

The Experience of GP Services

A trends analysis report by Healthwatch Waltham Forest



6 April 2020

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.

Reporting Period: 1 April 2019 - 31 March 2020

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 640 people. Feedback has been obtained from a variety of sources, including Enter and View and comments posted online (NHS, Care Opinion and social media).

Top Themes (Pages 5-6)

Feedback suggests people are broadly satisfied with customer service (staff attitude and quality), however many would like greater levels of communication and support. Many people experience difficulty when booking appointments, with poor telephone access and waiting times cited. Overall sentiment is 51% positive, 47% negative and 2% neutral.

Q4 Trends...

Feedback suggests overall sentiment has declined by 5% this quarter.

Crawley Road Medical Centre and Dr J Samuel & Partners receive a notable volume and ratio of positive feedback, while the Forest Surgery and SMA Medical Centre receive a notable volume and ratio of negative comments.

Appointment Booking and Waiting (Pages 7-10)

The ability to obtain timely appointments is a problem for many, with accounts of congested telephone lines and waits of days (or more) to see a clinician. Feedback also suggests that people would like shorter waiting times, and greater levels of privacy in reception.

Q4 Trends...

Sentiment about booking and waiting has declined by 8% this quarter. We received 37 more (additional) complaints about booking, and 12 more on telephone access. Comments suggest booking is a particular issue at SMA Medical Centre and the Forest Surgery. Patients at Dr DJ Samuel & Partners and Allum Medical Centre are complimentary about the waiting environment.

Clinical Treatment and Staff Attitude (Pages 11-14)

Experiences indicate the vast majority of people receive good quality, compassionate treatment and care, however many would like greater levels of support.

Q4 Trends...

Sentiment about clinical treatment and staff attitude has declined by 9% this quarter.

We received 58 more (additional) complaints about the attitude of staff. That said, sentiment at the vast majority of practices is broadly positive overall, with some exceptions.

Administration and Communication (Pages 15-18)

Many people complain of general administration, and some would like greater levels of support from reception staff. Some people experience difficulty in obtaining test results.

Q4 Trends...

Sentiment about administration and communication has declined by 13% this quarter.

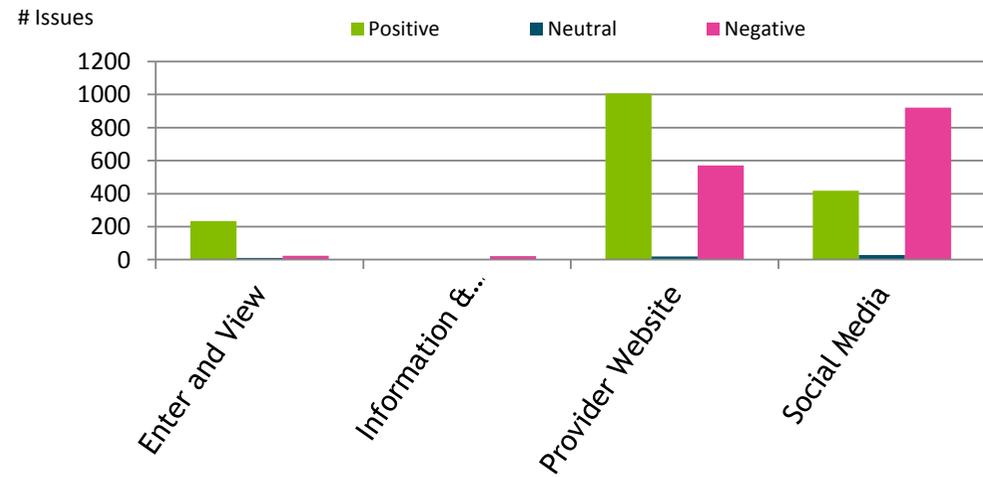
Higham Hill Medical Centre, SMA Medical Centre and the Forest Surgery receive a notable volume and ratio of negative comments around administrative processes. On communication, Dr DJ Samuel & Partners and The Allum Medical Centre receive a notable volume and ratio of positive feedback.

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.

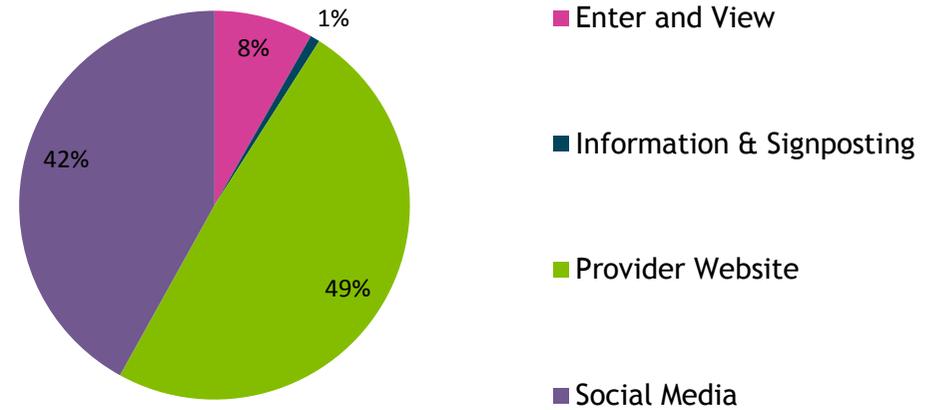
1. Data Source: Where did we collect the feedback?



