

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 October 2024 - 30 September 2025

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 2,203 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 86% positive and 14% negative, comments suggest.

Trends...

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

Queensbridge Group Practice, 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 improved by 15% this quarter, comments suggest. Complaints are down by 23% on telephone access, by 20% on booking processes and by 11% on waiting times.

Queensbridge Group Practice and Spring Hill Practice receive 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, complaints are down by 4% on staff attitude and by 3% on treatment and care.

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 down by 3% on administration, while up by 2% on communication.

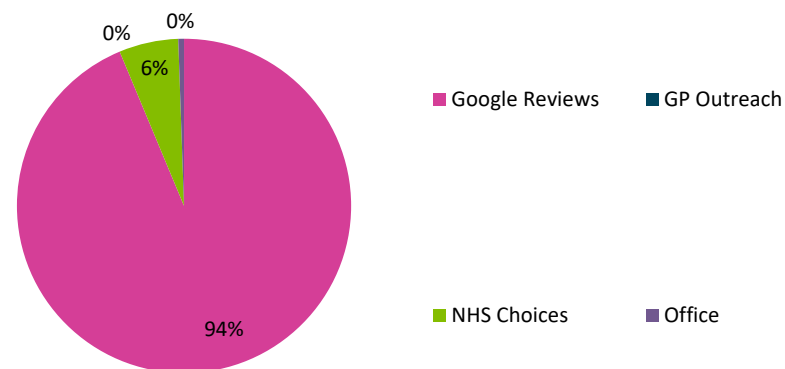
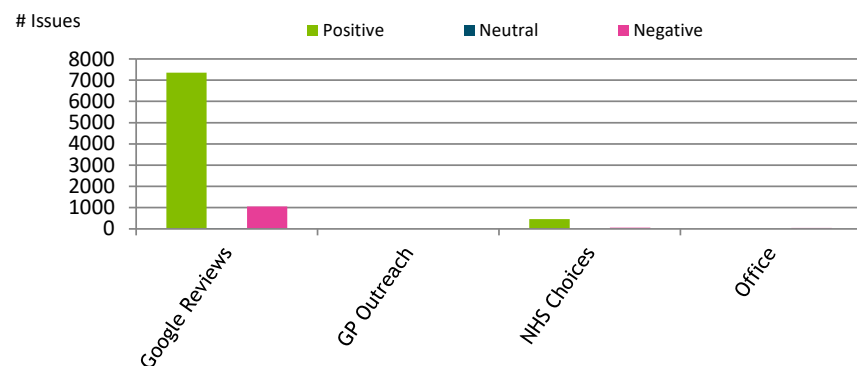
Lower Clapton Group Practice, Richmond Road Medical Centre, The Lawson Practice and Queensbridge Group Practice receive a notable volume and ratio of positive comments.

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.



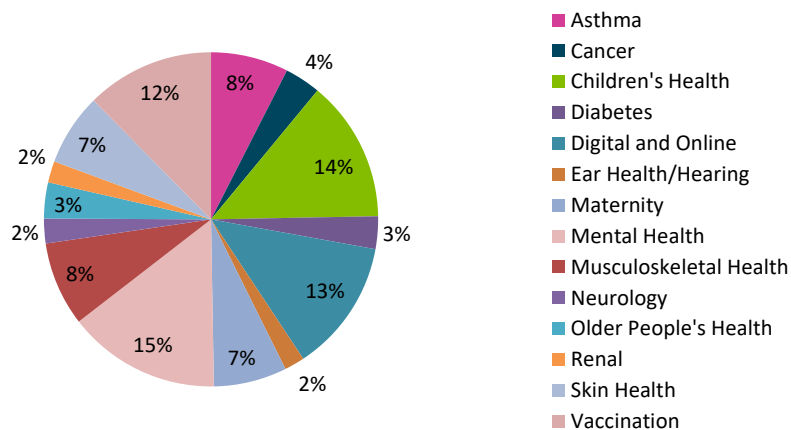
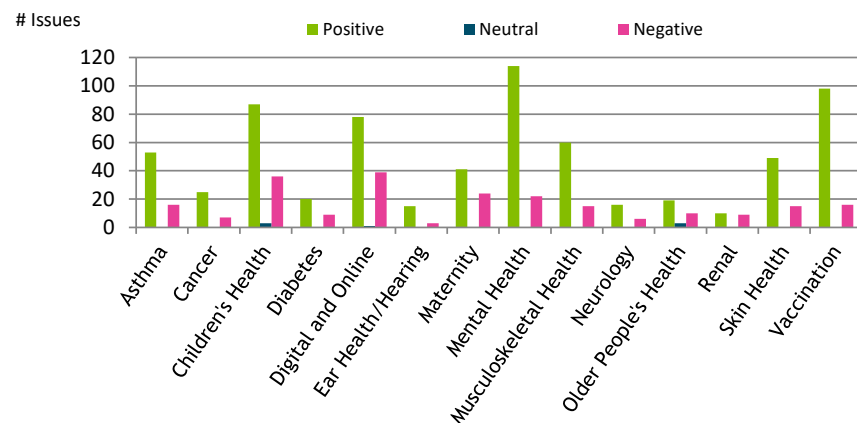
1. Data Origin and Conditions/Topics

