The Experience of GP Services

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



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...

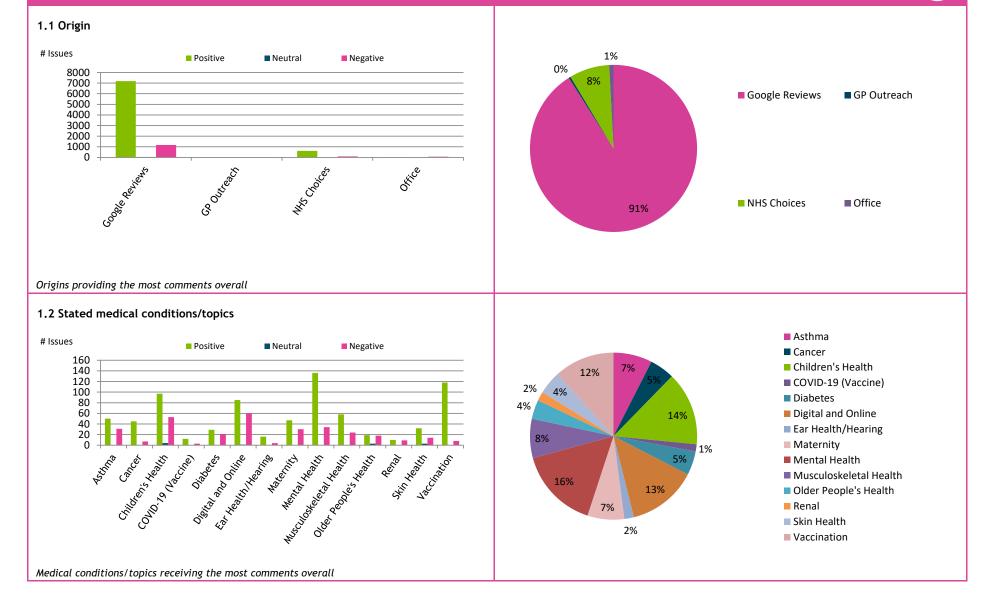
Complaints are up by 5% on communication, and by 4% on administration.

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

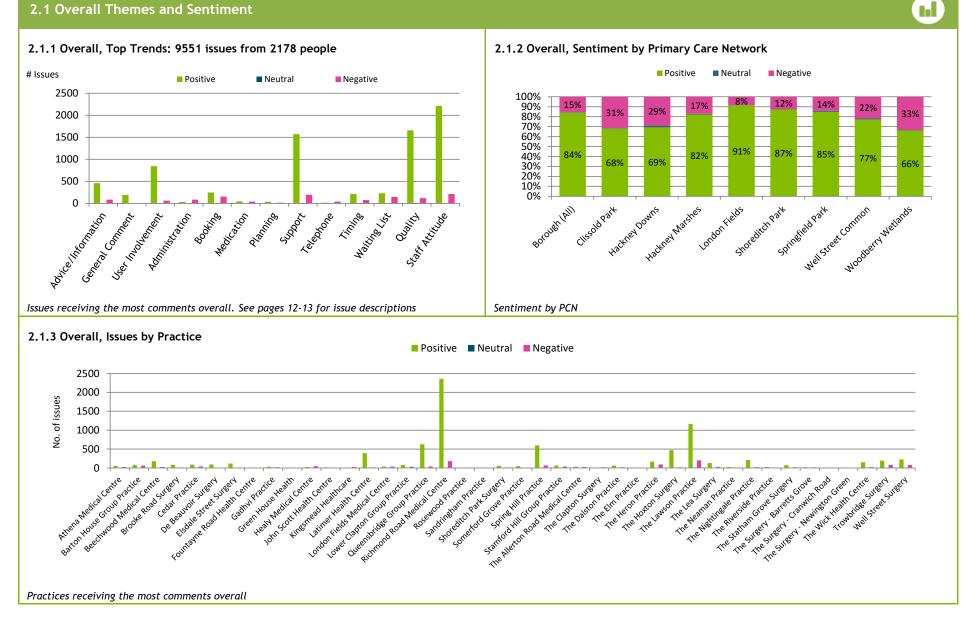
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Origin and Conditions/Topics