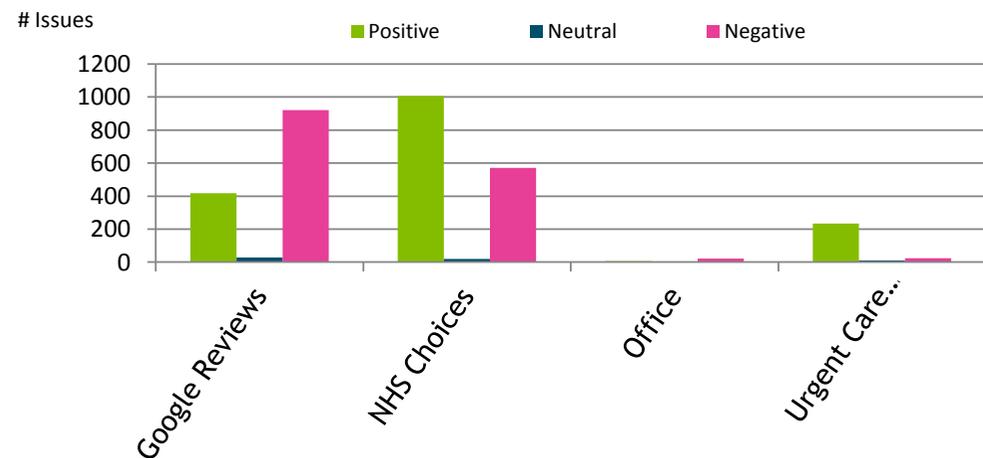
1.1 Source



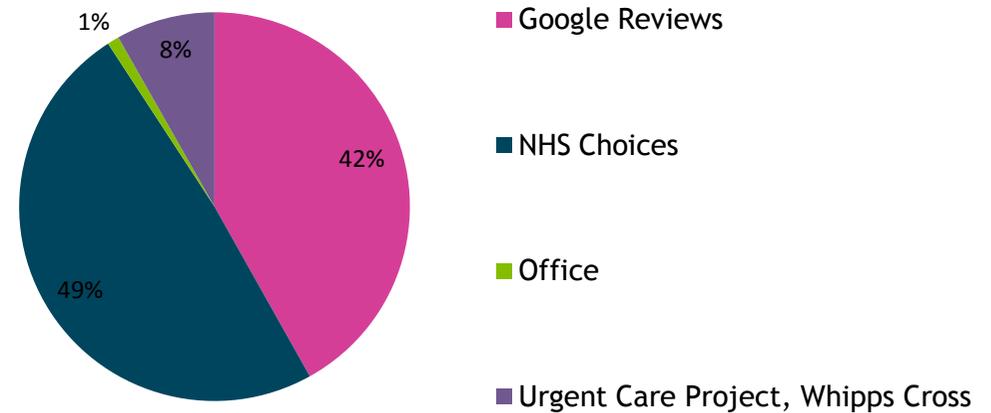
Sources providing the most comments overall



1.2 Origin



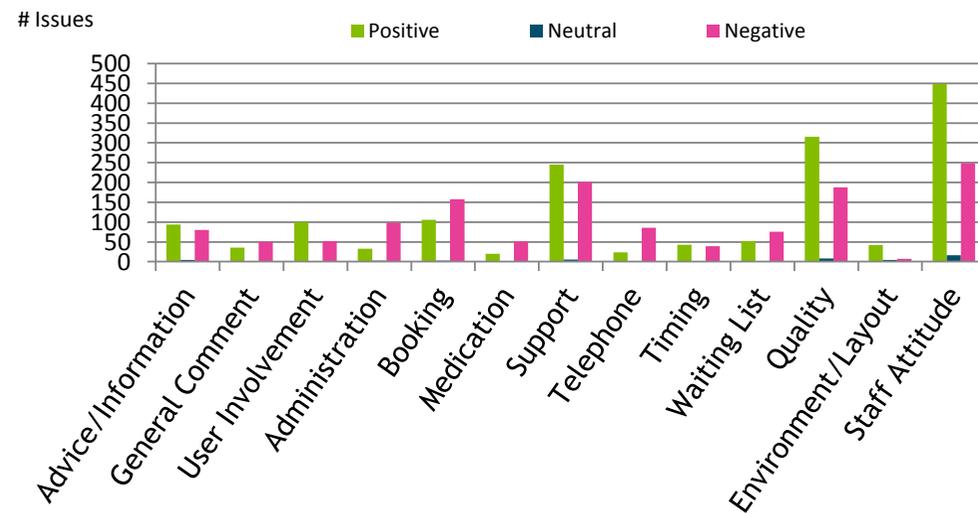
Origins providing the most comments overall



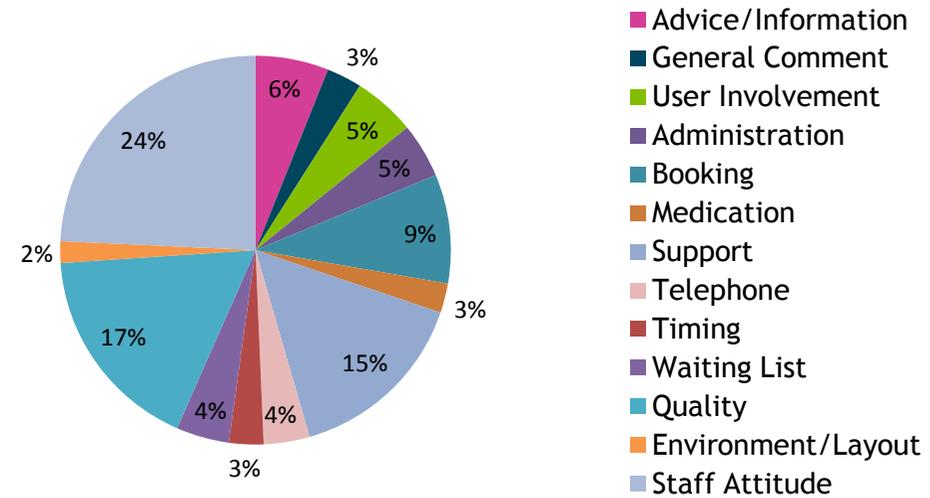
2. Top Trends: Which service aspects are people most commenting on?



