social Media Sources providing the most comments overall 1.2 Stated medical conditions/topics Children's Health # Issues Positive Neutral Negative Diet and Nutrition 80 70 60 50 40 30 20 10 0 4% 8% Digital and Online Ear Health/Hearing 11% 39% Maternity Mucrosonskies and the second de la contraction de la contra Mental Health 6% Set of the Cier and Minister Dition of the start of the star os units and the second Chine Moternit Musculoskeletal Health 3% Older People's Health 10% Sexual Health 10% 4% 3% 2% Sickle Cell Vaccination Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment



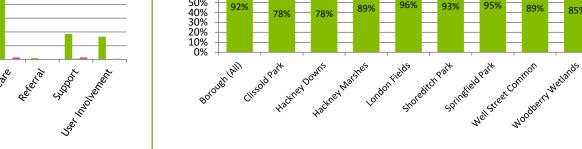
2.2 Service Access

2.2.1 Service Access: 76 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 25 100% 90% 80% 20 41% 51% 70% 60% 50% 40% 30% 20% 10% 0% 15 10 57% 64% 64% 60% 58% 58 49% 5 woodberrywetterds 0 Boroughtail Dissold Patt Hachney Down's London field's shore the spine end patt we woode W Billinge List 800¹¹⁰ Solution Chiefer Logon A 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 40 35 30 No. of issues 25 20 15 10 5 0 The Suffert Cannot Road Spire Hilprodice standod HII GOOR Pradice Practices receiving the most comments overall

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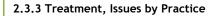
2.3 Clinical Treatment and Care

2.3.1 Treatment: 326 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network # Issues Positive Negative Neutral 160 100% 90% 80% 140 120 70% 60% 50% 40% 30% 20% 10% 0% 92% 100 80 60 40 20 Not the state of t 0 to solution the solution of th Noise Constant of the second se Croice



