The Experience of GP Services: Well Street Common

A trends analysis report by Healthwatch Hackney
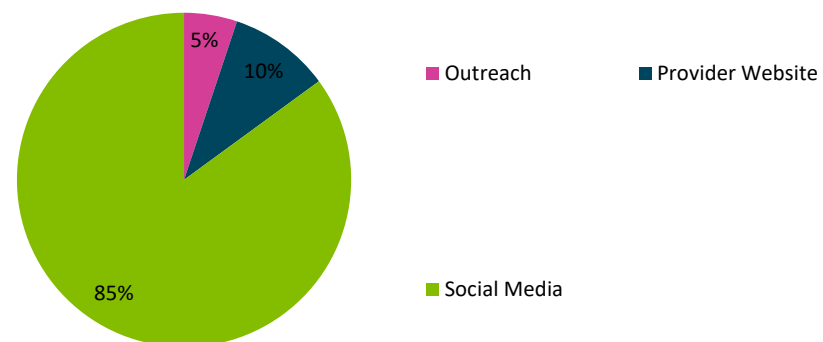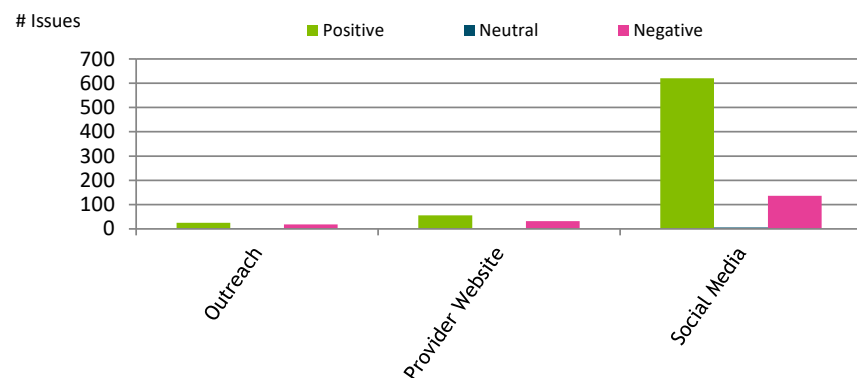
Community*Insight*

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.

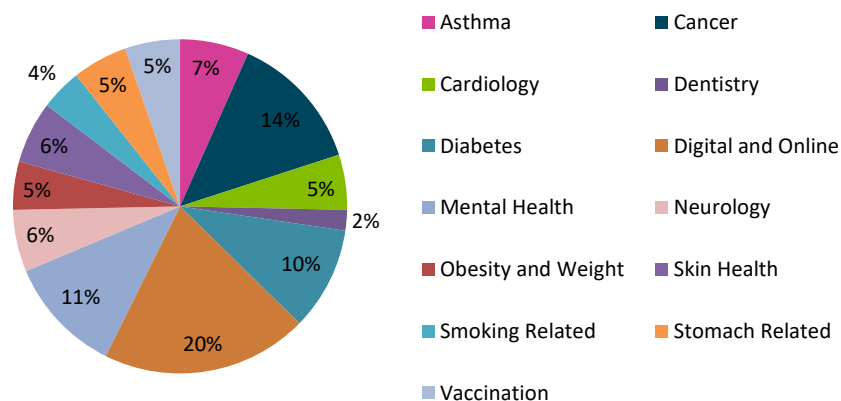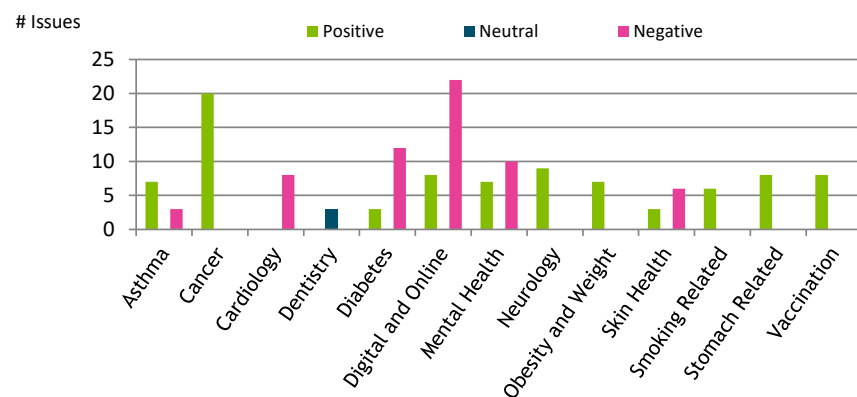*Qualitative Feedback, 1 July 2024 - 30 June 2025*

healthwatch
Hackney

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Outreach, Provider Website, Social Media

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

Sources providing the most comments overall

Pie chart:
- Outreach — 5%
- Provider Website — 10%
- Social Media — 85%

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Asthma, Cancer, Cardiology, Dentistry, Diabetes, Digital and Online, Mental Health, Neurology, Obesity and Weight, Skin Health, Smoking Related, Stomach Related, Vaccination

Y-axis: 0, 5, 10, 15, 20, 25

Medical conditions/topics receiving the most comments overall

Pie chart:
- Asthma — 7%
- Cancer — 14%
- Cardiology — 5%
- Dentistry — 2%
- Diabetes — 10%
- Digital and Online — 20%
- Mental Health — 11%
- Neurology — 6%
- Obesity and Weight — 5%
- Skin Health — 6%
- Smoking Related — 4%
- Stomach Related — 5%
- Vaccination — 5%

