

# The Experience of GP Services

A trends analysis report by Healthwatch Hackney



CommunityInsight

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.

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

## Index and overview of findings

### Data Source (Page 4)

This report is based on the experience of 2,178 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)

The vast majority of people receive good quality, compassionate treatment and care, with good levels of support and involvement. According to feedback, patients would like greater levels of service access.

Overall sentiment is 84% positive, 15% negative and 1% neutral, comments suggest.

#### Trends...

*According to feedback, overall satisfaction has declined by 2% this quarter.*

*Richmond Road Medical Centre, The Lawson Practice and Spring Hill Practice receive 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 16% this quarter, comments suggest. Complaints are up by 19% on waiting times, and by 15% on telephone access and ability to book appointments.*

*Queensbridge Group Practice receives a notable volume and ratio of positive comments.*

## Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate the vast majority of people receive good quality, compassionate treatment and nursing care, with good levels of involvement and support. Ability to see a clinician in person (choice) is an issue for some.

### Trends...

*This quarter, satisfaction has declined by 1% on staff attitude.*

*Richmond Road Medical Centre, Queensbridge Group Practice, The Lawson Practice and Spring Hill Practice receive a notable volume and ratio of positive comments.*

## Administration and Communication (Pages 9-10)

Many people complain of general administration. The ability to obtain prescriptions, make a complaint and staff training are also cited as issues.

### Trends...

*Complaints are up by 5% on communication, and by 4% on administration.*

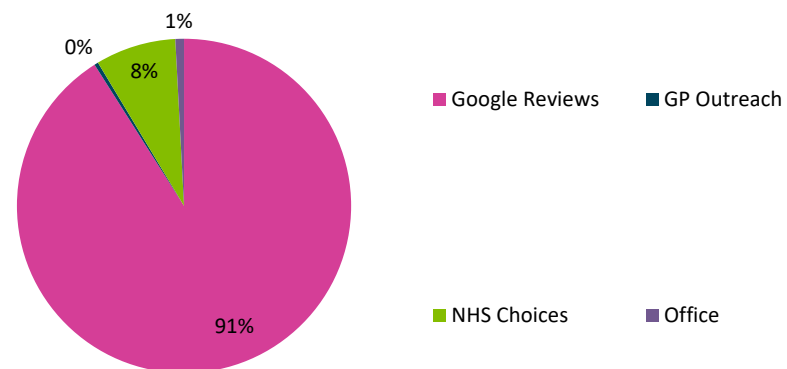
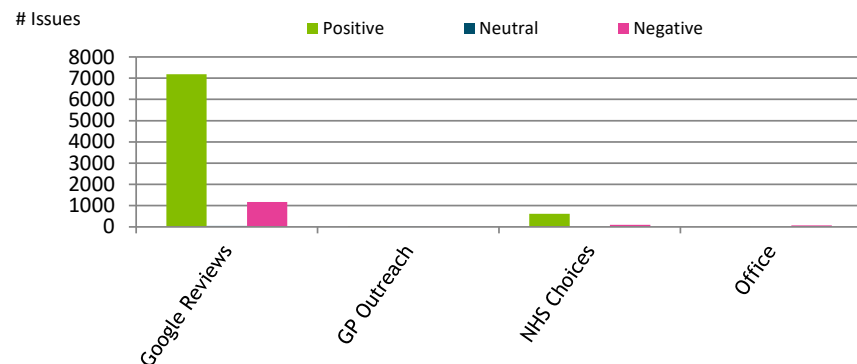
*Richmond Road Medical Centre, The Lawson Practice and Queensbridge Group Practice receive a notable volume and ratio of positive comments.*

**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.



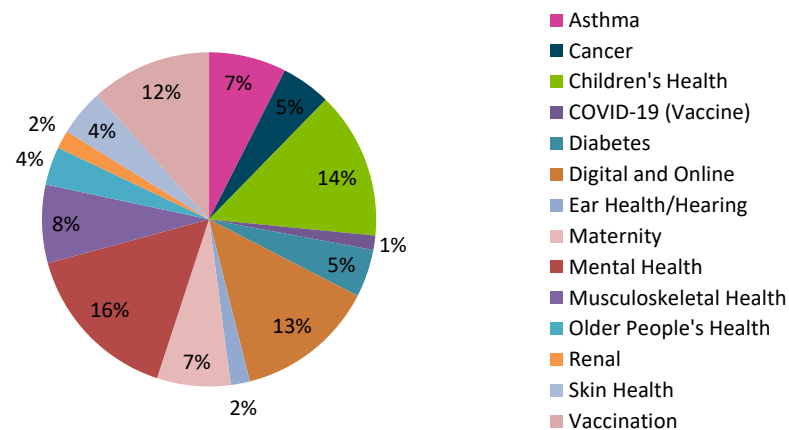
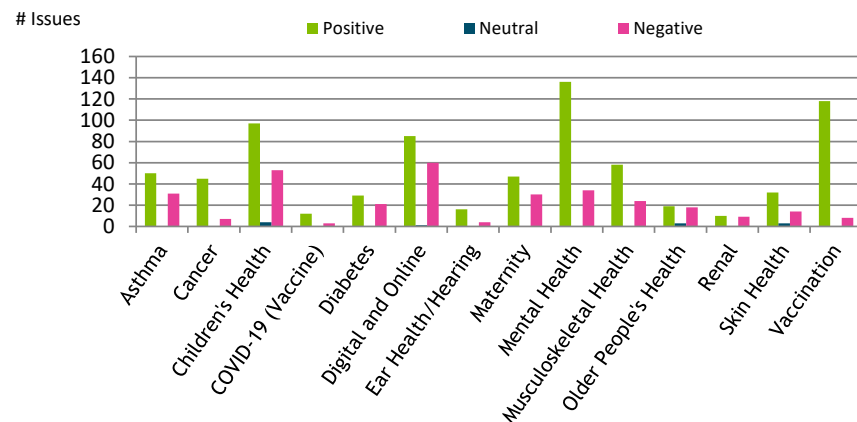
## 1. Data Origin and Conditions/Topics