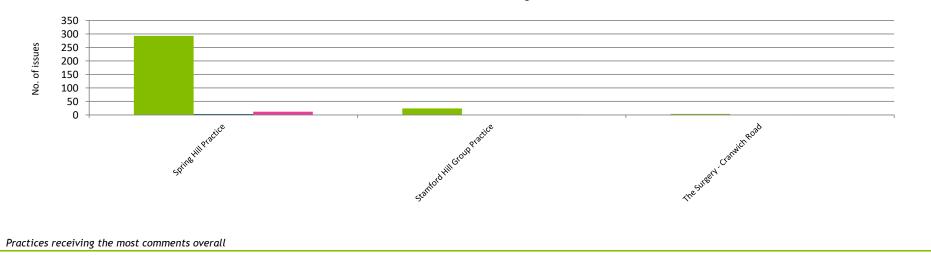
Positive Neutral Negative





■ Positive ■ Neutral ■ Negative

Sentiment by PCN



15%

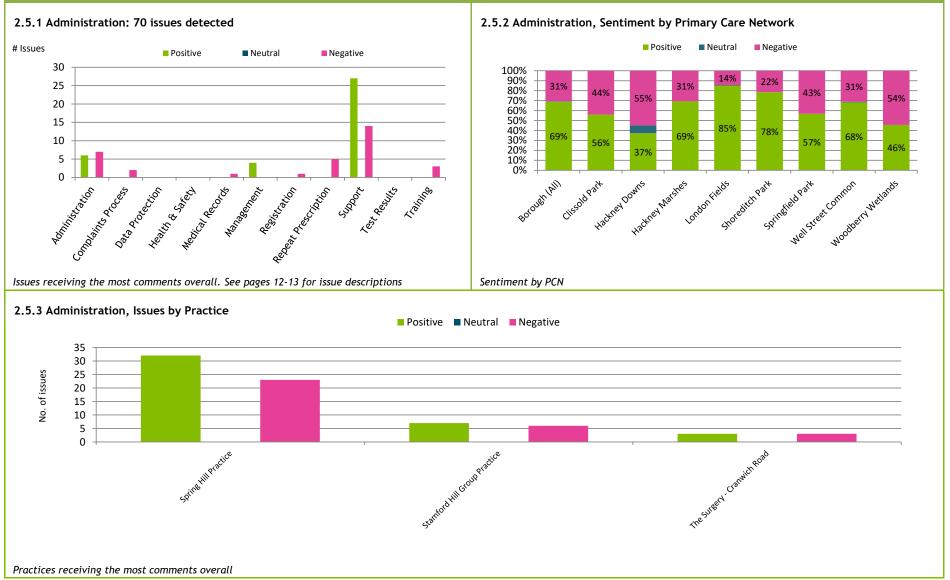
85%

89%

2.4 Staff Attitude

2.4.1 Staff Attitude: 181 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 13% 15% 60 50 90% 40 96% 93% 89% 90% 30 85% 86% 75% 72% 20 10 woodberrywetterds 0 BoroughtAll isout tachen power has the tondon fields stored to be the softweet of the soft ter estimation in the second s Citicon, Construction, Constru AN Solution 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 180 160 140 No. of issues 120 100 80 60 40 20 0 The Sureey Clanned Road stanfort HILGOUP Practice Spine Hill Procise Practices receiving the most comments overall

2.5 Administration



2.6 Communication

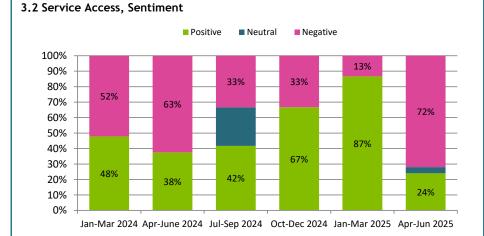
2.6.1 Communication: 50 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 50 45 40 35 30 25 20 15 10 5 0 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 14% 339 % % 93% 86% 79% 80% 81% 50% Woothernwetants Boroughtail Dissold Patt Hachney Down's London field's shore the spine end patt we woode Control Control Control 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 50 45 30 25 20 15 10 5 0 No. of issues The Sureey Clanned Road Stanfoot Hill Goup Practice Spring Hill Practice Practices receiving the most comments overall

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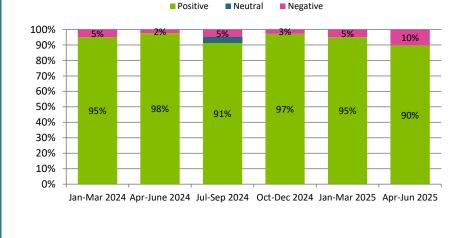
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 8% 9% 11% 13% 14% 90% 22% 80% 70% 60% 50% 92% 91% 89% 86% 83% 40% 78% 30% 20% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

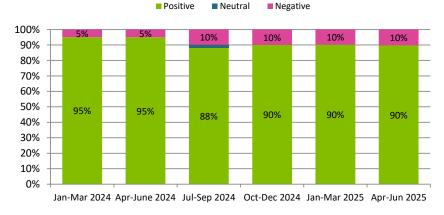
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