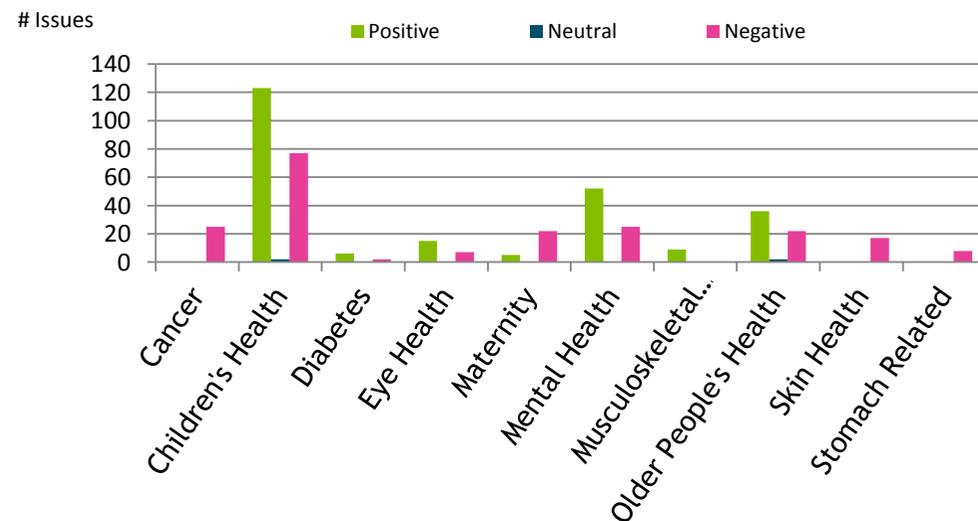
2.1 Service aspects: 3259 issues from 640 people



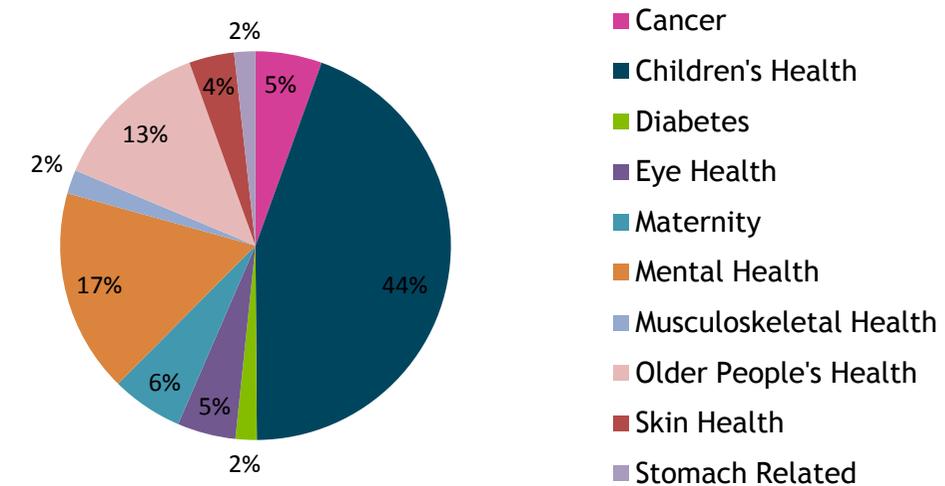
Issues receiving the most comments overall. See pages 19-20 for issue descriptions



2.2 Stated medical conditions



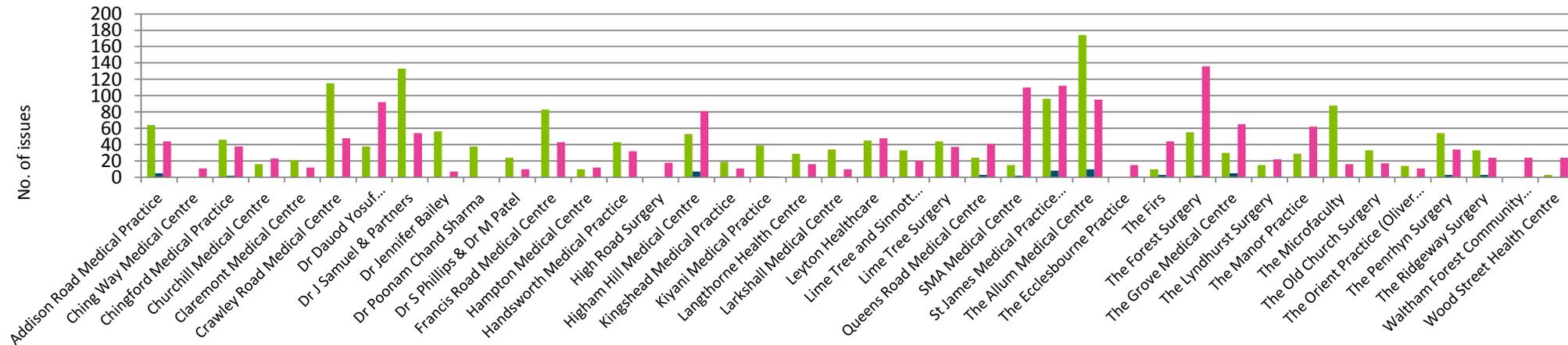
Medical conditions receiving the most comments overall



3. Trends: Which services are people most commenting on?

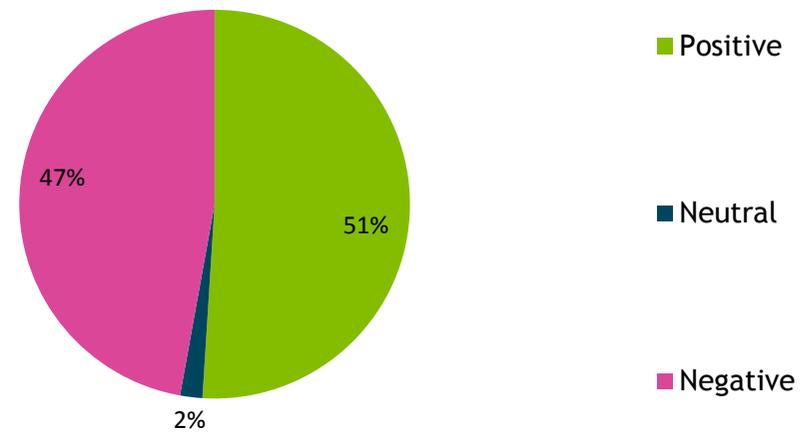
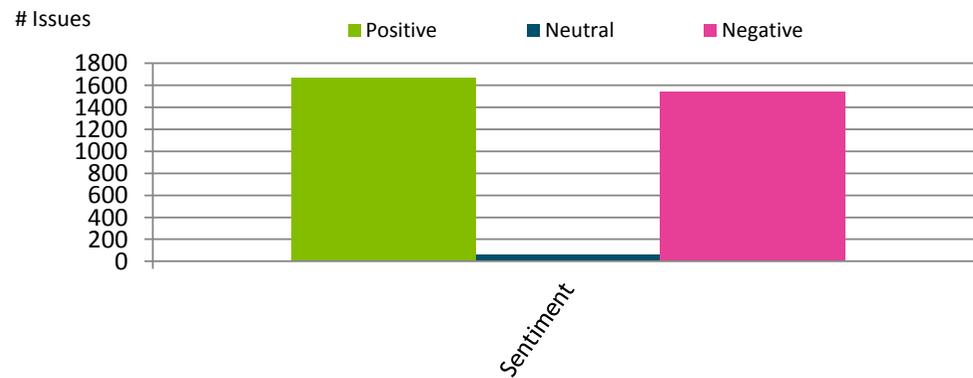