### 1.1 Origin



Origins providing the most comments overall

### 1.2 Stated medical conditions/topics

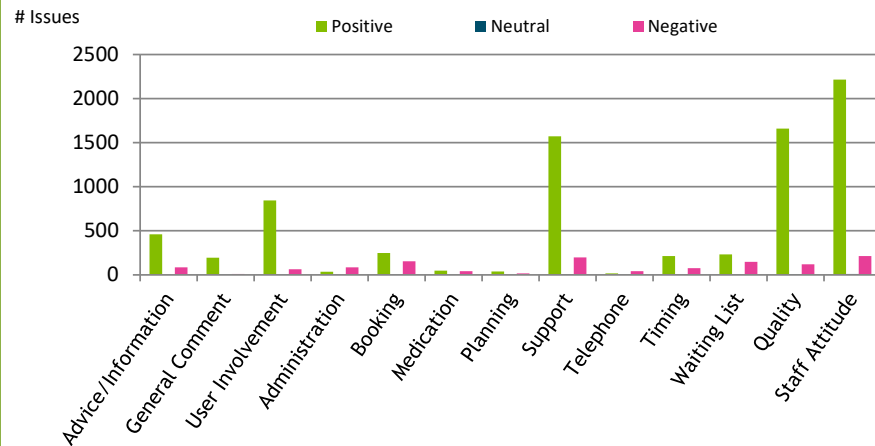


Medical conditions/topics receiving the most comments overall



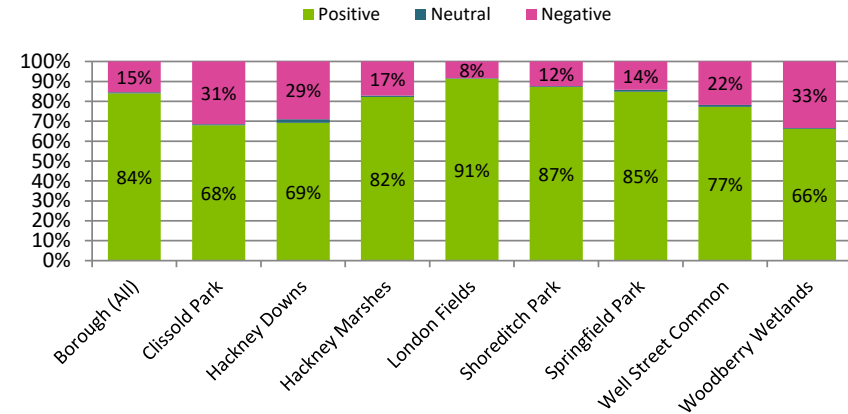
## 2.1 Overall Themes and Sentiment

### 2.1.1 Overall, Top Trends: 9551 issues from 2178 people



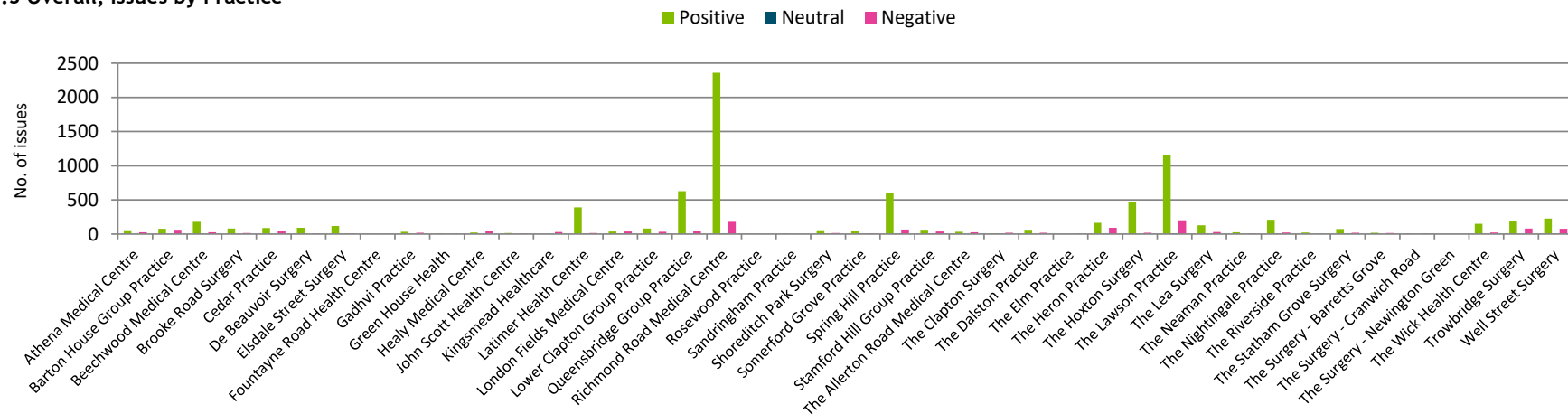
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