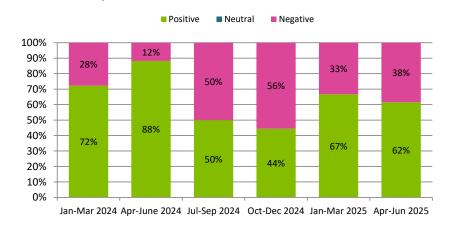
3.4 Staff Attitude, Sentiment



Positive

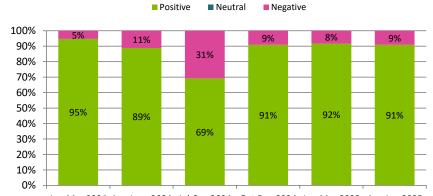


3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment



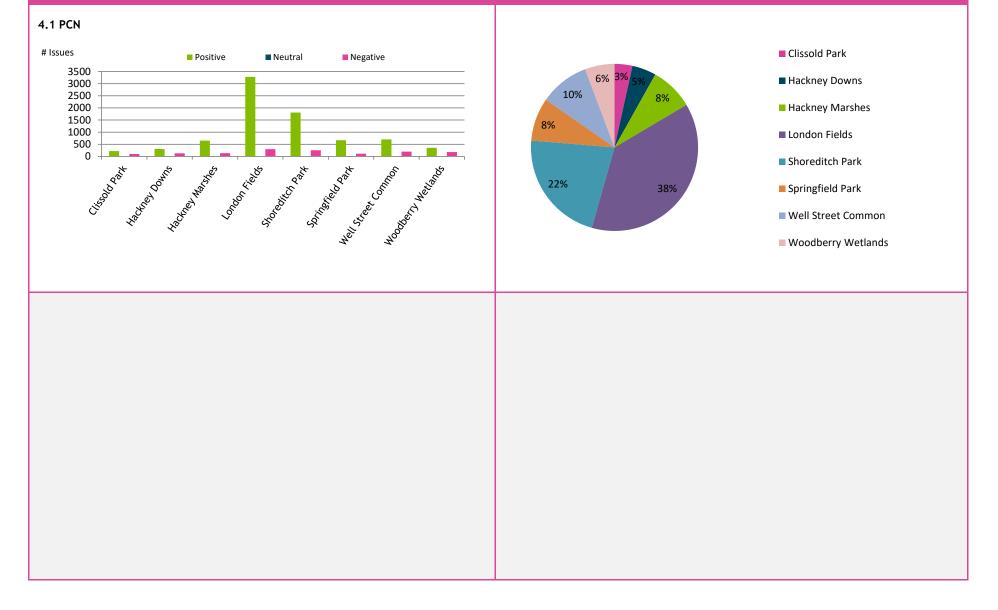


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Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

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. | 43 | 0 | 7 | 50 | |
| | Carer Involvement | Involvement of carers, friends or family members. | 2 | 0 | 0 | 2 | |
| | General Comment | A generalised statement (ie; "The doctor was good.") | 6 | 1 | 0 | 7 | |
| | User Involvement | Involvement of the service user. | 78 | 0 | 3 | 81 | |
| | Administration | Administrative processes and delivery. | 1 | 0 | 5 | 6 | |
| Systems | Booking | Ability to book, reschedule or cancel appointments. | 23 | 2 | 13 | 38 | |
| | 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. | 2 | 0 | 0 | 2 | |
| | Medical Records | Management of medical records. | 0 | 0 | 1 | 1 | |
| | Medication | Prescription and management of medicines. | 2 | 0 | 6 | 8 | |
| | Opening Times | Opening times of a service. | 0 | 0 | 0 | 0 | |
| | Planning | Leadership and general organisation. | 5 | 0 | 0 | 5 | |
| | Registration | Ability to register for a service. | 0 | 0 | 1 | 1 | |
| | Support | Levels of support provided. | 122 | 1 | 18 | 141 | |
| | Telephone | Ability to contact a service by telephone. | 1 | 1 | 6 | 8 | |
| | Timing | Physical timing (ie; length of wait at appointments). | 19 | 0 | 3 | 22 | |
| | Waiting List | Length of wait while on a list. | 23 | 1 | 11 | 35 | |
| Values | Choice | General choice. | 4 | 0 | 2 | 6 | |
| | Cost | General cost. | 0 | 0 | 0 | 0 | |
| | Language | Language, including terminology. | 0 | 0 | 0 | 0 | |
| | 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. | 144 | 1 | 8 | 153 | |
| | Sensory | Deaf/blind or other sensory issues. | 0 | 0 | 0 | 0 | |
| | Stimulation | General stimulation, including access to activities. | 2 | 0 | 0 | 2 | |
| | | | | | | | |

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). | | 2 | 0 | 0 | 2 | | |
| Environment/Layout | Physical environment of a service. | | 10 | 0 | 0 | 10 | | |
| Equipment | General equipment issues. | | 2 | 0 | 0 | 2 | | |
| Hazard | General hazard to safety (ie; a hospital wide infection). | | 0 | 0 | 1 | 1 | | |
| Hygiene | Levels of hygiene and general cleanliness. | | 4 | 0 | 1 | 5 | | |
| 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 | 1 | 1 | | |
| Staff Attitude | Attitude, compassion and empathy of staff. | | 176 | 1 | 17 | 194 | | |
| Complaints | Ability to log and resolve a complaint. | | 0 | 0 | 2 | 2 | | |
| Staff Training | Training of staff. | | 0 | 0 | 3 | 3 | | |
| Staffing Levels | General availability of staff. | | 0 | 0 | 0 | 0 | | |
| | | Total: | 671 | 8 | 112 | 791 | | |

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.

Community Insight CRM