1.1 Origin



Origins providing the most comments overall

1.2 Stated medical conditions/topics

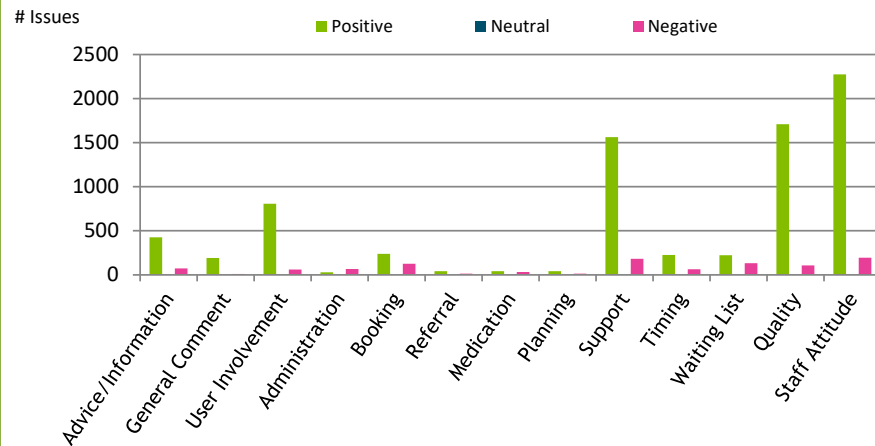


Medical conditions/topics receiving the most comments overall



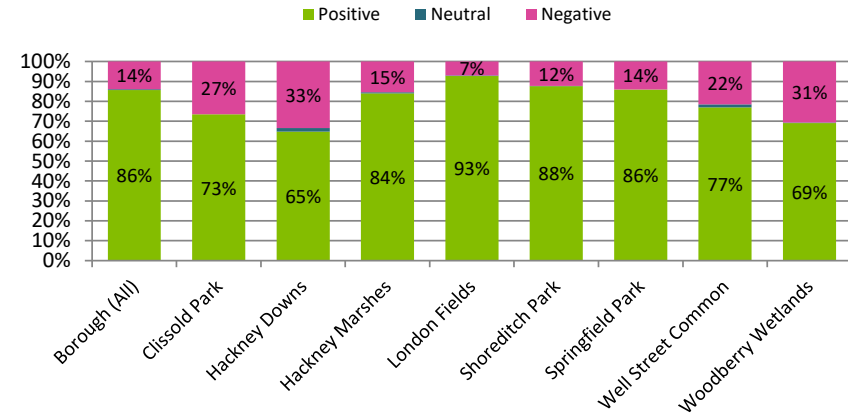
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 9353 issues from 2203 people



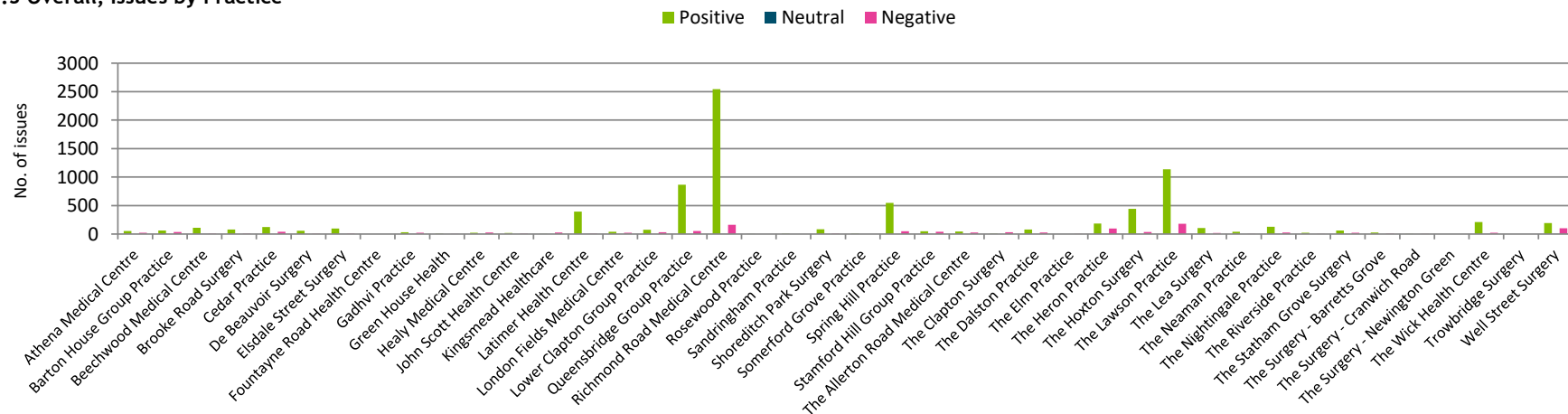
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