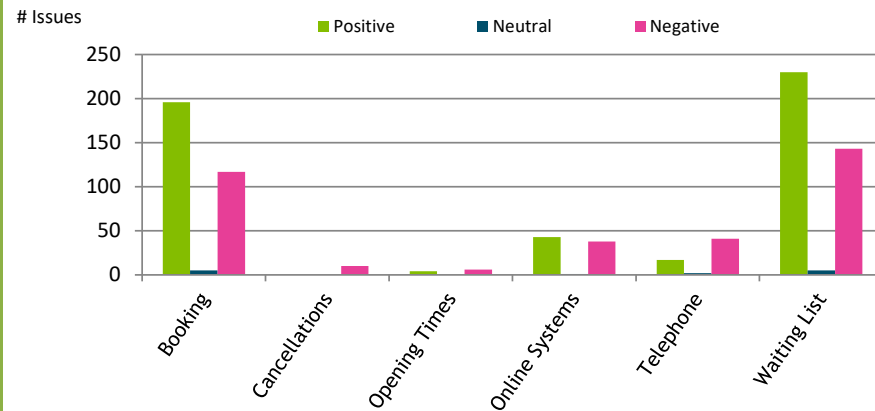


Practices receiving the most comments overall



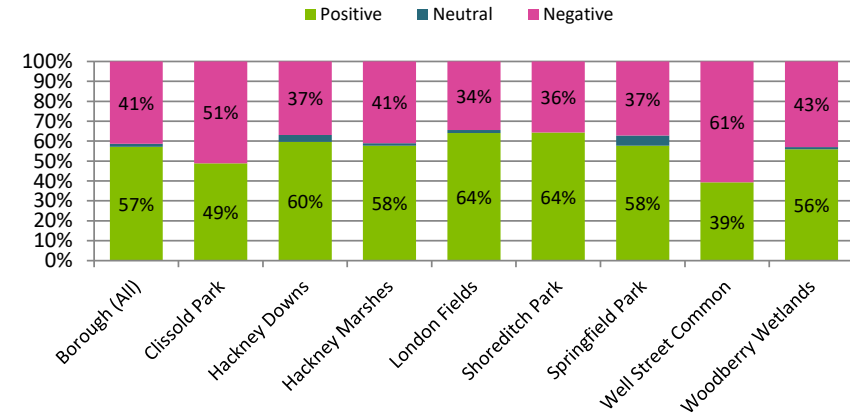
## 2.2 Service Access

### 2.2.1 Service Access: 858 issues detected



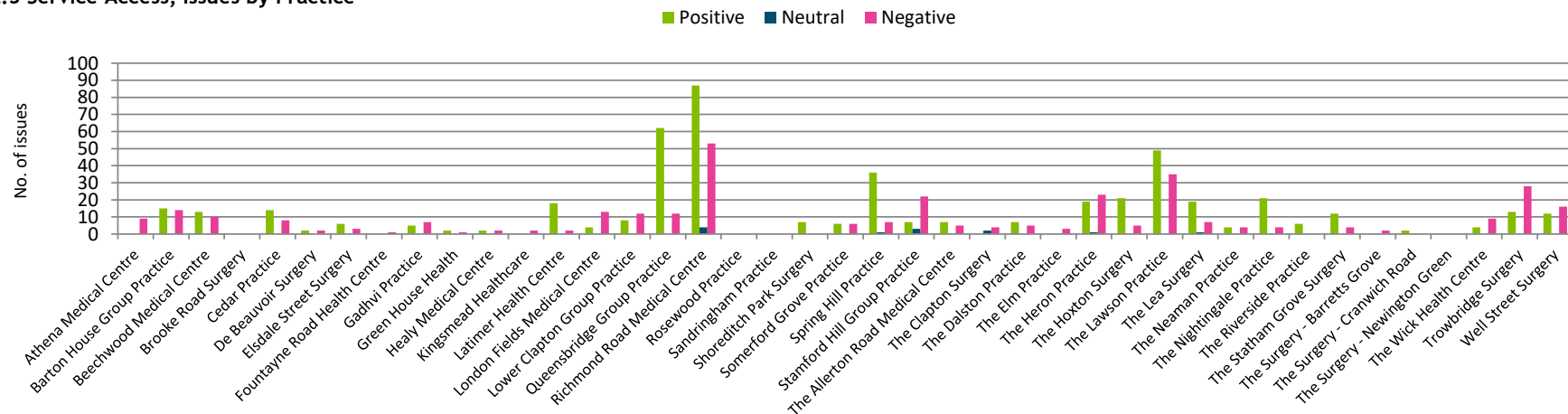
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