2

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 908 issues from 207 people

Legend: Positive, Neutral, Negative

Issues axis: 0, 50, 100, 150, 200, 250

Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Planning, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude
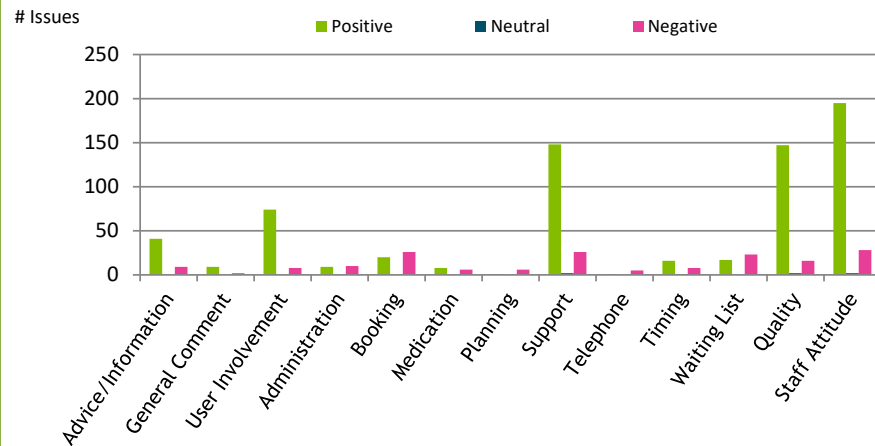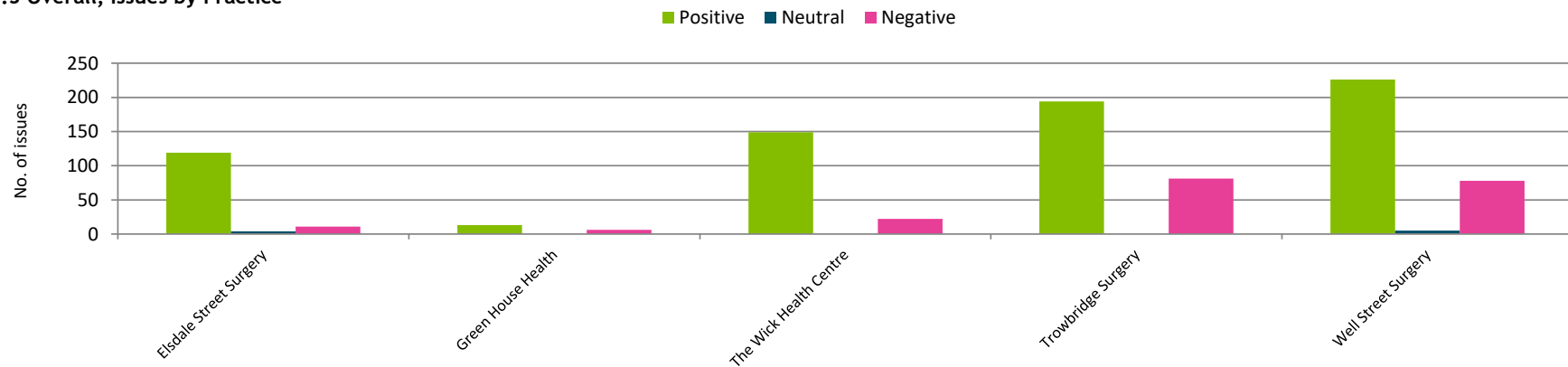
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	84%	15%
Clissold Park	68%	31%
Hackney Downs	69%	29%
Hackney Marshes	82%	17%
London Fields	91%	8%
Shoreditch Park	87%	12%
Springfield Park	85%	14%
Well Street Common	77%	22%
Woodberry Wetlands	66%	33%
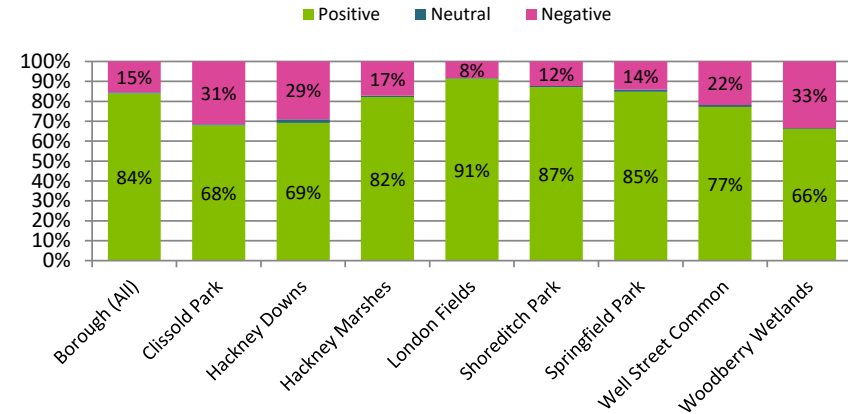
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues axis: 0, 50, 100, 150, 200, 250

Practices: Elsdale Street Surgery, Green House Health, The Wick Health Centre, Trowbridge Surgery, Well Street Surgery