3.1 Top Services



Services receiving the most comments overall

3.1.1 Sentiment: How do people feel as a whole?

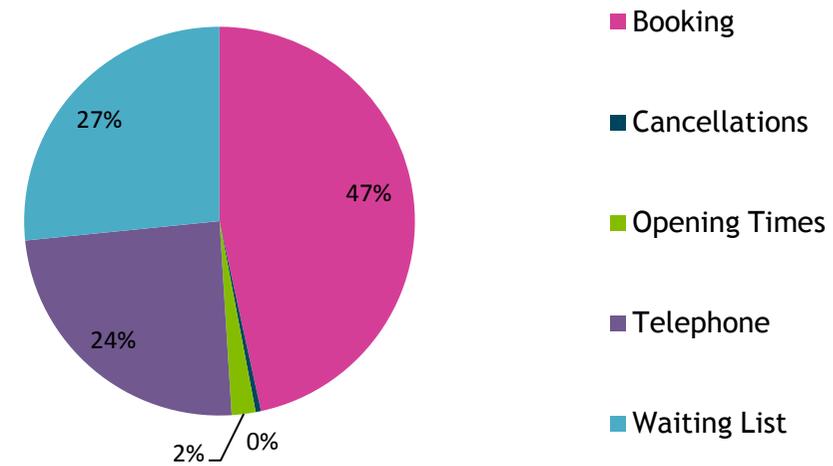
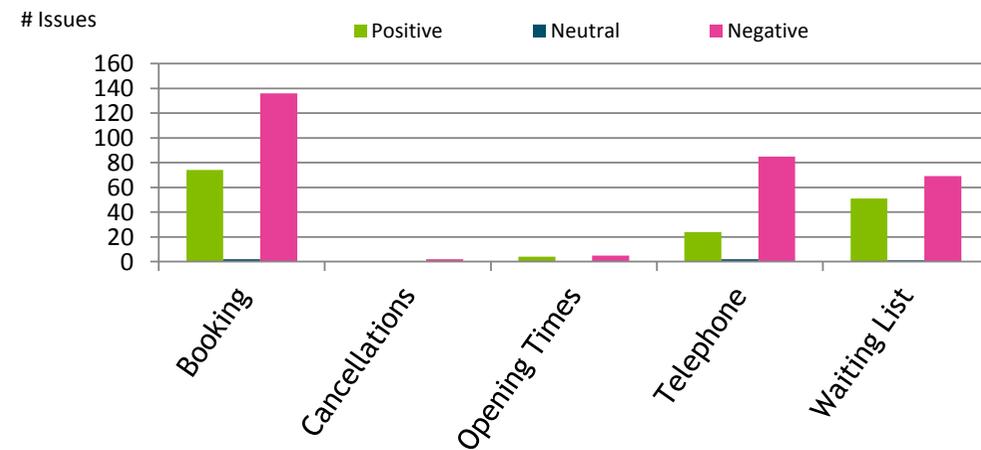


Quarterly benchmark: 5% decline on the previous quarter

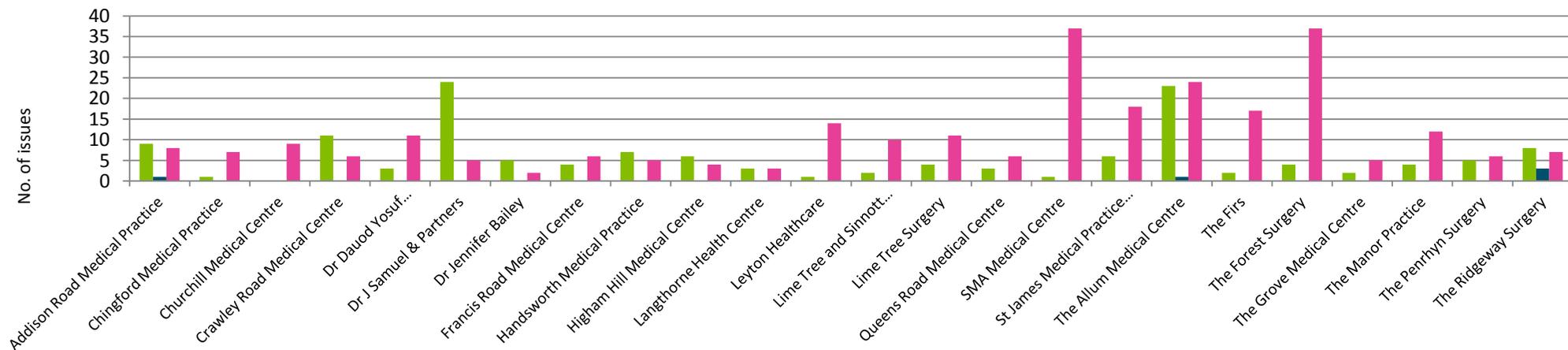
4.1 Service Aspects: Appointment Booking