2.1.3 Overall, Issues by Practice

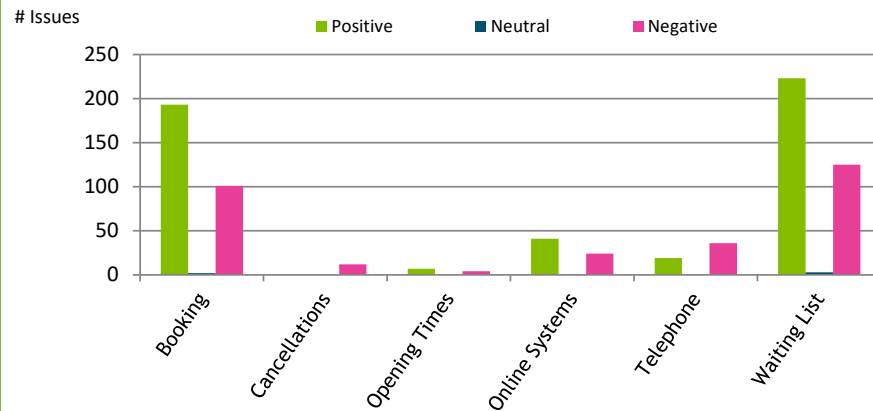


Practices receiving the most comments overall



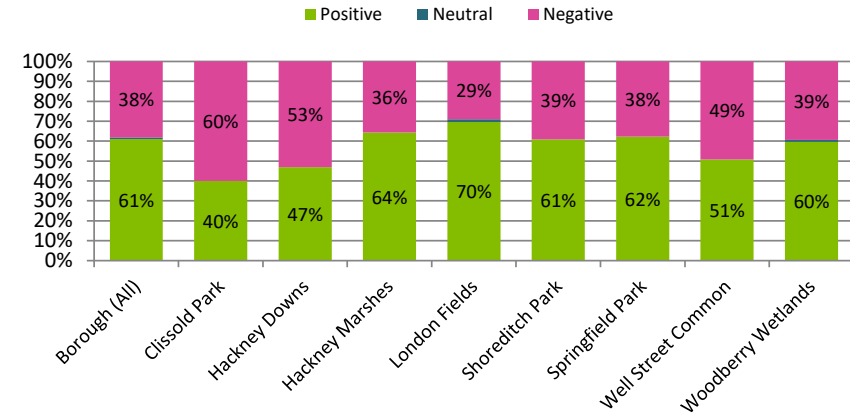
2.2 Service Access

2.2.1 Service Access: 791 issues detected



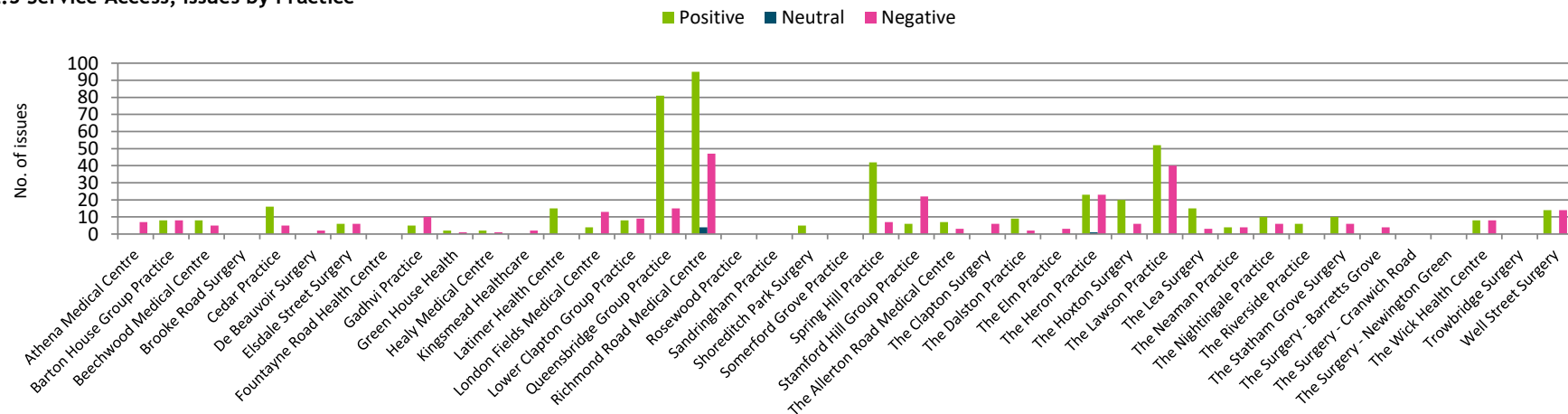
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