2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 858 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 250 100% 90% 200 80% 41% 51% 70% 60% 50% 40% 30% 20% 10% 0% 150 100 64% 64% 60% 589 579 49% 50 Hackney Maishes shorealtchPart Wellstreet common 0 Borough All clissold Part HackneyDowns Lordon Fields spineted Part woodberry wetards Carlon Carlons W Dilinge List Contraction of the second Onice Streets 800,410,08 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 100 90 80 70 60 50 40 30 20 10 No. of issues 0 Romond Pool we did for the someton Gove native The Aleron Road Medical Centre The Salter Gove Suger The suffer cannot head Beechwood Medical Centre Lainer Health Centre London field wedden cantre Love Capton FOR Profile Oueenshite Group Protice Sandring tan Practice Storedit of the Astroneon Storedit of the Astroneon Store and Stor Sanoo Hill Goup Partice The Provide Practice The Surger Barlets Grove The sufer , hearing on Geen The wet teath call Baton House Goup Practice De Beauvil Sureen Green House Health Health Madria Contre kingsnead healthcale Rosewood Practice The Lapton Surgery The Dation Practice the Helon Practice The Horton Sugery the auton Practice The heartan Practice The Wennese Produce Trowbide suger Attena westen centre Cedar Practice tisde steel sugery The Leasurgery Wellstreet Superv Brooke Road Surgery Foundate Road Health Centre Gadhui Practice the lin Practice Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 3854 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1400 100% 90% 1200 80% 1000 70% 60% 50% 40% 30% 20% 10% 0% 92% 800 96% 95% 93% 89% 600 859 78% 400 200 Hadney Mashes HackneyDowns our. Shorebitch Part . weisseet common 0 BOTOUENAN clissold Part Londonfields SpinefedPart woodbergweitands A Line of the second se the second second Macion Willing Street Stood Stood Contraction of the second ener of the series Percent of the second s Coolin The croce 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 1400 1200 1000 No. of issues 800 600 400 200 0 The Alecon Road Medical Centre Ridmond Pool Nettod Carte Baton House GOUP Produce tean nedda centre John Soft Health Centre Kinemeat Heathare London feels weeked centre Lower Copton GOUR Partice Shotedtin Part Superv sometod Gole Patrice Beechwood Medical Centre Fourteme Pool Health Centre Green House Health Overshite coup produce Rosewood Practice Sandrington Practice Sandot Hi Goup Protice The Lapton Surgery the Helon Practice The Hoton Sugery the sandon Practice The Wennee Produce The wether the altherite Brooke Road Surgery De Beauvit Suffery Gadhui Practice The Dalson Practice the tim Practice The Nearon Practice The suffer Lander Road Trownide Suger Atreas wedcal centre The Riverse Produce weilstreet suffery The Suffert New Medin Green cedar Practice The station Gove Sure Ch The sufer Barets Gove The les surger Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 2305 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 1200 100% 90% 1000 80% 70% 60% 50% 40% 30% 20% 10% 0% 800 600 96% 93% 90% 909 86% 85% 400 200 Hadney Mashes ou... Shoteditch Part HackneyDowns weisseet common 0 BOTOUEN ANN clissold Part London Fields Spineted Part woodbergweitands es es to initial str Clinicons, HUSS 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 700 600 No. of issues 500 400 300 200 100 0 London fields weeked centre Overshills Goup Protice The Aleron Bood Medical Centre Beechwood Needla Centre Hear Medical Centre Love Caton GOR Practice Romond Pool Wellind Cartle sometod Gove Practice Sanoo Hill Goup Partice The sufer , hearing on Geen The wet teath call Barton House Group Produce De Beauvil Surgery Green House Health John Soft Health Cantle kingsnead healthcale Rosewood Practice Sandrid Ban Practice Stoleiton and Superv The Laston Surgery The Dalson Practice the Heron Practice The Hoton Suger the auton Practice The We The Bergette The Buersde Protice Trowhide suger Cedar Practice the tim Pratice Attens Medical Centre Brooke Road Surgery tisdae steel suffery Gathy Practice weisteetsuten The Les Surgery The statter Gove surgery The sufer Canuch Dead The Meanon Produce The Sufer Barens Some Practices receiving the most comments overall

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2.5 Administration

2.5.1 Administration: 1085 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 600 100% 90% 500 31% 80% 70% 60% 50% 40% 30% 20% 10% 0% 400 300 789 69% 200 169 100 Hackney Maishes snoteditchPart Wellstreet common 0 BOTOUENLANN clissold Part HackneyDowns London Fields spinefied Part woodberry wetards de solo de sol the state of the s Solution of the second Contraction of the second Teach & and the area Lest Pesting Person allow L'initial State Manageonent Sugar 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 180 160 140 No. of issues 120 100 80 60 40 20 0 London freeds weeked centre Dieenshike Goup Paties Romond Peed Well Cartle Baton House Goup Pretice Beechwood Needla Centre Kingsnead theatthcare ather Health Cantle Love Caton GOR Practice Shotedth and Superv sometod Gove Practice Sanoo Hill Goup Partice the Aleron Road we deal centre The sufer , hearing on Geen The wet teath call Attens thedra Leafte De Beauvoit Surgert Health Netral Centre Johnson Health Cante Rosewood Practice Sandrington Practice The Capton Surgery The Dation Practice The Hear Produce The Hoton Sugery the samon fractice The heartan Produce The Wennee Produce The Buerde Protice Trowhide suger Brooke Road Surgery Cedar Practice tisdae Steel Suffery Green House Health the tim Pratice Wellstreet Superv Gadhui Practice The Leasurgery The satian Gove sufer The sufer Cannot Read The Sufer Barens Some Practices receiving the most comments overall