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 93 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List
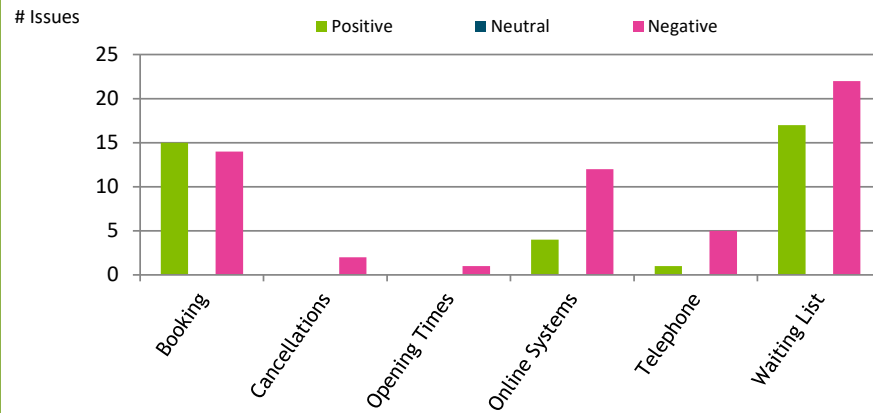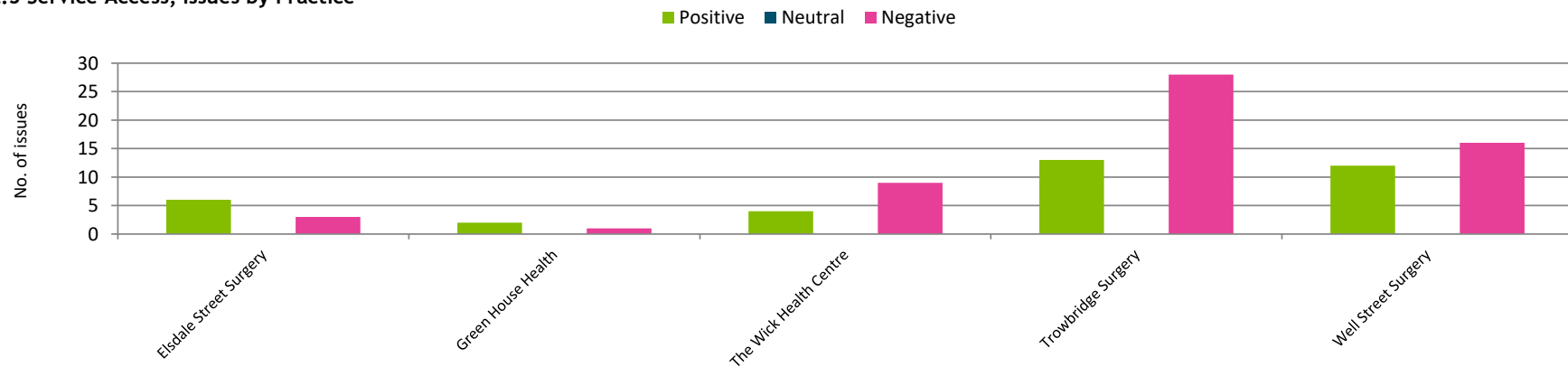
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	57%	41%
Clissold Park	49%	51%
Hackney Downs	60%	37%
Hackney Marshes	58%	41%
London Fields	64%	34%
Shoreditch Park	64%	36%
Springfield Park	58%	37%
Well Street Common	39%	61%
Woodberry Wetlands	56%	43%
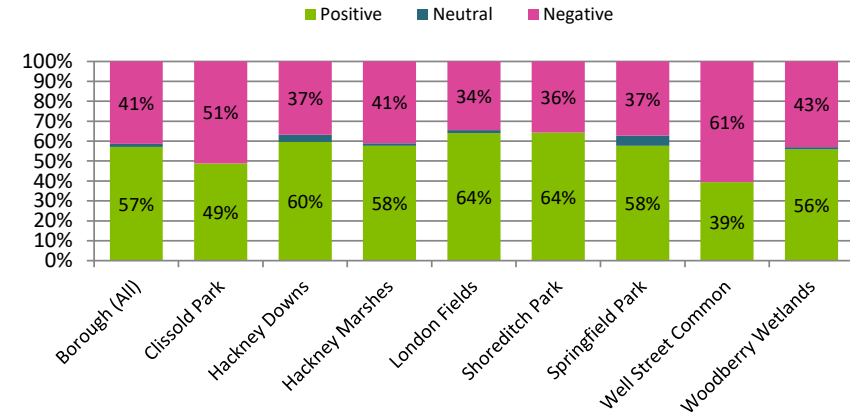
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Elsdale Street Surgery, Green House Health, The Wick Health Centre, Trowbridge Surgery, Well Street Surgery
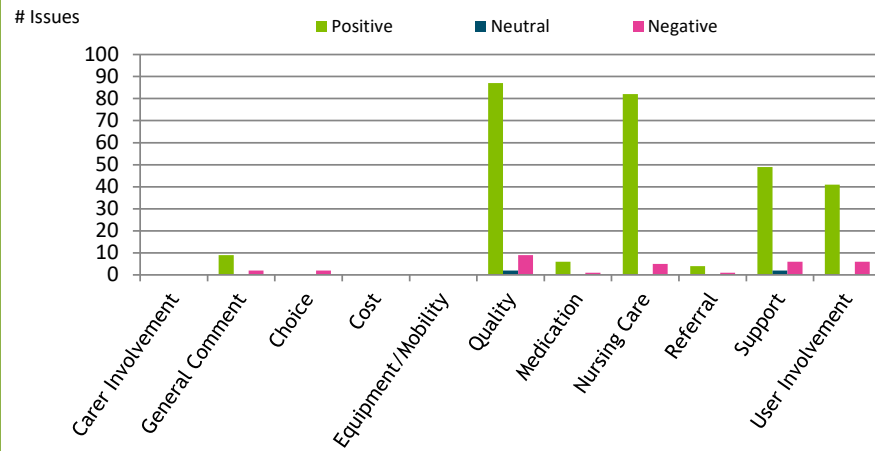
Practices receiving the most comments overall