2.2.3 Service Access, Issues by Practice

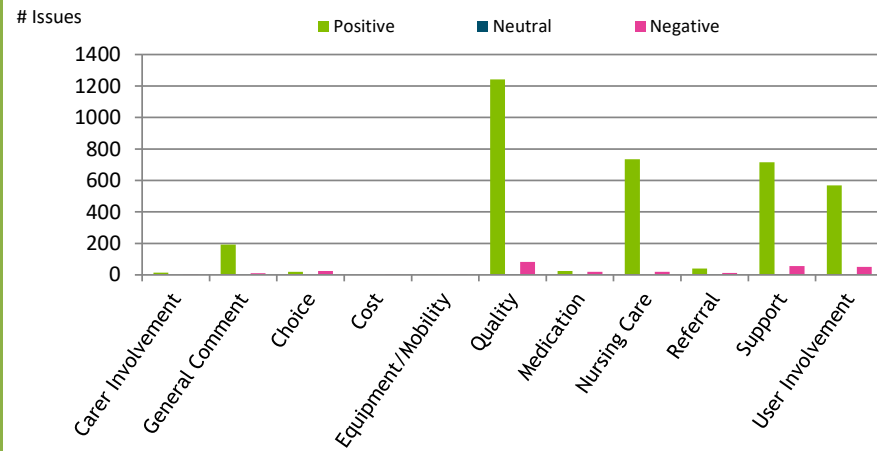


Practices receiving the most comments overall



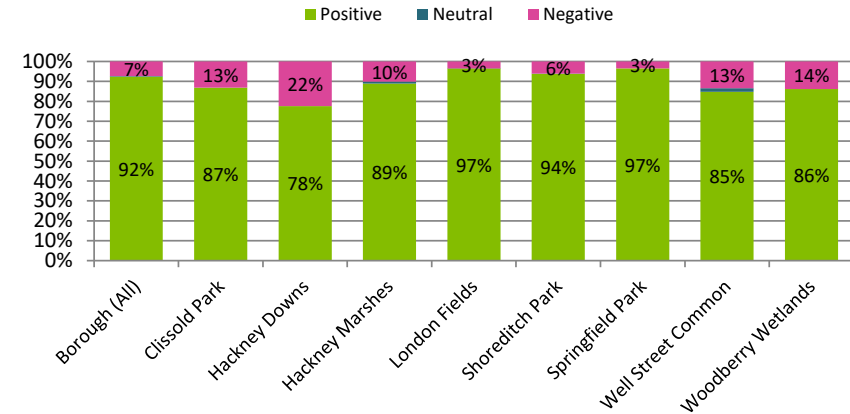
2.3 Clinical Treatment and Care

2.3.1 Treatment: 3848 issues detected



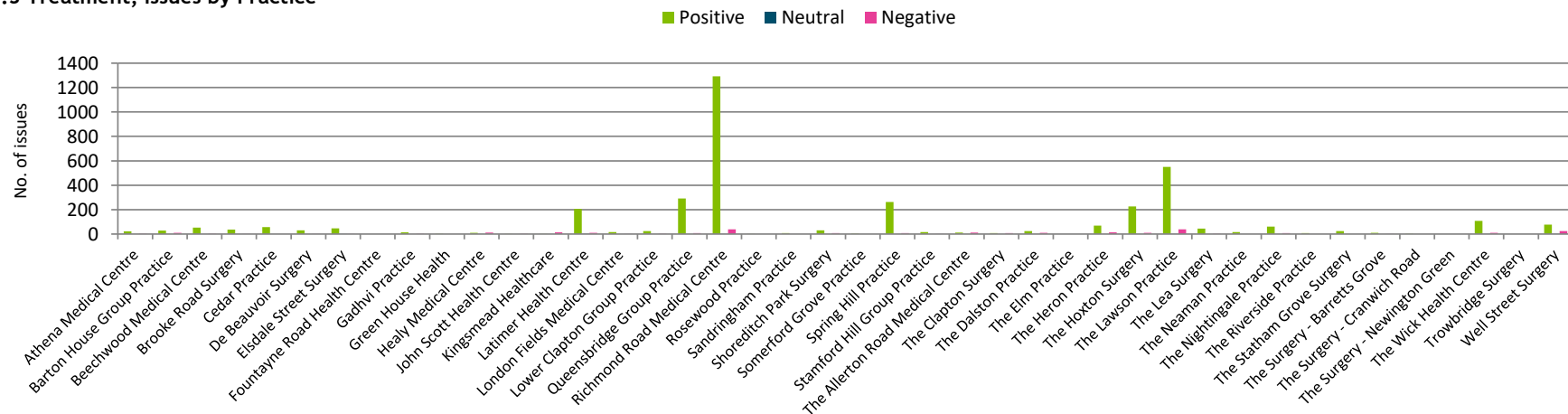
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

2.3.3 Treatment, Issues by Practice

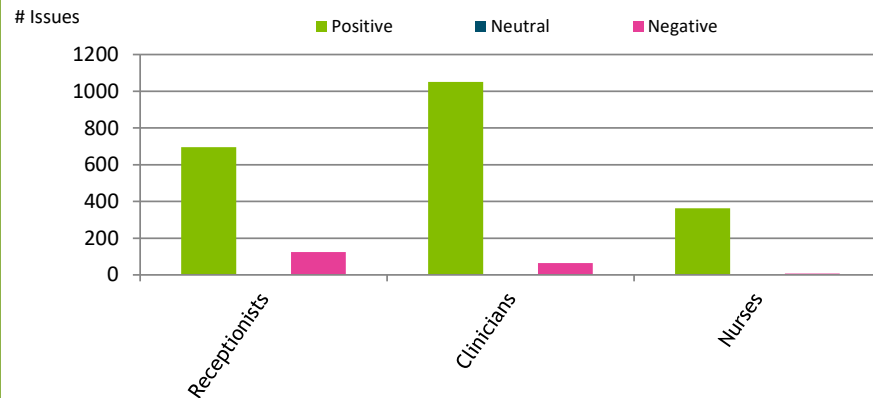


Practices receiving the most comments overall



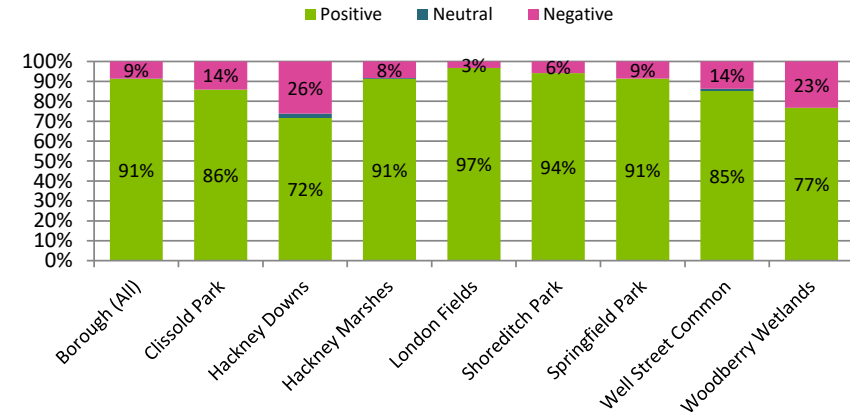
2.4 Staff Attitude

2.4.1 Staff Attitude: 2314 issues detected



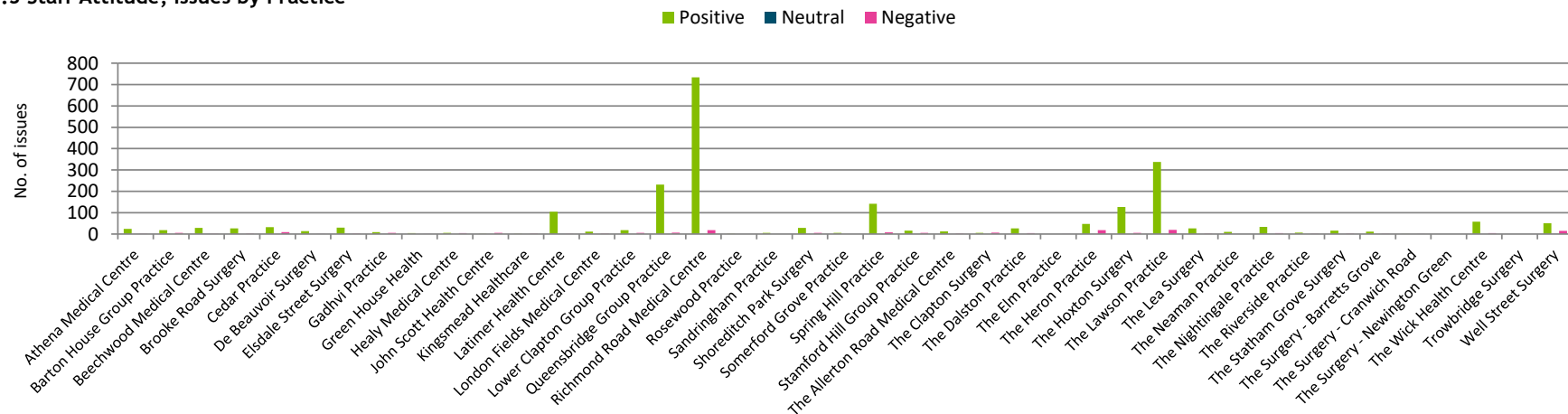
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