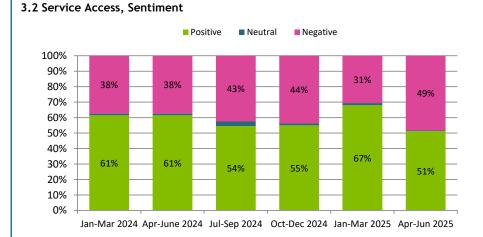
2.6 Communication

2.6.1 Communication: 559 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 500 100% 90% 450 400 80% 350 70% 60% 50% 40% 30% 20% 10% 0% 300 250 83% 86% 200 80% 150 50% 100 50 und Landon Felds Hadrey Mastes oon. Shotelitch Part . HackneyDowns Wellstreet common 0 Contraction of the second Borough All clissold Part Spinefield Part woodberry wetards 40, 10,000 10,000 10,000 Second De la contraction de la 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 180 160 140 No. of issues 120 100 80 60 40 20 The Alecon Road Medical Centre The sufer , hearing on Green 0 Baton Hose GOUP Pratice Beechwood Medica Centre London fields weeked centre Dieenshike Goup Produce Ridmond Read Medica Centre sometod Gove Praduce Santo HILGOUP Postice The Surger Committeed Brooke Boal Surgery tische Steel Subert Healthealtentre Latine Health Centre Love Capton FOOR Plactice Sandringtan Practice Shoredten Partsurgery The Westernen Predice the suffer barets Gove the with the strength cante Attens metholecente De Beauvoit Surgery Gathin Practice kingsnead healthcale Rosewood Produce The Capton Surgery the Dasion Practice The lin Practice The Hean Produce The Horton Surgery the sanson Practice The Weltinese Practice The average Practice Trownide surent Cedar Practice The Leasurgery weitstreetsuteen The station Gove suffery Practices receiving the most comments overall

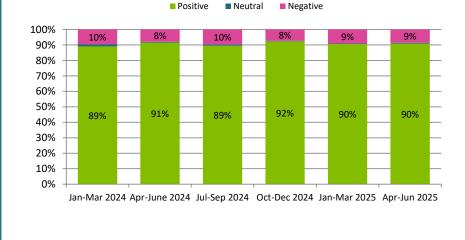
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 16% 15% 15% 14% 17% 90% 19% 80% 70% 60% 50% 84% 85% 84% 83% 80% 83% 40% 30% 20% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

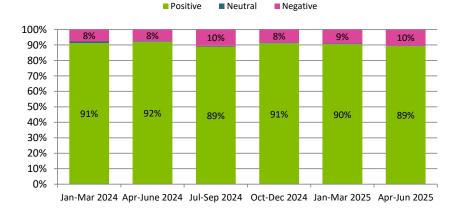
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment

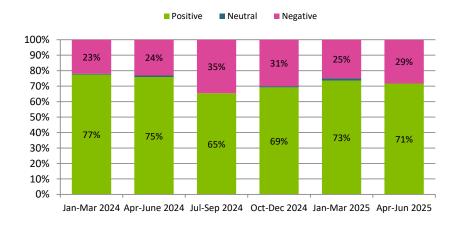


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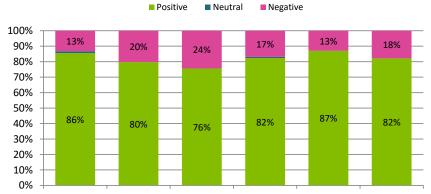
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3. Timeline: 18 Month Tracker

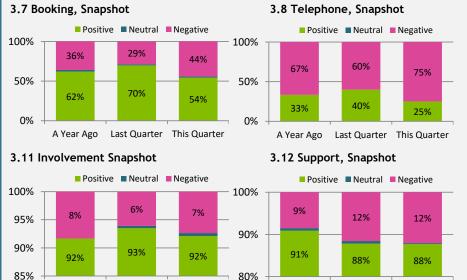
3.5 Administration, Sentiment



3.6 Communication, Sentiment



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

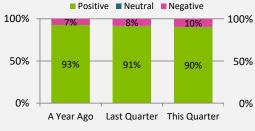


A Year Ago Last Quarter This Quarter

3.9 Online Access, Snapshot

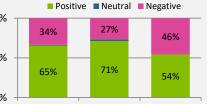


3.13 Staff Attitude, Snapshot



3.10 Waiting List, Snapshot

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A Year Ago Last Quarter This Quarter