4.1.1 All Trends



4.1.2 Top Services

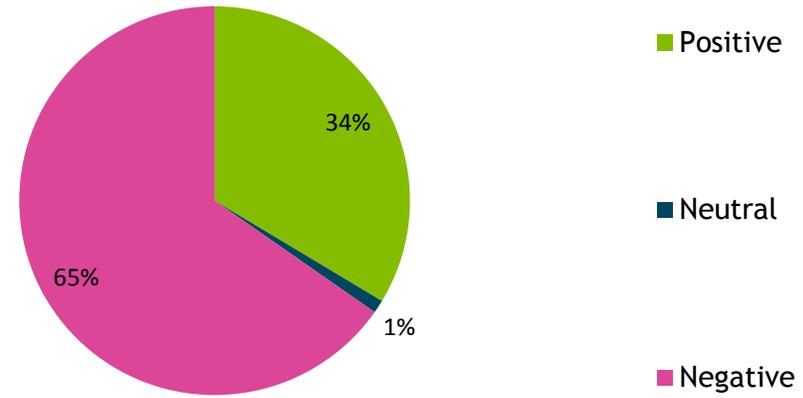
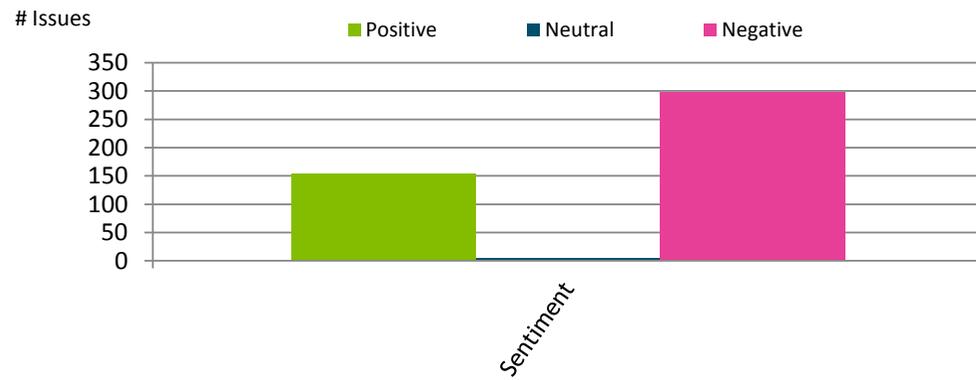


Services receiving the most comments overall

4.1 Service Aspects: Appointment Booking



4.1.3 Sentiment

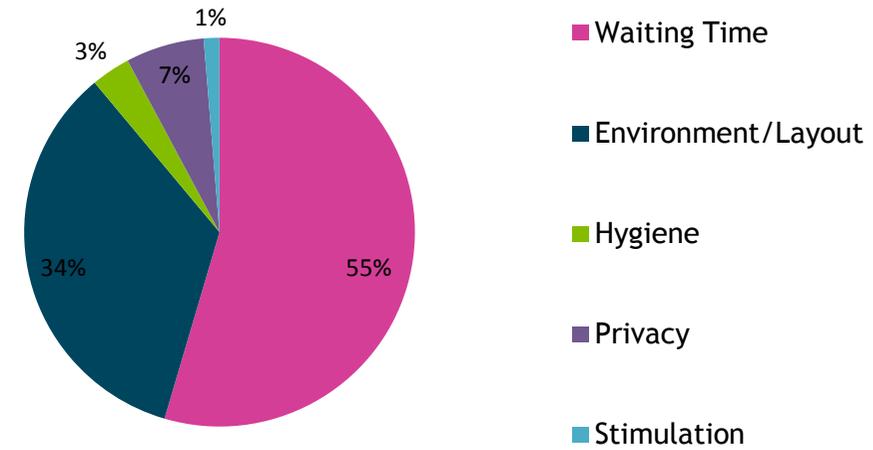
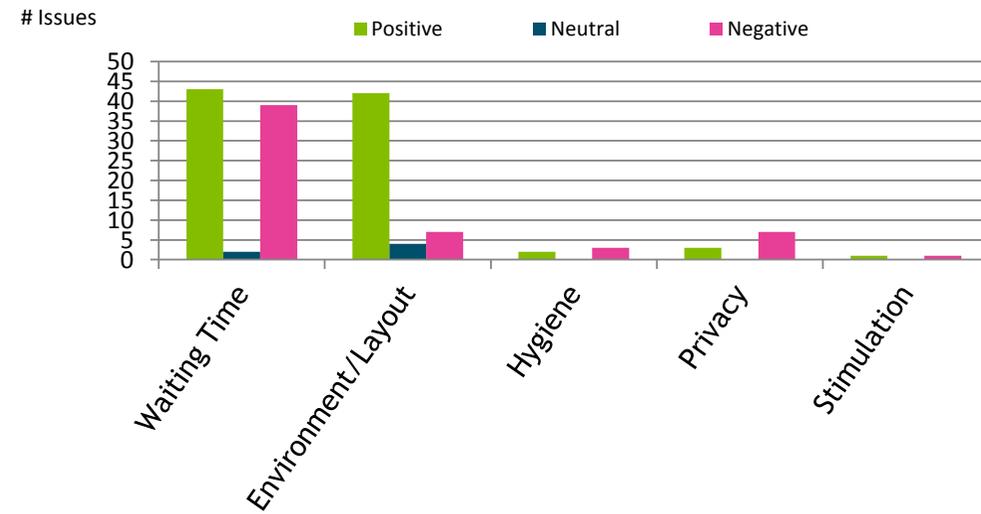