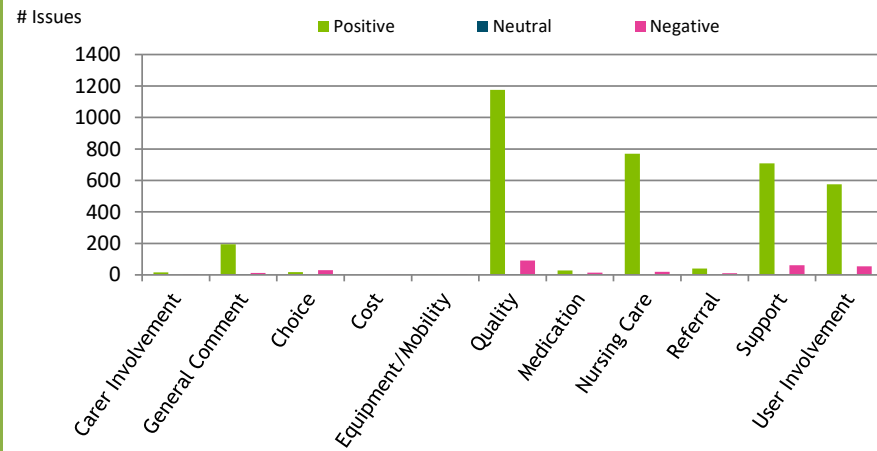


Practices receiving the most comments overall



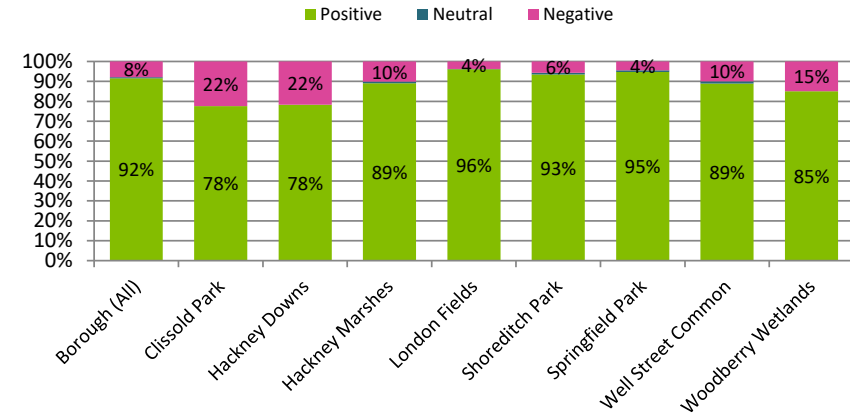
## 2.3 Clinical Treatment and Care

### 2.3.1 Treatment: 3854 issues detected



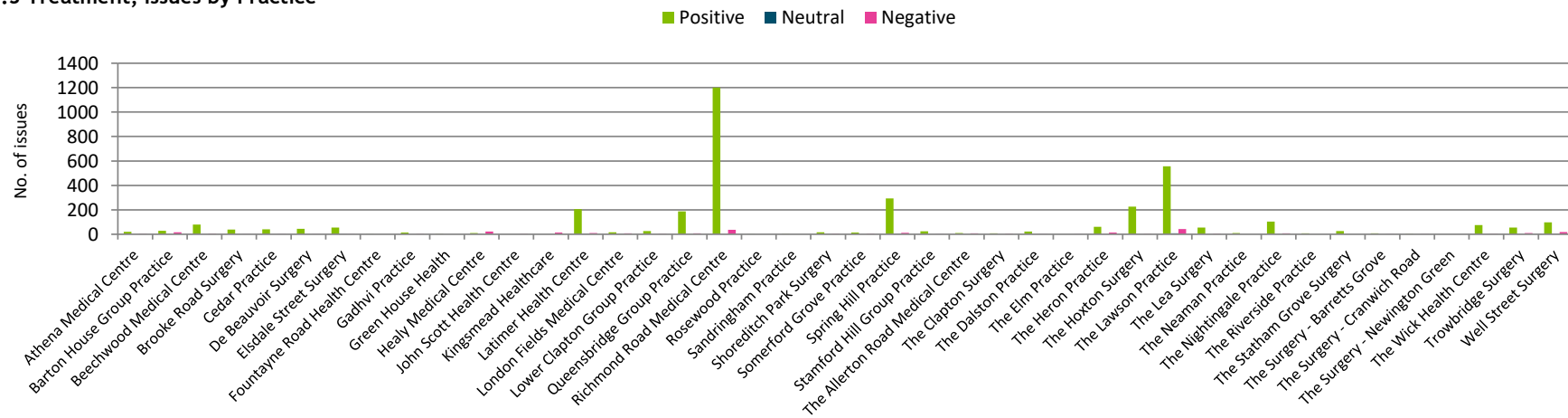
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

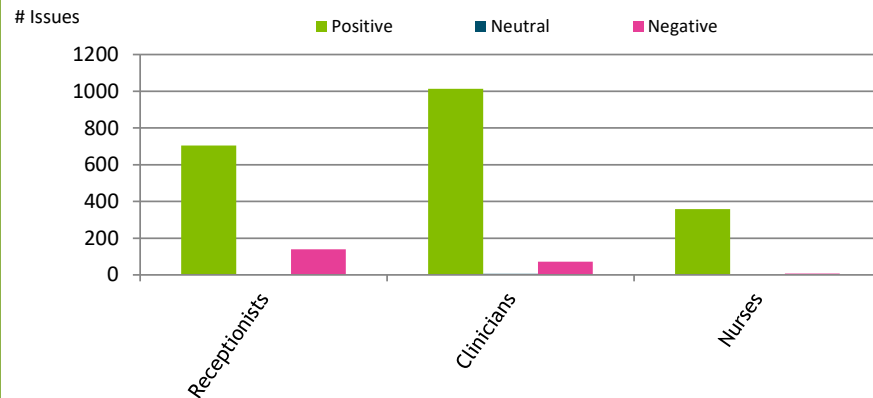


Practices receiving the most comments overall



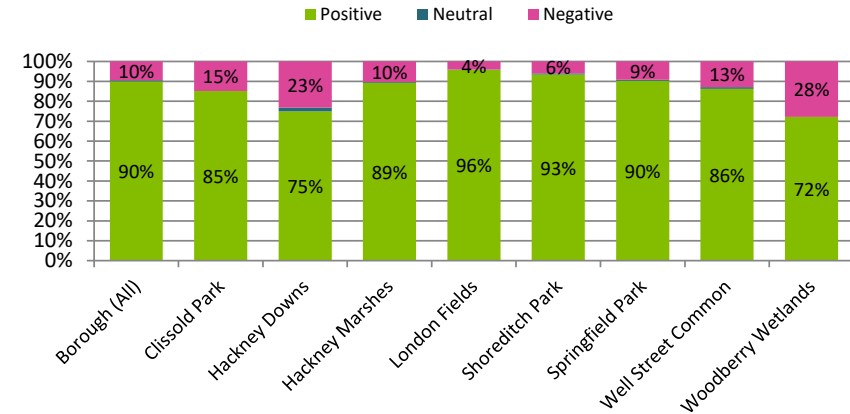
## 2.4 Staff Attitude

### 2.4.1 Staff Attitude: 2305 issues detected



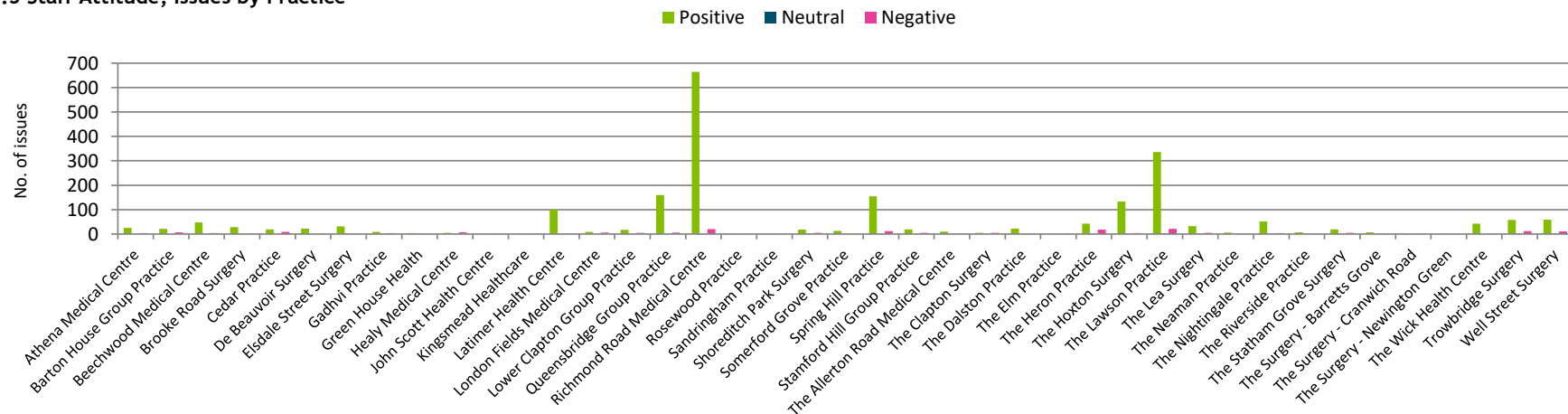
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