4

2.3 Clinical Treatment and Care

2.3.1 Treatment: 314 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
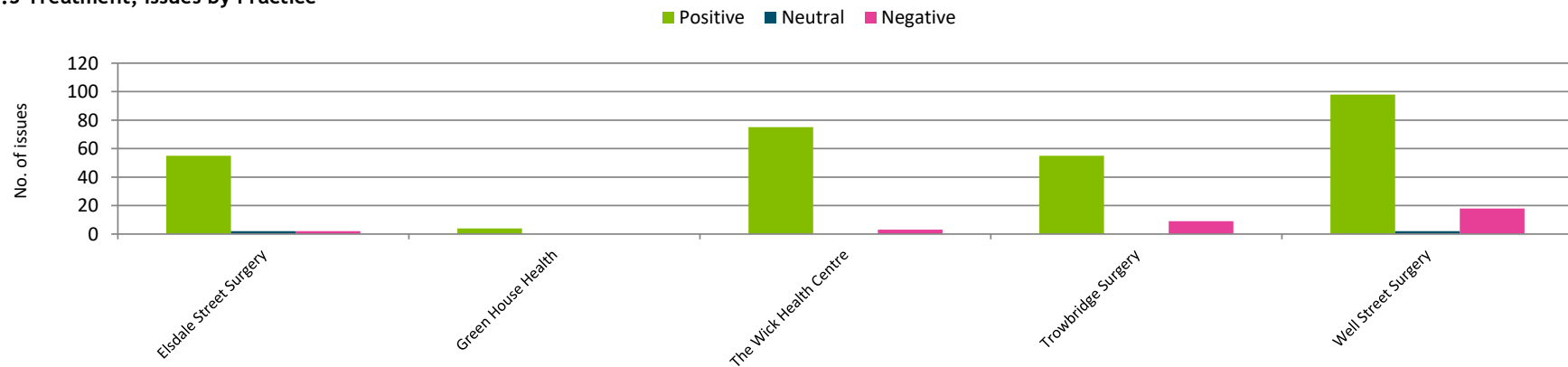
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	92%	8%
Clissold Park	78%	22%
Hackney Downs	78%	22%
Hackney Marshes	89%	10%
London Fields	96%	4%
Shoreditch Park	93%	6%
Springfield Park	95%	4%
Well Street Common	89%	10%
Woodberry Wetlands	85%	15%
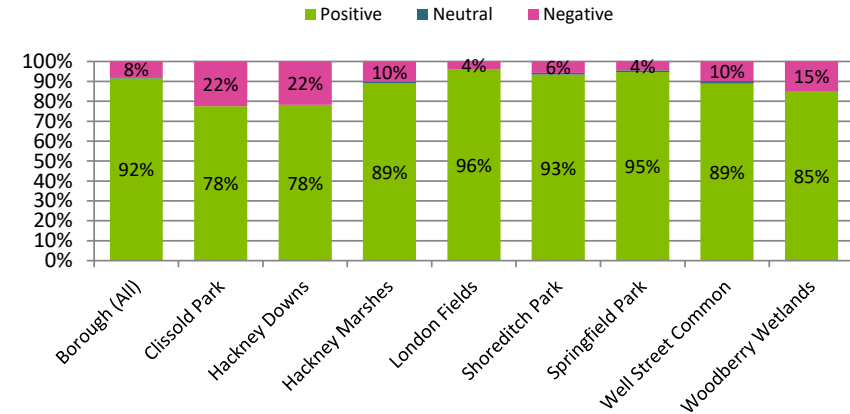
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Elsdale Street Surgery, Green House Health, The Wick Health Centre, Trowbridge Surgery, Well Street Surgery

Practices receiving the most comments overall

5

2.4 Staff Attitude

2.4.1 Staff Attitude: 216 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart (Y-axis 0–90):
- Receptionists: Positive ≈ 77, Negative ≈ 19
- Clinicians: Positive ≈ 74, Neutral ≈ 2, Negative ≈ 8
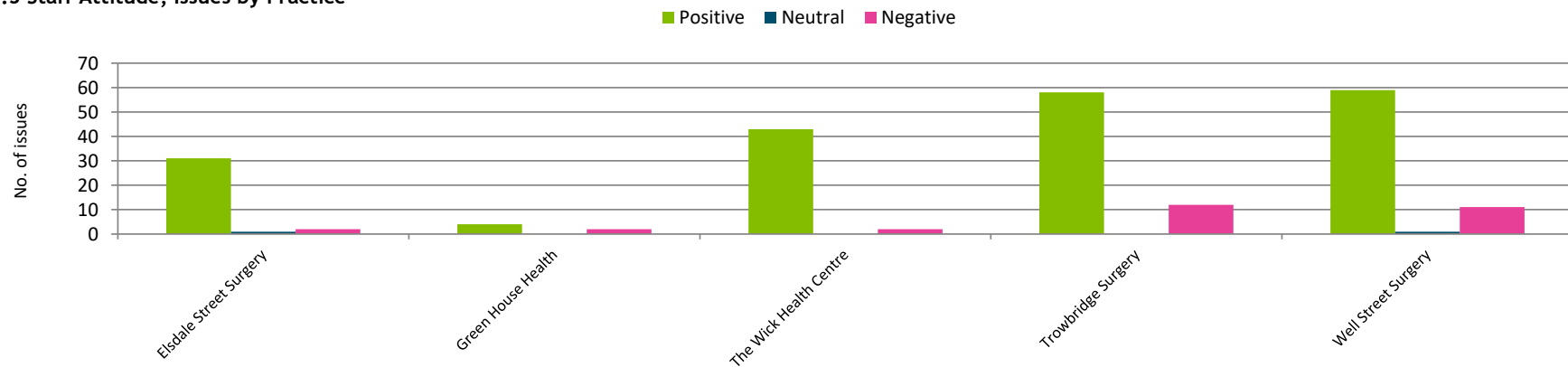- Nurses: Positive ≈ 34, Negative ≈ 2
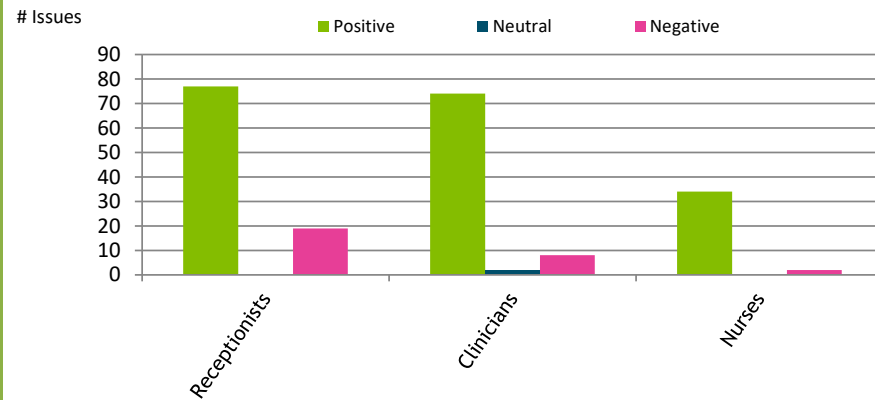
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Stacked bar chart (Y-axis 0%–100%):
- Borough (All): 90% / 10%
- Clissold Park: 85% / 15%
- Hackney Downs: 75% / 23%
- Hackney Marshes: 89% / 10%
- London Fields: 96% / 4%
- Shoreditch Park: 93% / 6%
- Springfield Park: 90% / 9%
- Well Street Common: 86% / 13%
- Woodberry Wetlands: 72% / 28%
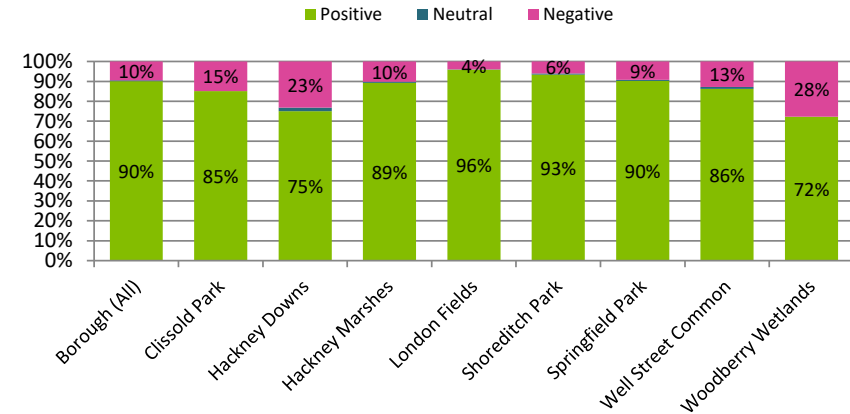
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Bar chart (Y-axis 0–70):
- Elsdale Street Surgery: Positive ≈ 31, Neutral ≈ 1, Negative ≈ 2
- Green House Health: Positive ≈ 4, Negative ≈ 2
- The Wick Health Centre: Positive ≈ 43, Negative ≈ 2
- Trowbridge Surgery: Positive ≈ 58, Negative ≈ 12
- Well Street Surgery: Positive ≈ 59, Neutral ≈ 1, Negative ≈ 11