Quarterly benchmark: 6% decline on the previous quarter

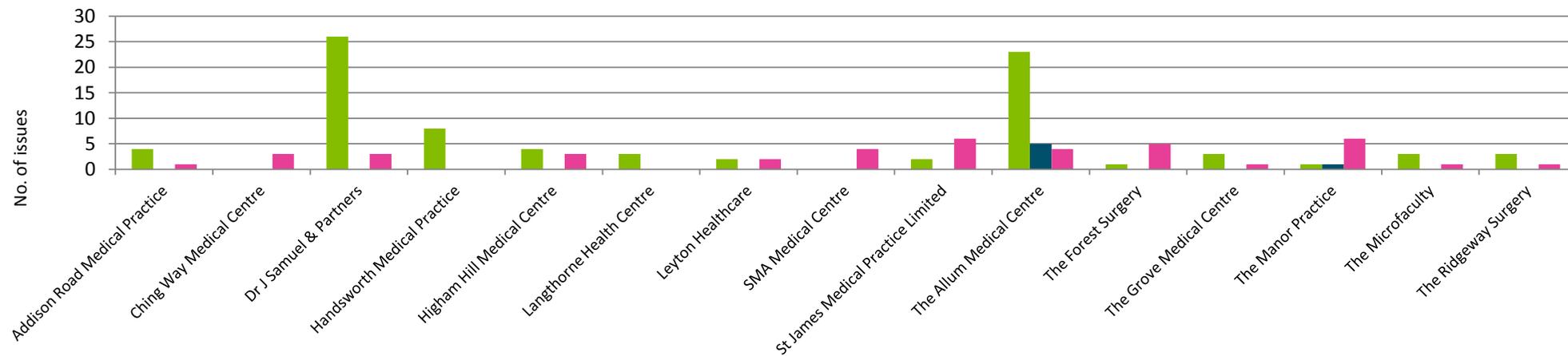
4.2 Service Aspects: Wait at Appointment



4.2.1 All Trends



4.2.2 Top Services

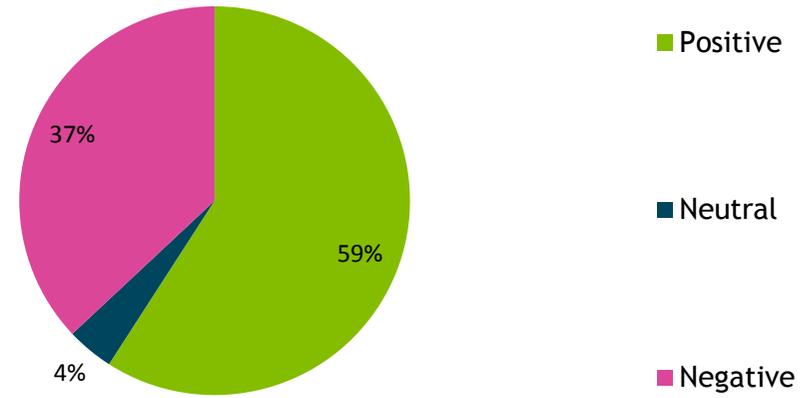
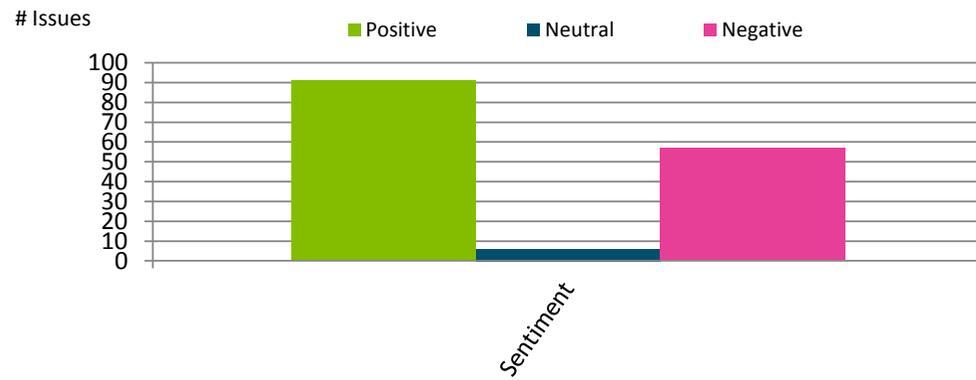


Services receiving the most comments overall

4.2 Service Aspects: Wait at Appointment



4.2.3 Sentiment

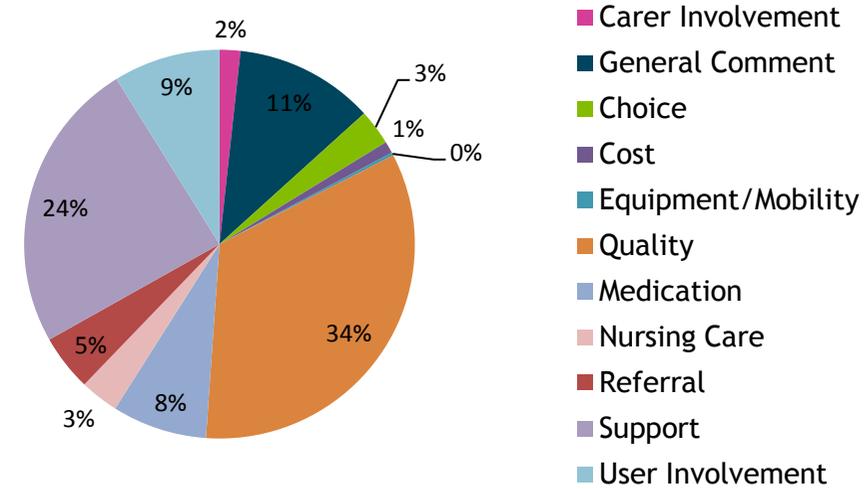
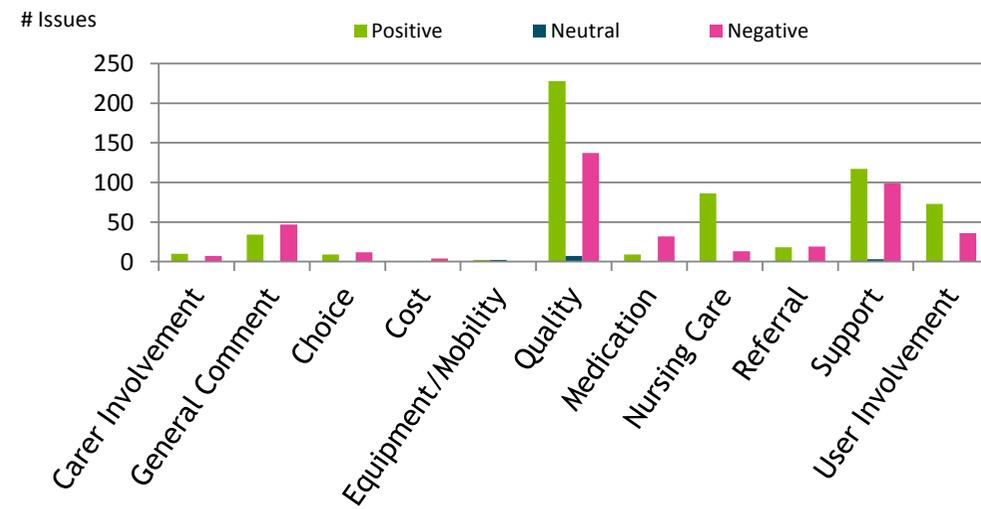