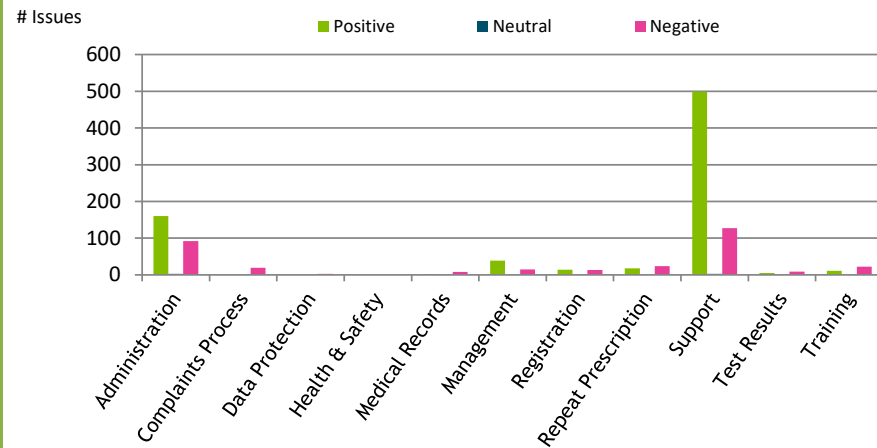
Practices receiving the most comments overall





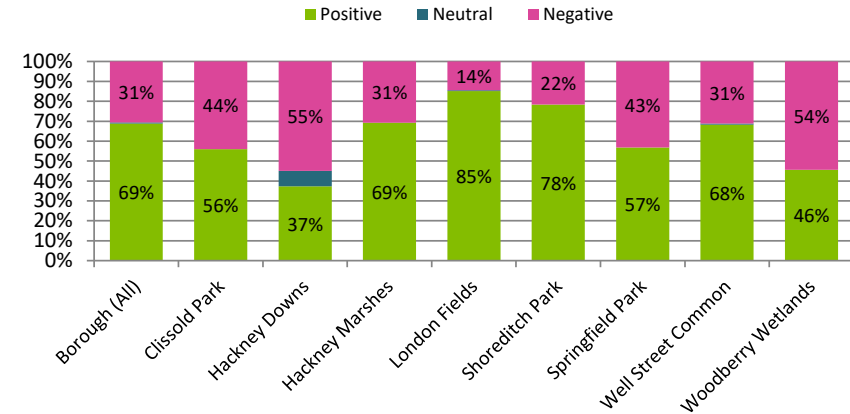
## 2.5 Administration

### 2.5.1 Administration: 1085 issues detected



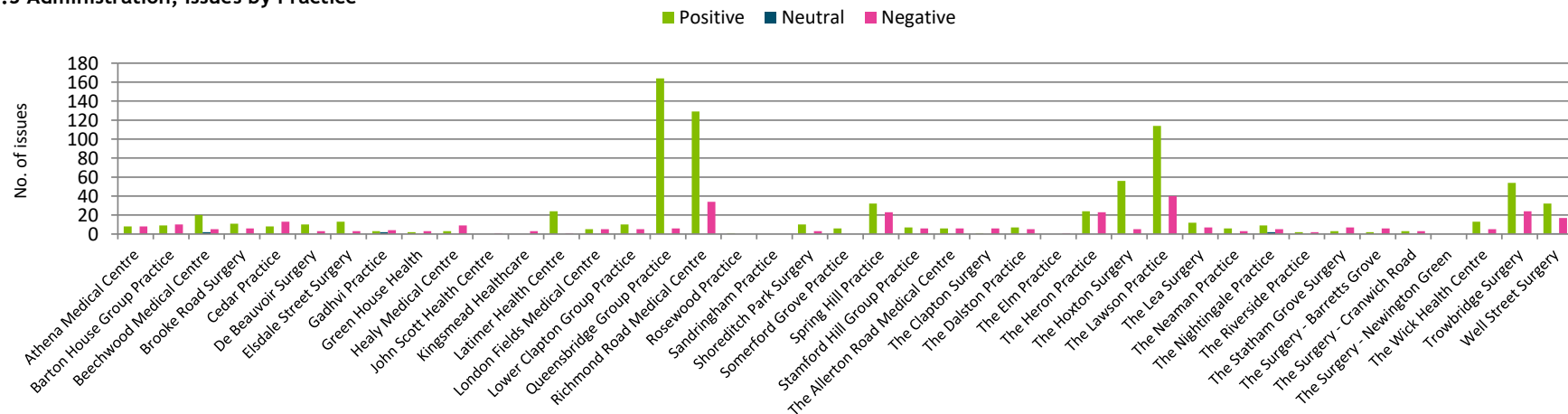
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