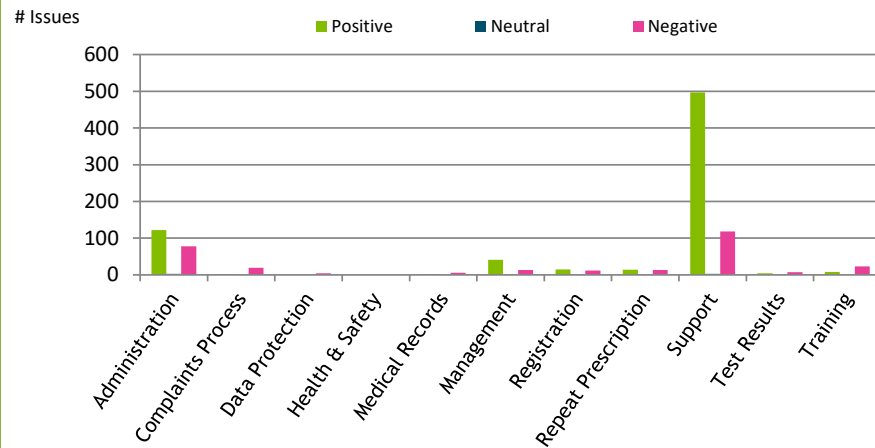


Practices receiving the most comments overall



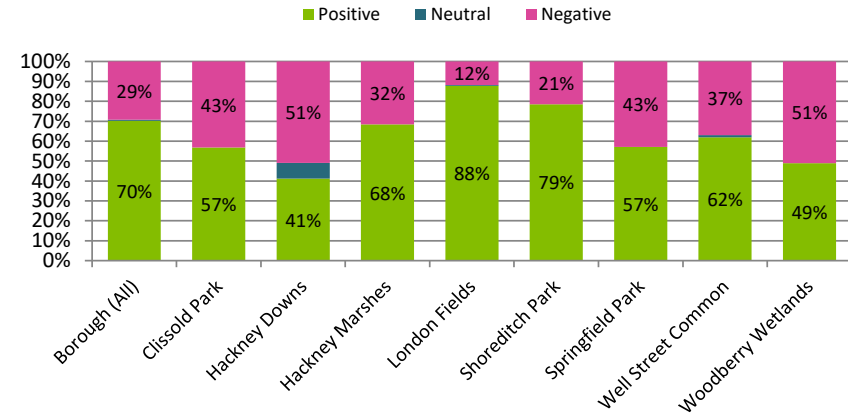
2.5 Administration

2.5.1 Administration: 1003 issues detected



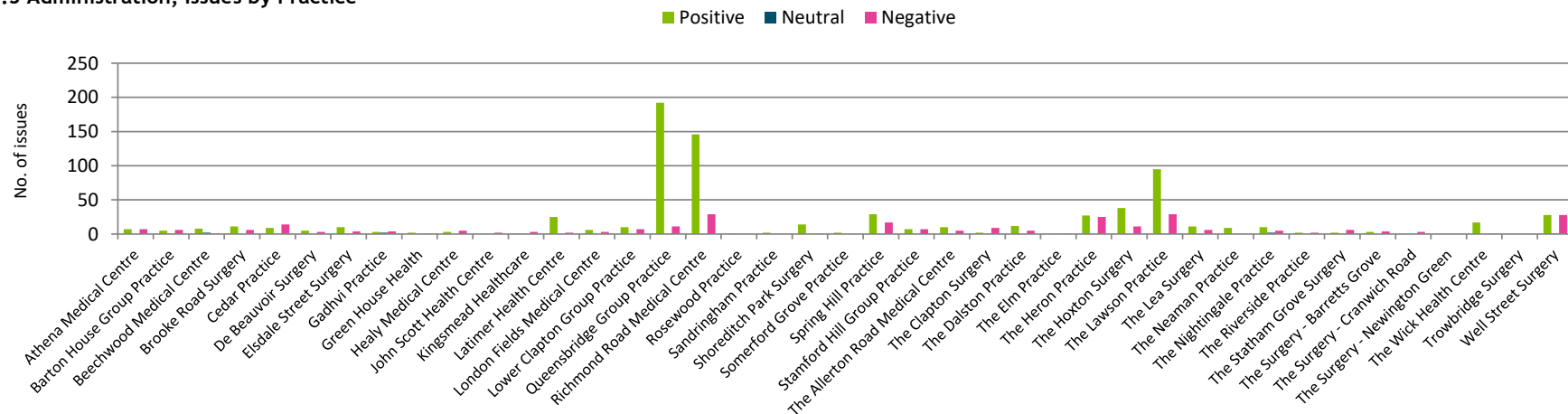
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