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 155 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by category:
- Administration: Positive ~31, Negative ~14
- Complaints Process: Negative ~3
- Data Protection: Negative ~1
- Health & Safety: (none)
- Medical Records: Negative ~1
- Management: Positive ~1, Negative ~6
- Registration: Positive ~2, Negative ~1
- Repeat Prescription: Positive ~2, Negative ~5
- Support: Positive ~64, Negative ~18
- Test Results: Positive ~3
- Training: Positive ~1, Negative ~2

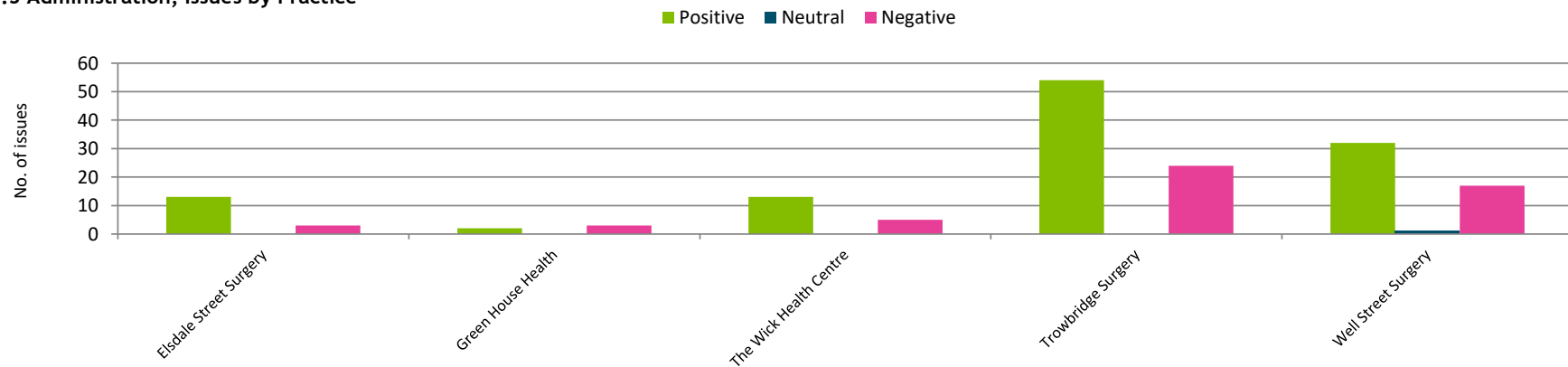*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Chart showing sentiment by PCN (Positive % / Negative %):
- Borough (All): 83% / 16%
- Clissold Park: 50% / 50%
- Hackney Downs: 67% / 33%
- Hackney Marshes: 79% / 21%
- London Fields: 93% / 7%
- Shoreditch Park: 80% / 20%
- Springfield Park: 86% / 14%
- Well Street Common: 81% / 19%
- Woodberry Wetlands: 54% / 46%

Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by practice:
- Elsdale Street Surgery: Positive ~13, Negative ~3
- Green House Health: Positive ~2, Negative ~3
- The Wick Health Centre: Positive ~13, Negative ~5
- Trowbridge Surgery: Positive ~54, Negative ~24
- Well Street Surgery: Positive ~32, Neutral ~1, Negative ~17