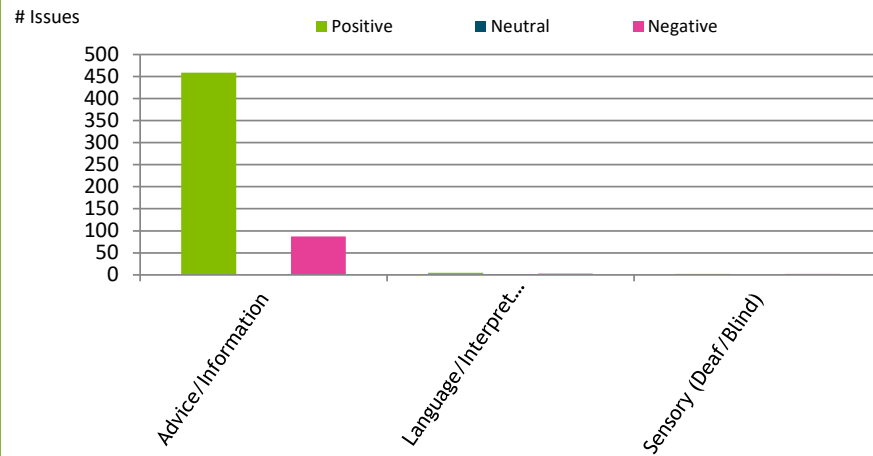


Practices receiving the most comments overall



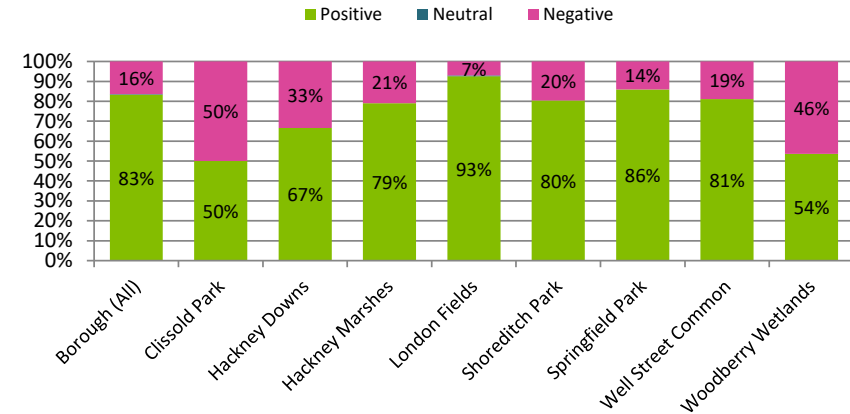
## 2.6 Communication

### 2.6.1 Communication: 559 issues detected



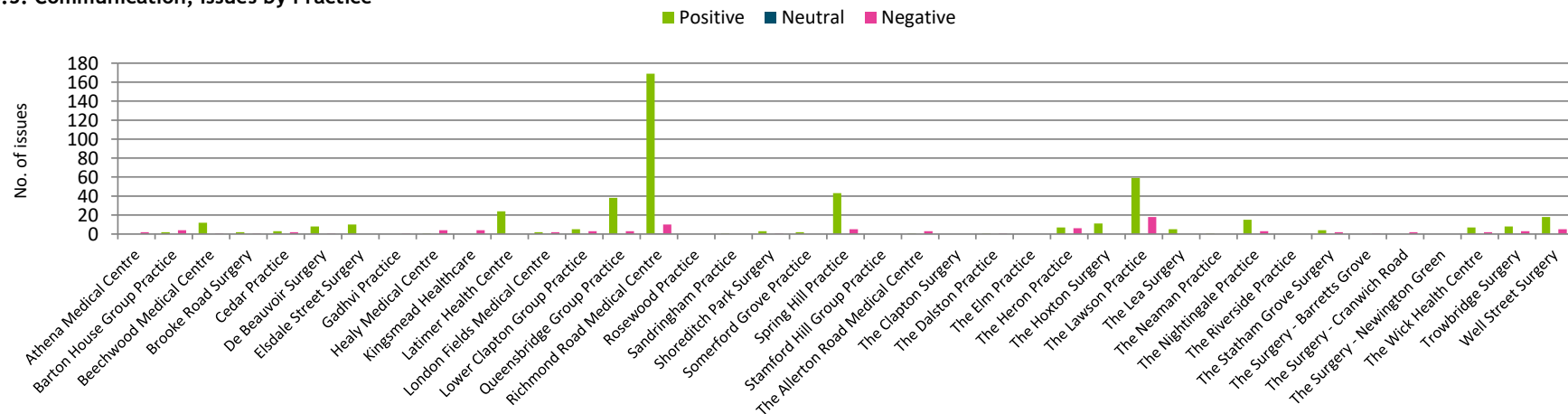
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