3.14 Quality, Snapshot

■ Positive ■ Neutral ■ Negative

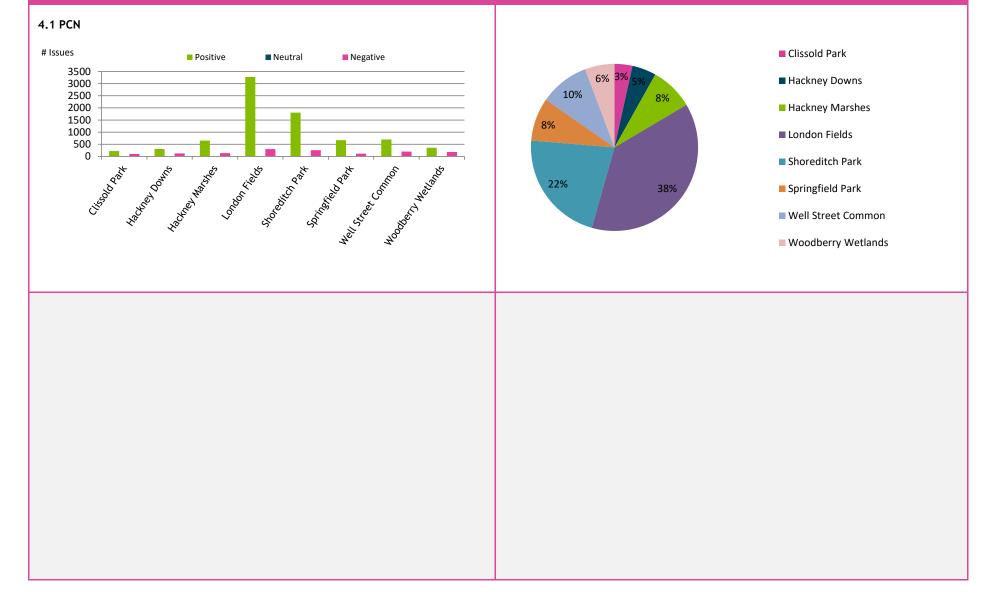




A Year Ago Last Quarter This Quarter

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.	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		
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		
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 sustainance.	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		

Values

Patients/Carers

Systems

5. Data Table: Number of issues

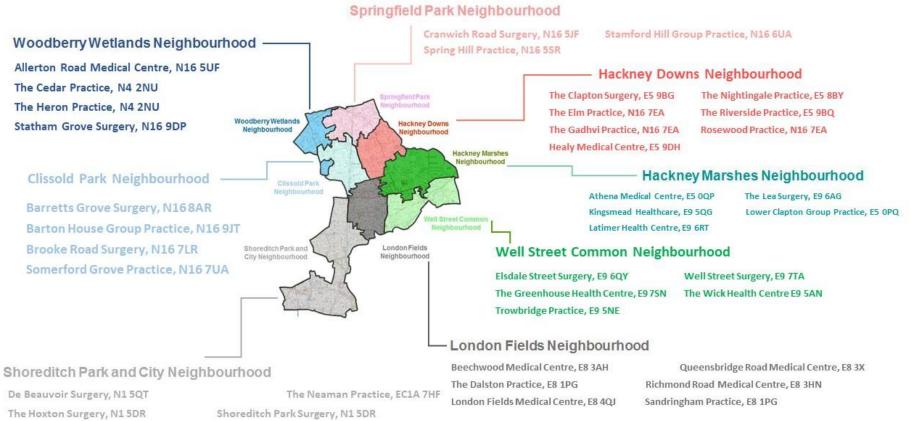
Environment

Staff

Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total	
Catchment/Distance	Distance to a service (and catchment area for eligability).		18	0	4	22	
Environment/Layout	Physical environment of a service.		34	0	8	42	
Equipment	General equipment issues.		5	0	3	8	
Hazard	General hazard to safety (ie; a hospital wide infection).		0	1	2	3	
Hygiene	Levels of hygiene and general cleanliness.		33	1	3	37	
Mobility	Physical mobility to, from and within services.		1	0	2	3	
Travel/Parking	Ability to travel or park.		0	0	1	1	
Omission	General omission (ie; transport did not arrive).		0	0	32	32	
Security/Conduct	General security of a service, including conduct of staff.		0	0	4	4	
Staff Attitude	Attitude, compassion and empathy of staff.		2216	10	215	2441	
Complaints	Ability to log and resolve a complaint.		0	0	20	20	
Staff Training	Training of staff.		11	0	22	33	
Staffing Levels	General availability of staff.		1	0	8	9	
		Total:	8018	56	1477	9551	

CommunityInsight CRM

Neighbourhoods Map (2020)



The Lawson Practice, N1 5HZ

Southgate Road & Whiston Road, N1 3JS