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 53 issues detected
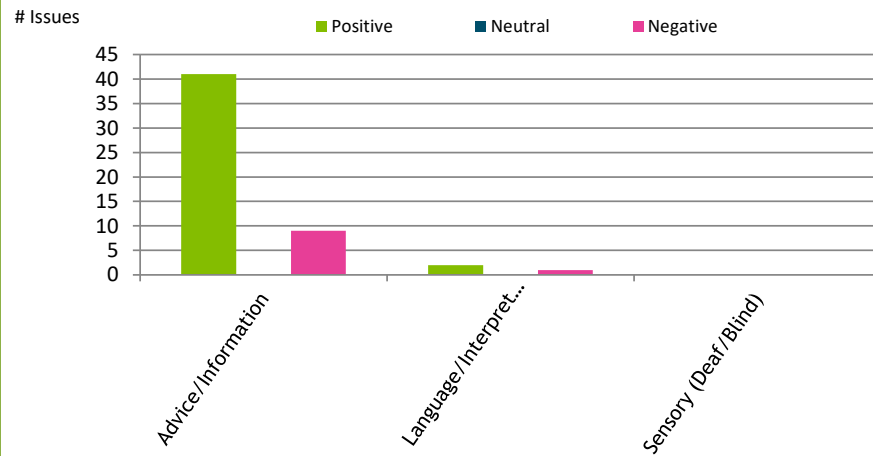
Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Chart categories: Advice/Information, Language/Interpret..., Sensory (Deaf/Blind)
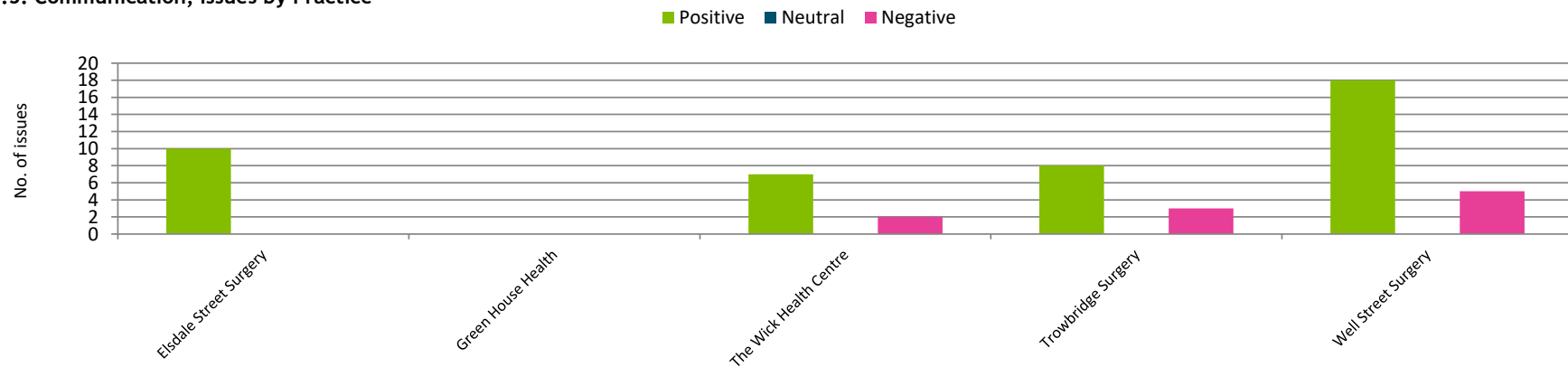
Y-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40, 45

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

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive (green), Neutral (blue), Negative (pink)

PCN	Positive	Negative
Borough (All)	83%	16%
Clissold Park	50%	50%
Hackney Downs	79%	21%
Hackney Marshes	93%	7%
London Fields	80%	20%
Shoreditch Park	86%	14%
Springfield Park	81%	19%
Well Street Common	54%	46%
Woodberry Wetlands	15	13

Y-axis: 0%, 10%, 20%, 30%, 40%, 50%, 60%, 70%, 80%, 90%, 100%
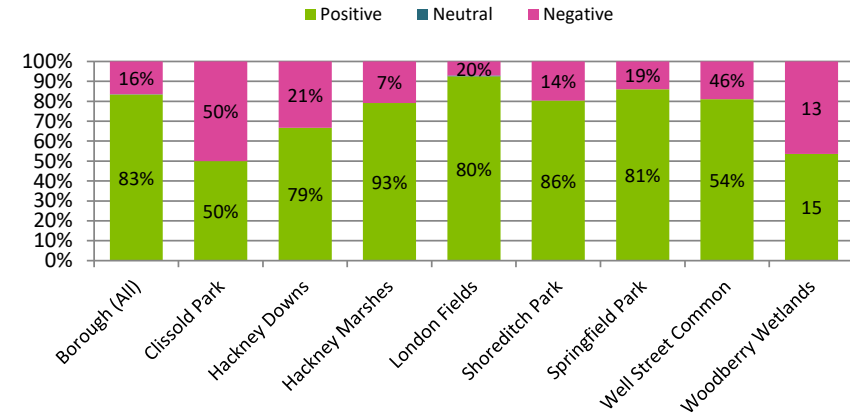
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive (green), Neutral (blue), Negative (pink)

No. of issues

Y-axis: 0, 2, 4, 6, 8, 10, 12, 14, 16, 18, 20

Chart categories: Elsdale Street Surgery, Green House Health, The Wick Health Centre, Trowbridge Surgery, Well Street Surgery
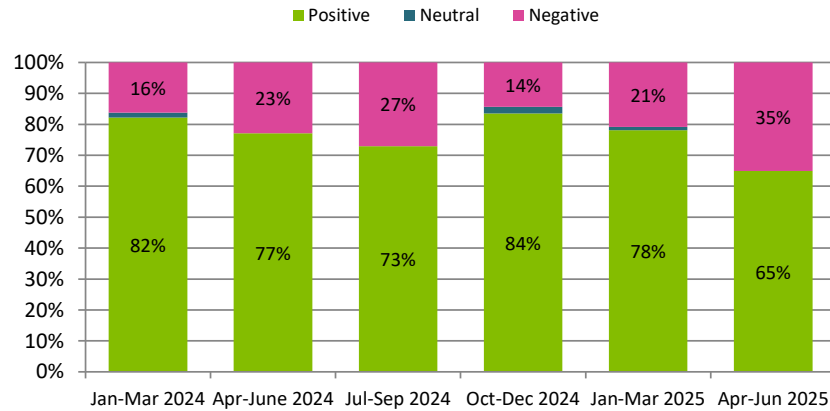
Practices receiving the most comments overall