2.5.3 Administration, Issues by Practice

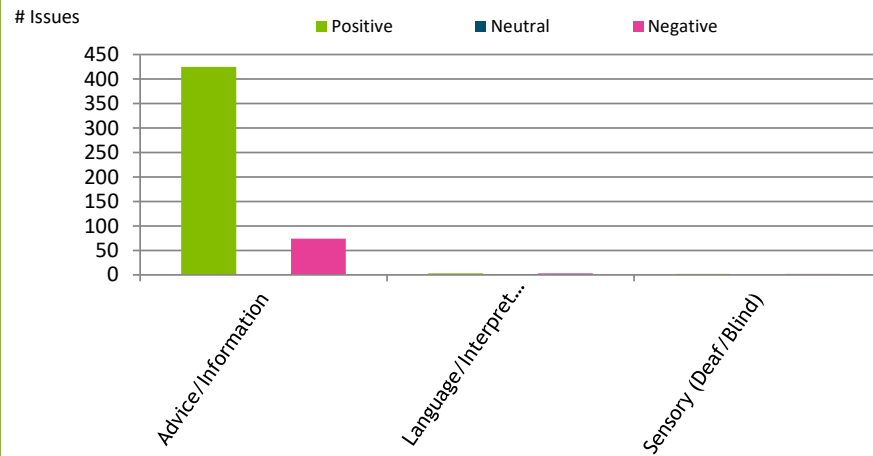


Practices receiving the most comments overall



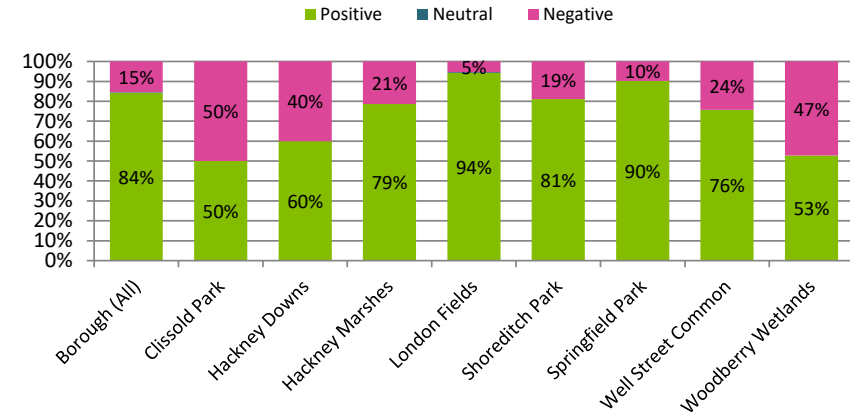
2.6 Communication

2.6.1 Communication: 510 issues detected



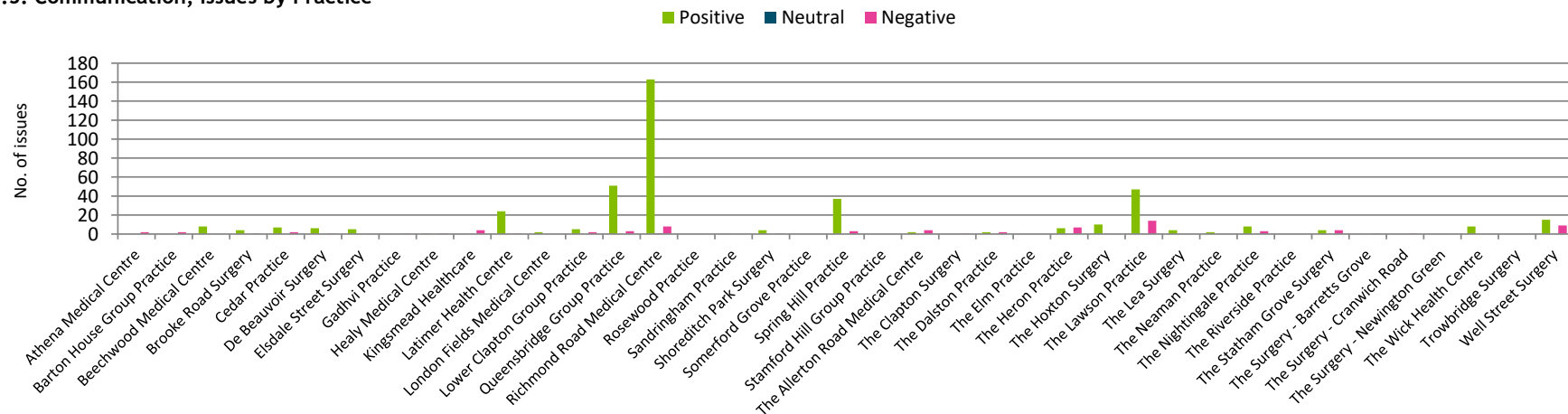
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