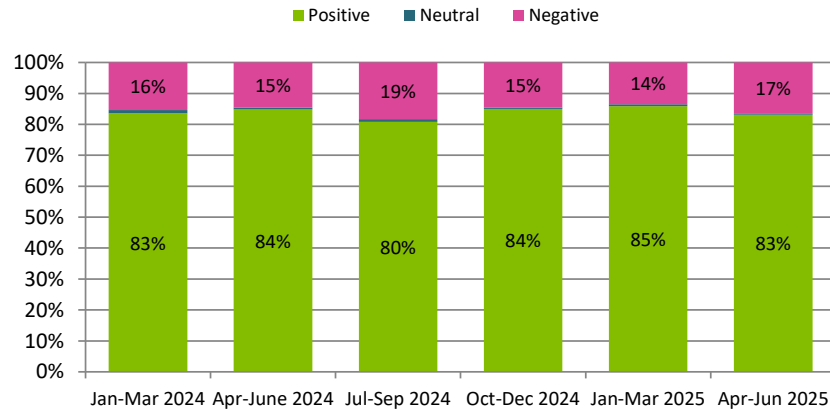


Practices receiving the most comments overall

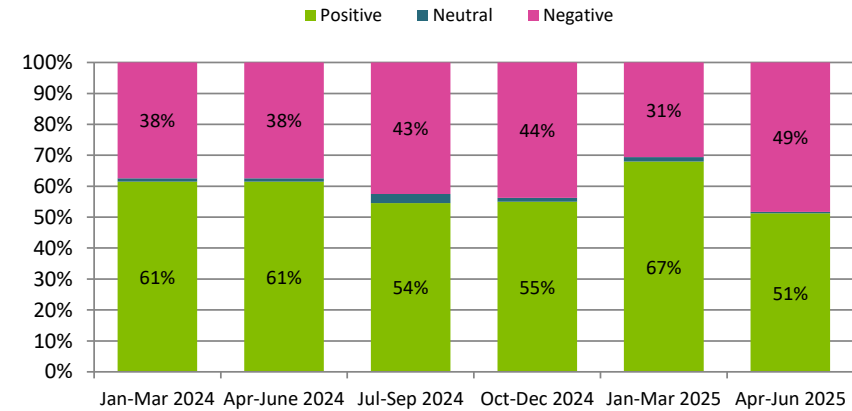


### 3. Timeline: 18 Month Tracker

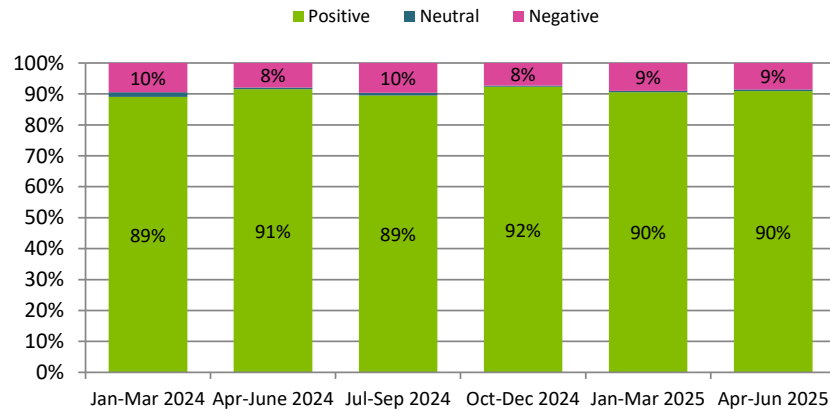
#### 3.1 Overall Sentiment



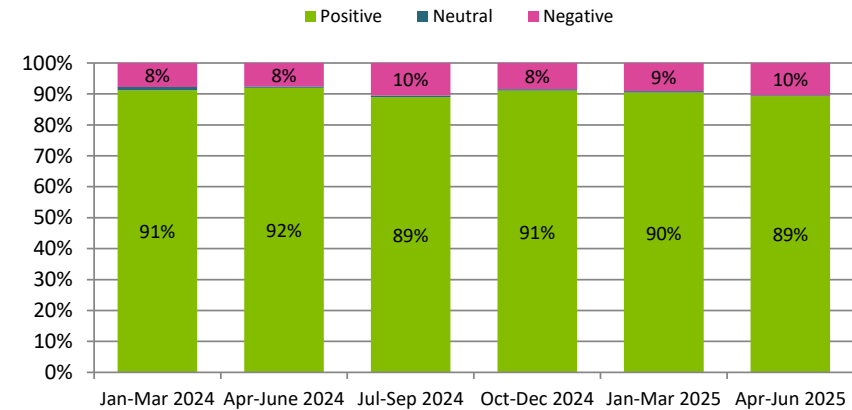
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