8

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

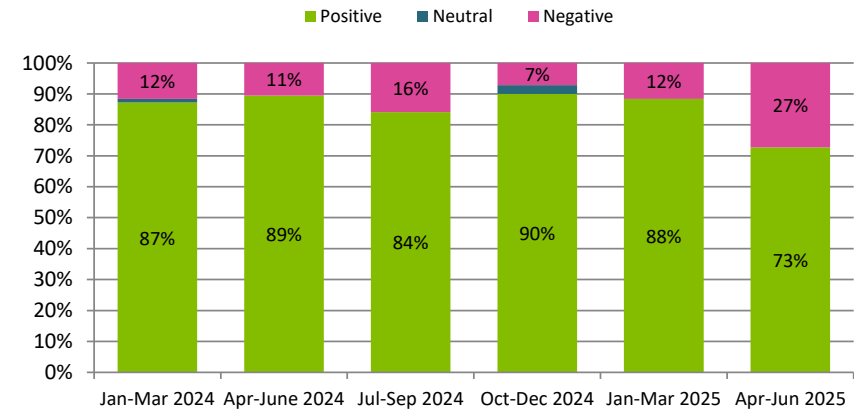Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	82%	16%
Apr-June 2024	77%	23%
Jul-Sep 2024	73%	27%
Oct-Dec 2024	84%	14%
Jan-Mar 2025	78%	21%
Apr-Jun 2025	65%	35%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	69%	31%
Apr-June 2024	58%	42%
Jul-Sep 2024	44%	56%
Oct-Dec 2024	50%	50%
Jan-Mar 2025	44%	56%
Apr-Jun 2025	12%	88%
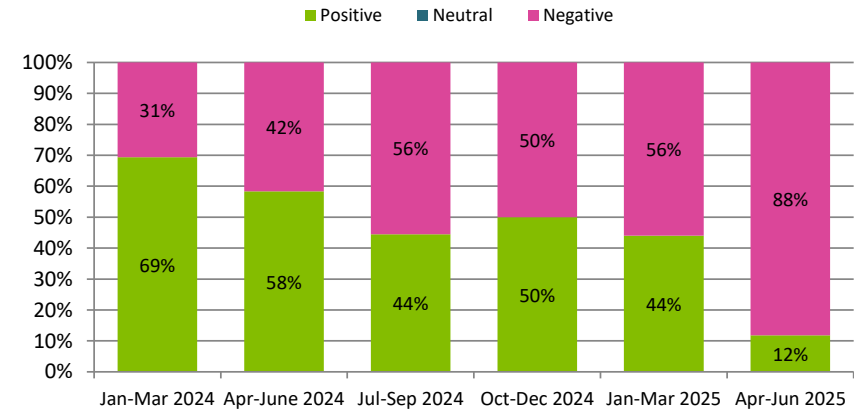
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	83%	12%
Apr-June 2024	82%	18%
Jul-Sep 2024	95%	5%
Oct-Dec 2024	84%	13%
Jan-Mar 2025	87%	13%
Apr-Jun 2025	91%	9%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	87%	12%
Apr-June 2024	89%	11%
Jul-Sep 2024	84%	16%
Oct-Dec 2024	90%	7%
Jan-Mar 2025	88%	12%
Apr-Jun 2025	73%	27%
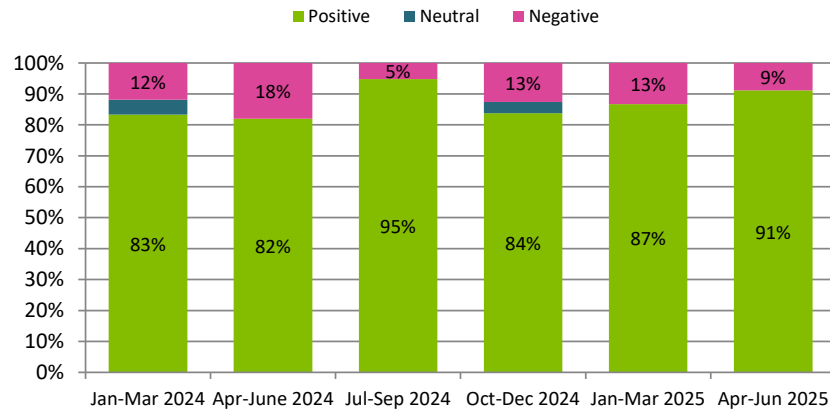
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2024	83%	17%
Apr-June 2024	81%	19%
Jul-Sep 2024	57%	43%
Oct-Dec 2024	81%	19%
Jan-Mar 2025	74%	26%
Apr-Jun 2025	61%	39%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2024	88%	12%
Apr-June 2024	69%	31%
Jul-Sep 2024	71%	29%
Oct-Dec 2024	92%	8%
Jan-Mar 2025	69%	31%
Apr-Jun 2025	75%	25%
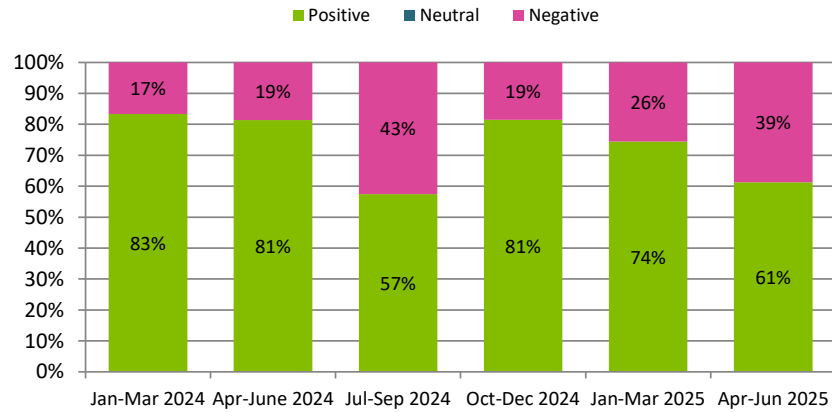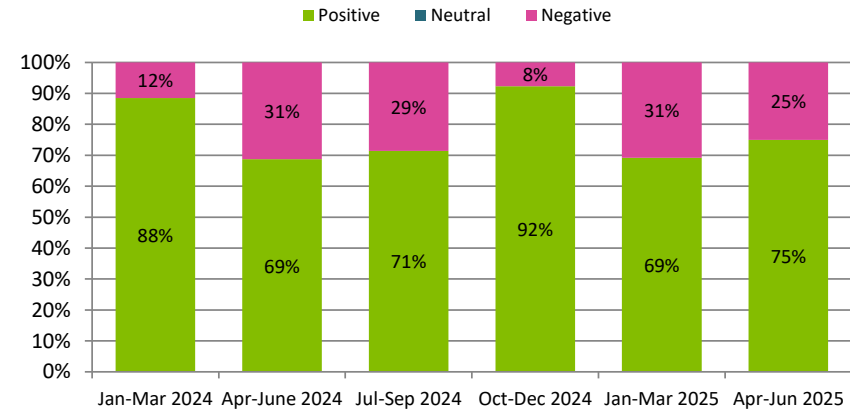
4. Volume by Primary Care Network