Quarterly benchmark: 2% decline on the previous quarter

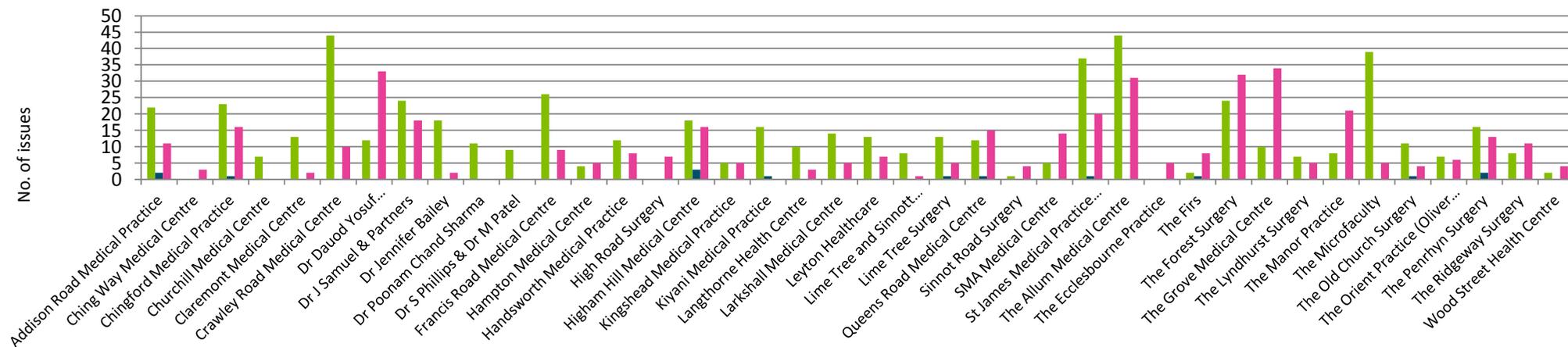
4.3 Service Aspects: Clinical Treatment



4.3.1 All Trends



4.3.2 Top Services

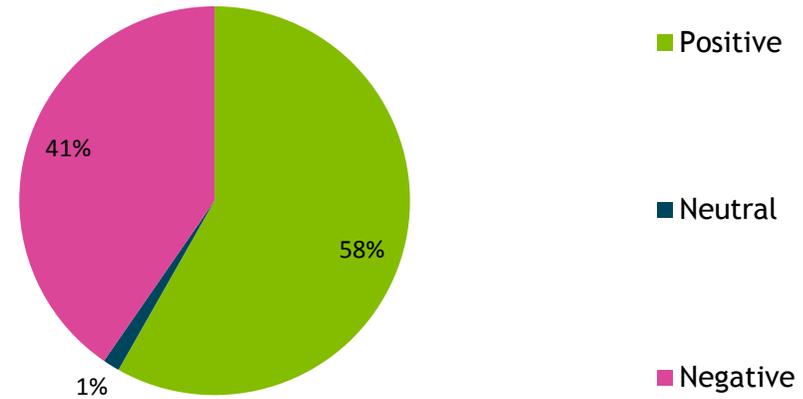
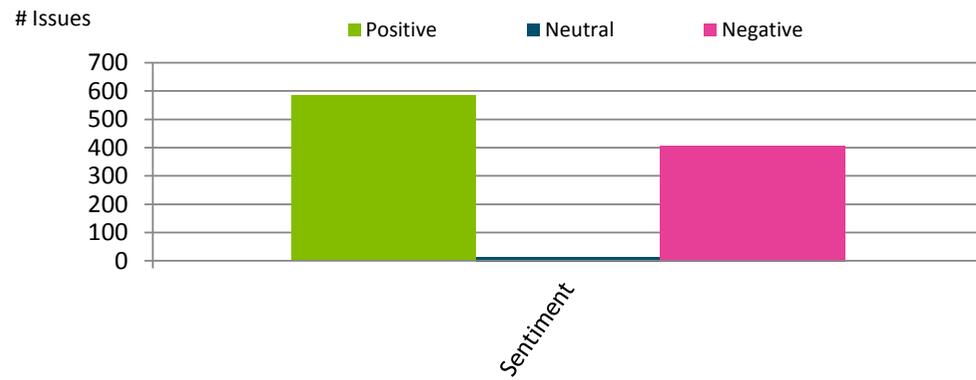