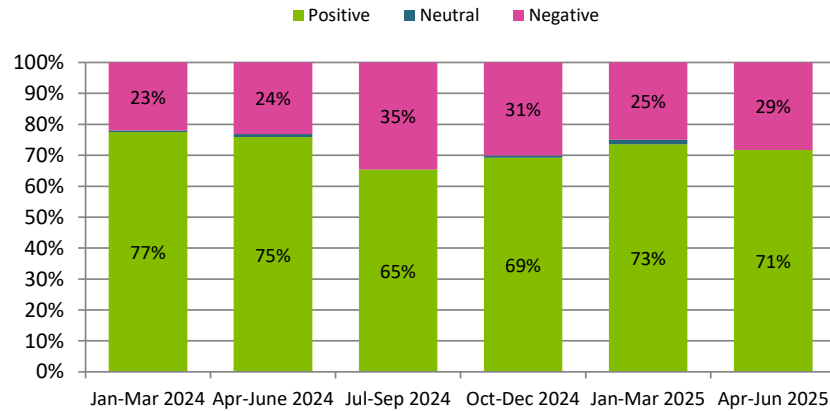
#### 3.4 Staff Attitude, Sentiment



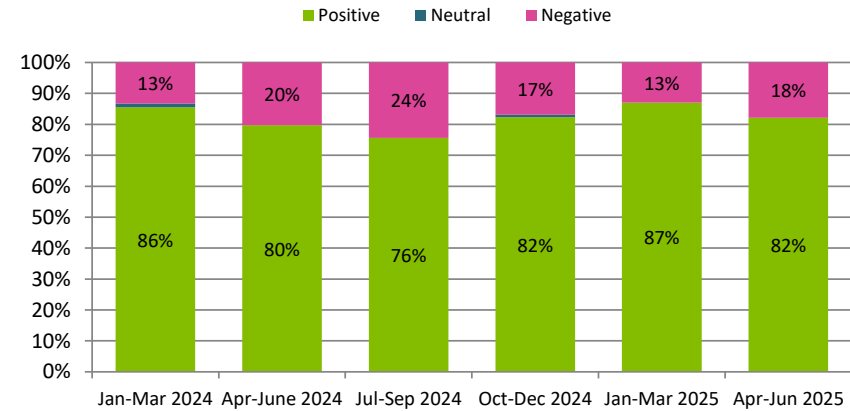


### 3. Timeline: 18 Month Tracker

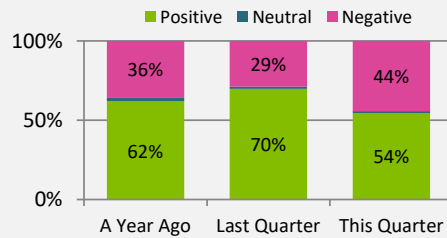
#### 3.5 Administration, Sentiment



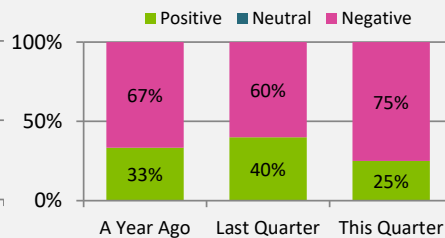
#### 3.6 Communication, Sentiment



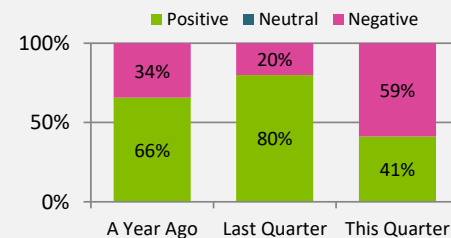
#### 3.7 Booking, Snapshot



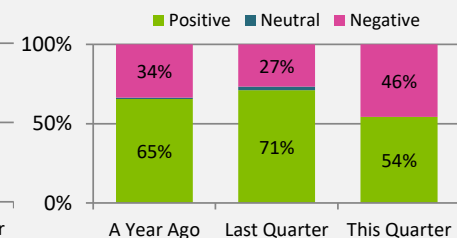
#### 3.8 Telephone, Snapshot



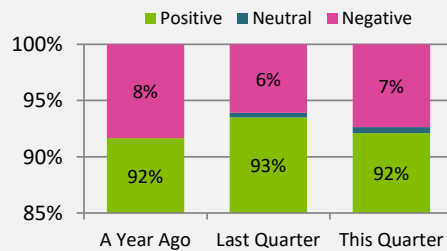
#### 3.9 Online Access, Snapshot



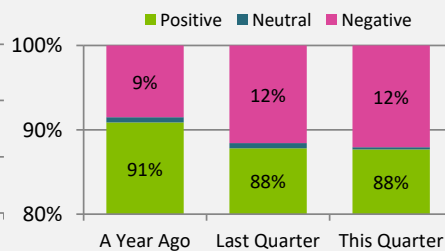
#### 3.10 Waiting List, Snapshot



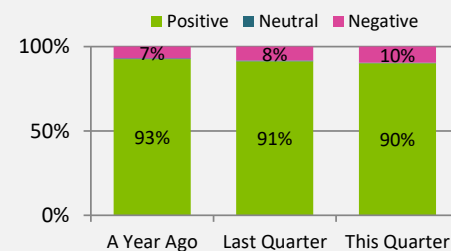
#### 3.11 Involvement Snapshot



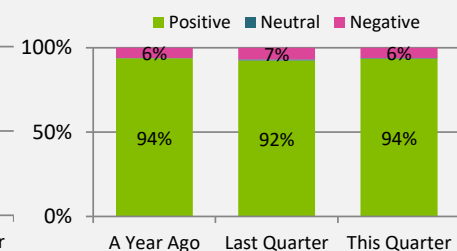
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



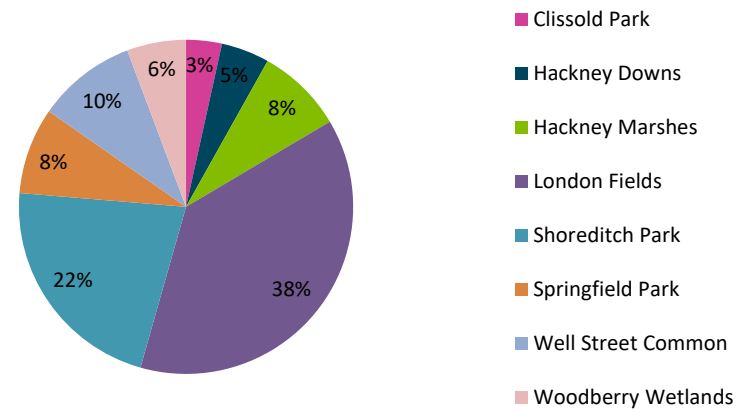
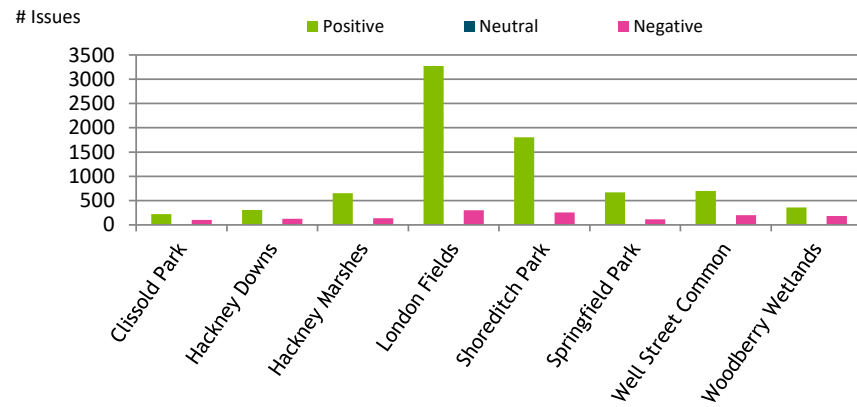
#### 3.14 Quality, Snapshot





## 4. Volume by Primary Care Network

### 4.1 PCN



## 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.	459	0	87	546
	Carer Involvement	Involvement of carers, friends or family members.	25	0	5	30
	General Comment	A generalised statement (ie; "The doctor was good.")	195	5	12	212
	User Involvement	Involvement of the service user.	844	2	65	911
Systems	Administration	Administrative processes and delivery.	36	0	85	121
	Booking	Ability to book, reschedule or cancel appointments.	248	6	155	409
	Cancellations	Cancellation of appointment by the service provider.	0	0	10	10
	Data Protection	General data protection (including GDPR).	0	0	3	3
	Referral	Referral to a service.	43	0	12	55
	Medical Records	Management of medical records.	1	0	9	10
	Medication	Prescription and management of medicines.	48	0	41	89
	Opening Times	Opening times of a service.	4	0	6	10
	Planning	Leadership and general organisation.	40	0	16	56
	Registration	Ability to register for a service.	14	0	13	27
	Support	Levels of support provided.	1572	9	197	1778
	Telephone	Ability to contact a service by telephone.	17	2	41	60
	Timing	Physical timing (ie; length of wait at appointments).	214	4	76	294
	Waiting List	Length of wait while on a list.	232	5	149	386
Values	Choice	General choice.	20	1	31	52
	Cost	General cost.	0	0	5	5
	Language	Language, including terminology.	5	1	3	9
	Nutrition	Provision of sustenance.	0	0	0	0
	Privacy	Privacy, personal space and property.	3	0	8	11
	Quality	General quality of a service, or staff.	1661	9	119	1789
	Sensory	Deaf/blind or other sensory issues.	2	0	2	4
	Stimulation	General stimulation, including access to activities.	16	0	3	19

## 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>	18	0	4	22
	Environment/Layout	<i>Physical environment of a service.</i>	34	0	8	42
	Equipment	<i>General equipment issues.</i>	5	0	3	8
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	1	2	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	33	1	3	37
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	2	3
	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	32	32
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	2216	10	215	2441
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	20	20
	Staff Training	<i>Training of staff.</i>	11	0	22	33
	Staffing Levels	<i>General availability of staff.</i>	1	0	8	9
Total:			8018	56	1477	9551

# Neighbourhoods Map (2020)