4.1 PCN
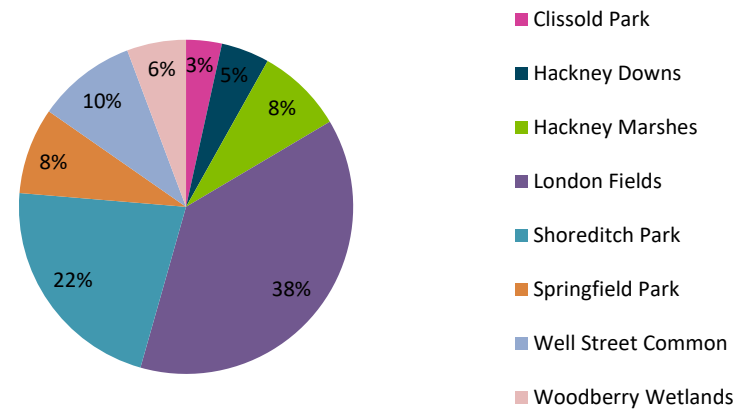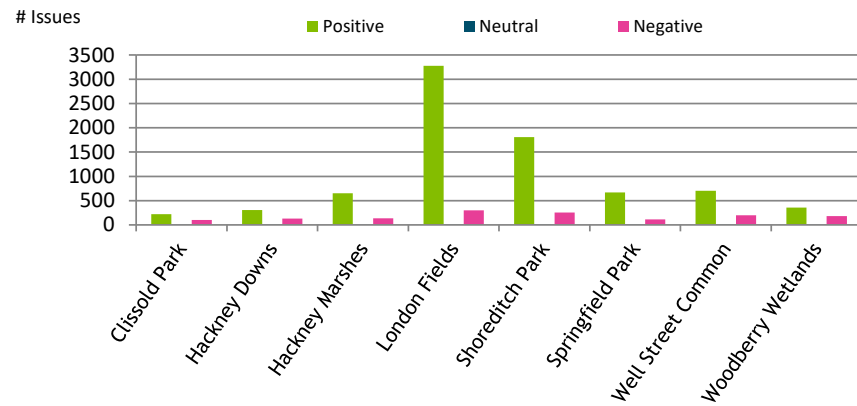
Issues

Positive ■ **Neutral** ■ **Negative**

Bar chart showing # Issues for Clissold Park, Hackney Downs, Hackney Marshes, London Fields, Shoreditch Park, Springfield Park, Well Street Common, Woodberry Wetlands (y-axis 0 to 3500)

Pie chart:
- Clissold Park — 3%
- Hackney Downs — 5%
- Hackney Marshes — 8%
- London Fields — 38%
- Shoreditch Park — 22%
- Springfield Park — 8%
- Well Street Common — 10%
- Woodberry Wetlands — 6%

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.*	41	0	9	50
	Carer Involvement	*Involvement of carers, friends or family members.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	9	0	2	11
	User Involvement	*Involvement of the service user.*	74	0	8	82
Systems	Administration	*Administrative processes and delivery.*	9	0	10	19
	Booking	*Ability to book, reschedule or cancel appointments.*	20	0	26	46
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	2	2
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	4	0	1	5
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	8	0	6	14
	Opening Times	*Opening times of a service.*	0	0	1	1
	Planning	*Leadership and general organisation.*	1	0	6	7
	Registration	*Ability to register for a service.*	2	0	1	3
	Support	*Levels of support provided.*	148	2	26	176
	Telephone	*Ability to contact a service by telephone.*	1	0	5	6
	Timing	*Physical timing (ie; length of wait at appointments).*	16	1	8	25
	Waiting List	*Length of wait while on a list.*	17	0	23	40
Values	Choice	*General choice.*	0	0	2	2
	Cost	*General cost.*	0	0	1	1
	Language	*Language, including terminology.*	2	0	1	3
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	2	0	1	3
	Quality	*General quality of a service, or staff.*	147	2	16	165
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	1	1

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	2	0	0	2
	Environment/Layout	*Physical environment of a service.*	1	0	0	1
	Equipment	*General equipment issues.*	0	0	0	0
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	1	1	2
	Hygiene	*Levels of hygiene and general cleanliness.*	1	1	0	2
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	3	3
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	195	2	28	225
	Complaints	*Ability to log and resolve a complaint.*	0	0	3	3
	Staff Training	*Training of staff.*	1	0	2	3
	Staffing Levels	*General availability of staff.*	0	0	2	2
	Total:		**701**	**9**	**198**	**908**

Disclaimer:

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