2.6.3: Communication, Issues by Practice

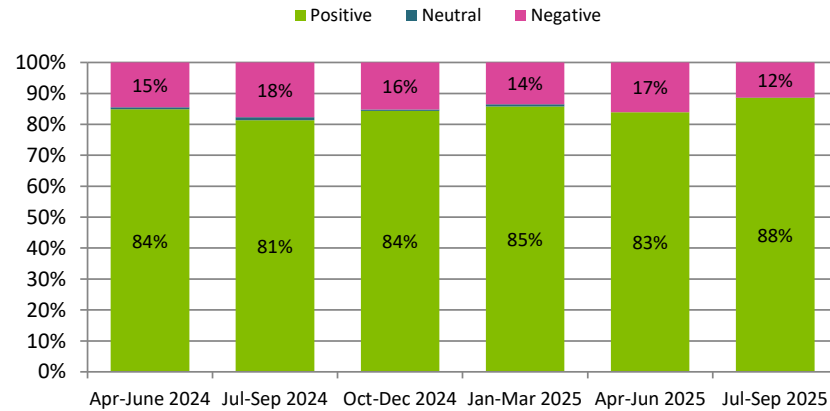


Practices receiving the most comments overall

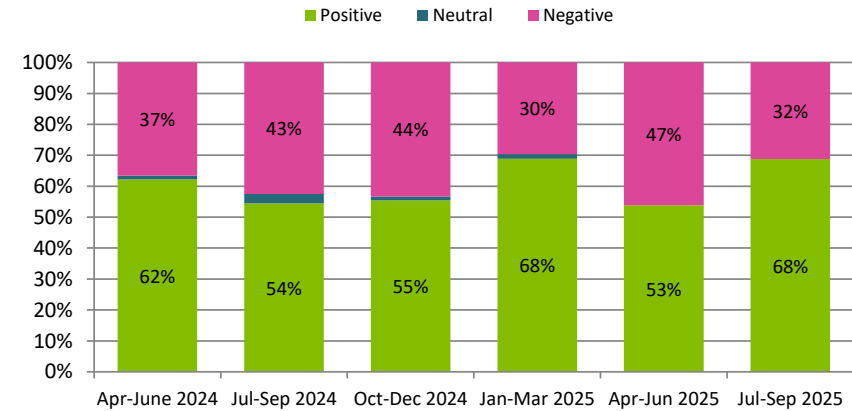


3. Timeline: 18 Month Tracker

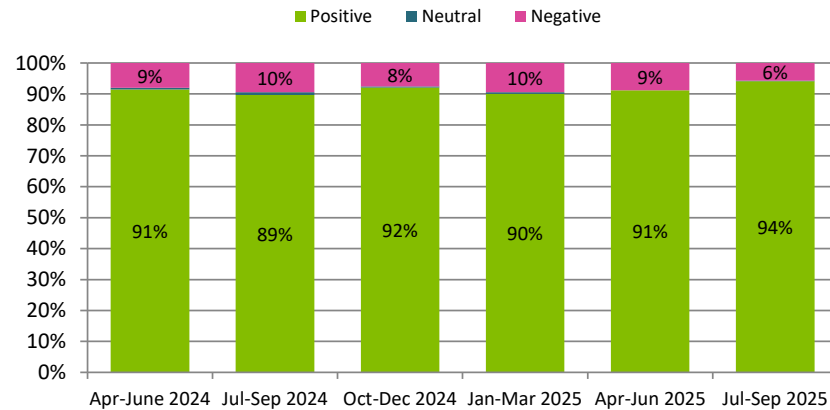
3.1 Overall Sentiment



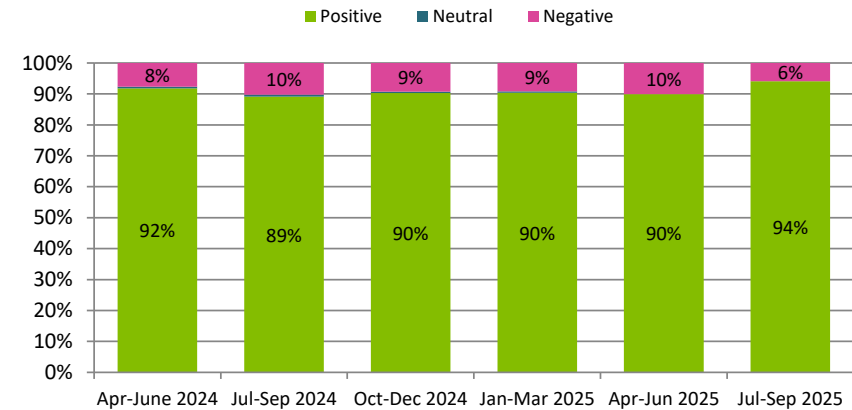
3.2 Service Access, Sentiment



3.3 Treatment and Care, Sentiment



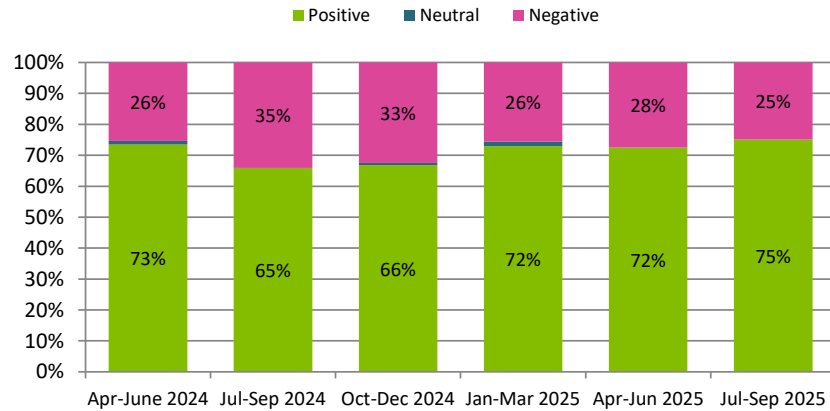
3.4 Staff Attitude, Sentiment



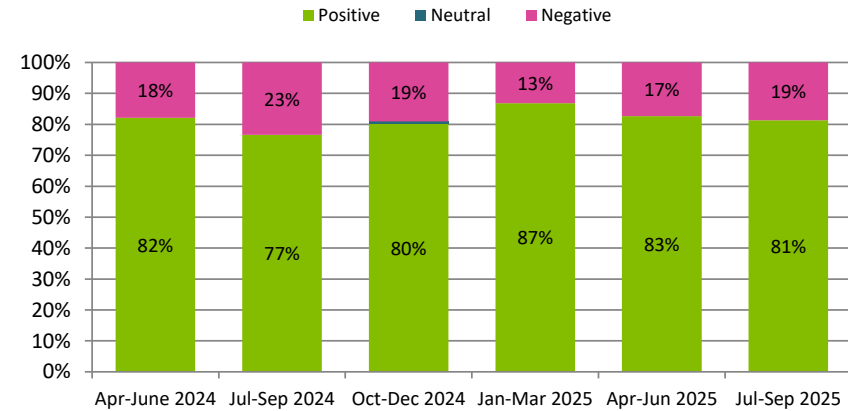


3. Timeline: 18 Month Tracker

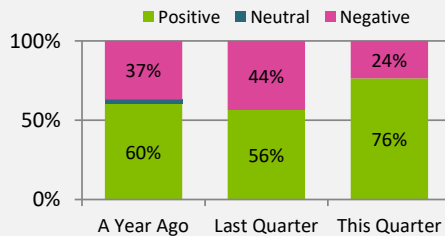
3.5 Administration, Sentiment



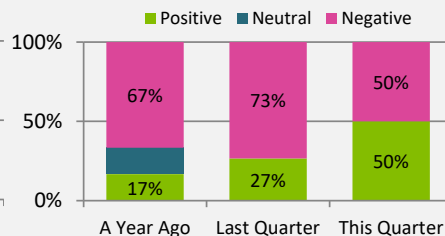
3.6 Communication, Sentiment



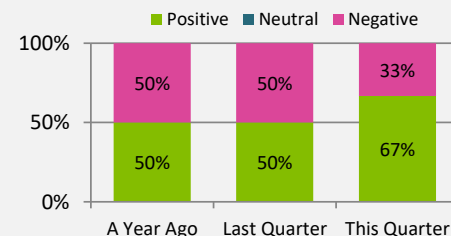
3.7 Booking, Snapshot



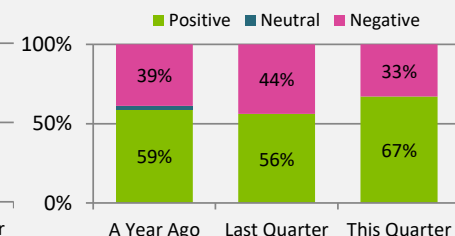
3.8 Telephone, Snapshot



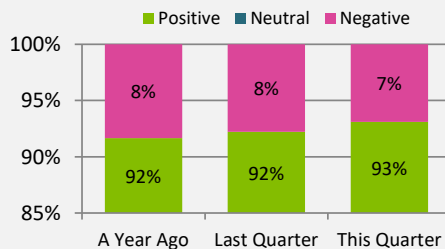
3.9 Online Access, Snapshot



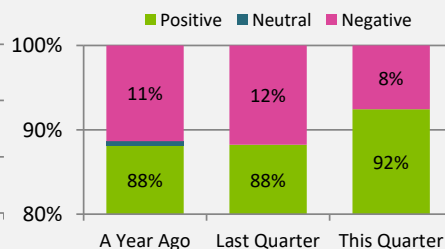
3.10 Waiting List, Snapshot



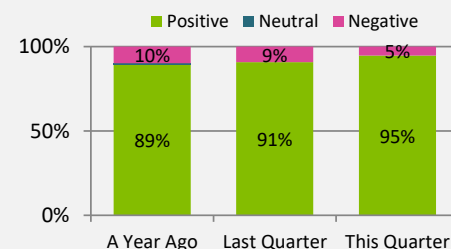
3.11 Involvement Snapshot



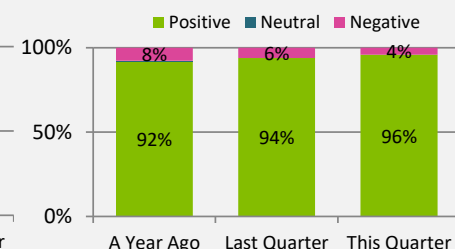
3.12 Support, Snapshot



3.13 Staff Attitude, Snapshot



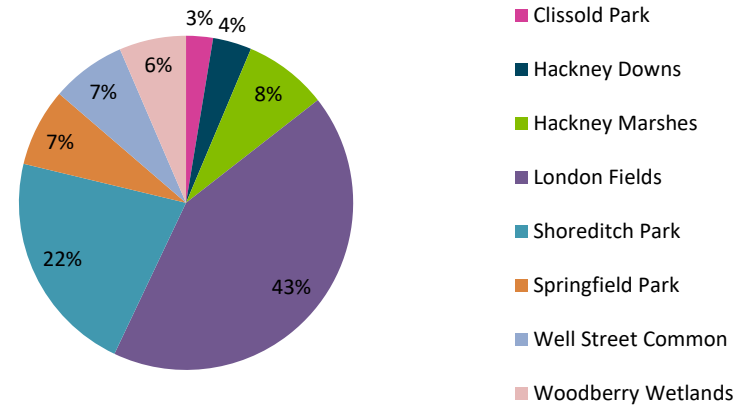
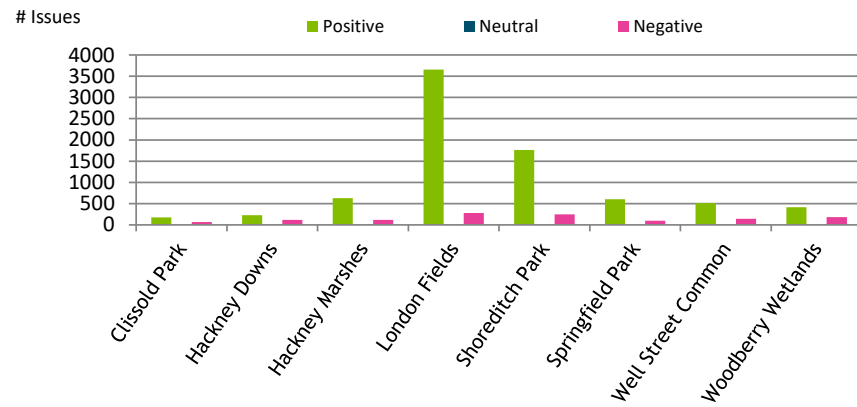
3.14 Quality, Snapshot





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	<i>Communication, including access to advice and information.</i>	425	0	74	499
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	19	0	4	23
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	193	1	10	204
	User Involvement	<i>Involvement of the service user.</i>	808	2	62	872
Systems	Administration	<i>Administrative processes and delivery.</i>	30	0	68	98
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	238	3	126	367
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	12	12
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	4	4
	Referral	<i>Referral to a service.</i>	43	1	14	58
	Medical Records	<i>Management of medical records.</i>	1	0	6	7
	Medication	<i>Prescription and management of medicines.</i>	41	0	34	75
	Opening Times	<i>Opening times of a service.</i>	7	0	4	11
	Planning	<i>Leadership and general organisation.</i>	42	0	14	56
	Registration	<i>Ability to register for a service.</i>	15	0	12	27
	Support	<i>Levels of support provided.</i>	1563	6	182	1751
	Telephone	<i>Ability to contact a service by telephone.</i>	19	0	36	55
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	227	1	63	291
	Waiting List	<i>Length of wait while on a list.</i>	224	3	131	358
Values	Choice	<i>General choice.</i>	19	0	26	45
	Cost	<i>General cost.</i>	0	0	4	4
	Language	<i>Language, including terminology.</i>	3	1	3	7
	Nutrition	<i>Provision of sustenance.</i>	0	0	0	0
	Privacy	<i>Privacy, personal space and property.</i>	1	0	9	10
	Quality	<i>General quality of a service, or staff.</i>	1709	6	106	1821
	Sensory	<i>Deaf/blind or other sensory issues.</i>	2	0	2	4
	Stimulation	<i>General stimulation, including access to activities.</i>	12	0	3	15

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>	17	0	5	22
	Environment/Layout	<i>Physical environment of a service.</i>	31	0	9	40
	Equipment	<i>General equipment issues.</i>	3	0	1	4
	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>	30	1	3	34
	Mobility	<i>Physical mobility to, from and within services.</i>	3	0	3	6
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	30	30
	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>	2276	6	194	2476
	Complaints	<i>Ability to log and resolve a complaint.</i>	2	0	19	21
	Staff Training	<i>Training of staff.</i>	8	0	23	31
	Staffing Levels	<i>General availability of staff.</i>	2	0	6	8
Total:			8013	32	1308	9353

CommunityInsight CRM

Neighbourhoods Map (2020)