Services receiving the most comments overall

4.3 Service Aspects: Clinical Treatment



4.3.3 Sentiment

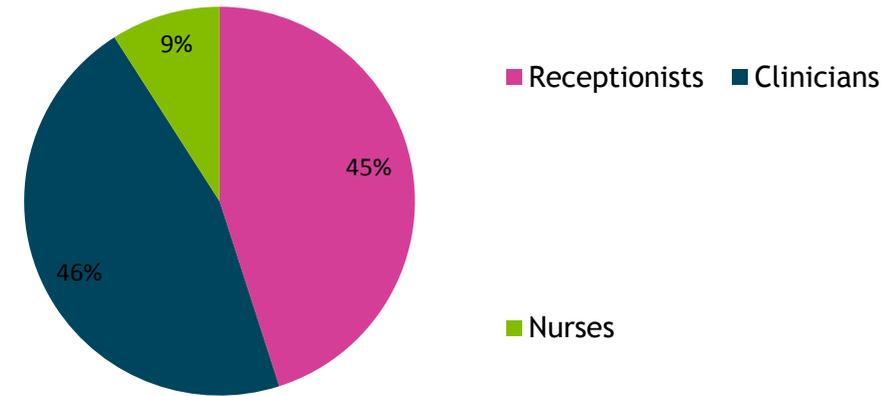
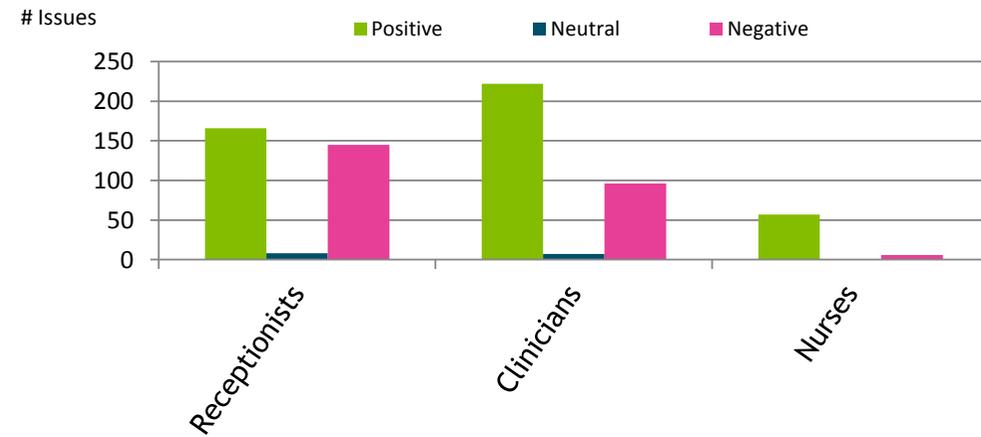


Quarterly benchmark: 6% decline on the previous quarter

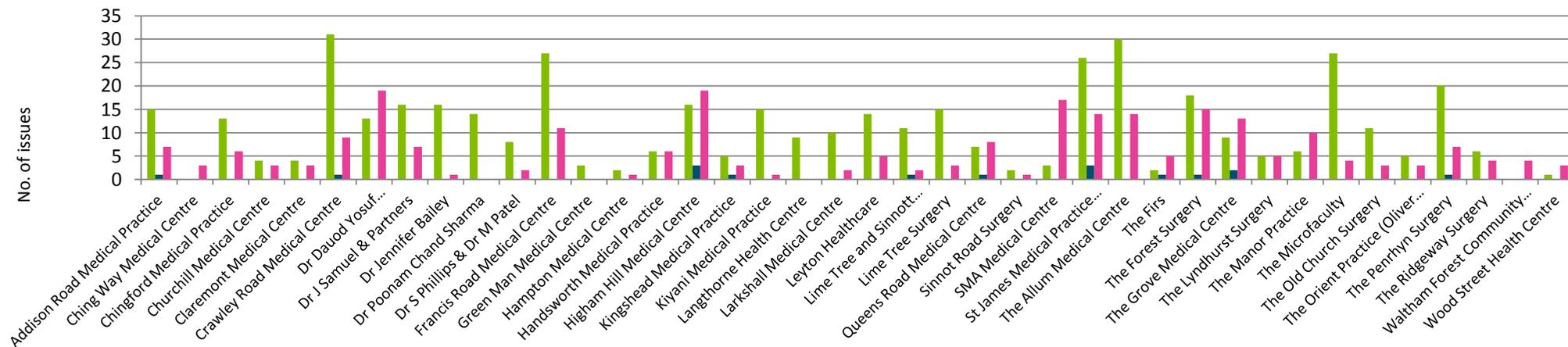
4.4 Service Aspects: Staff Attitude



4.4.1 All Trends



4.4.2 Top Services

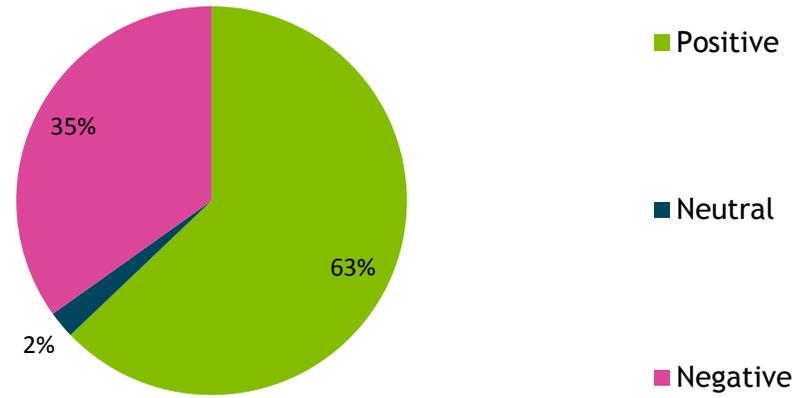
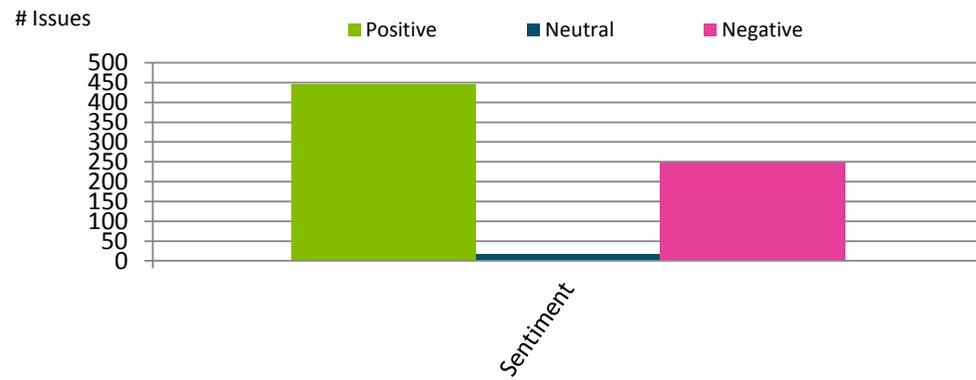


Services receiving the most comments overall

4.4 Service Aspects: Staff Attitude



4.4.3 Sentiment

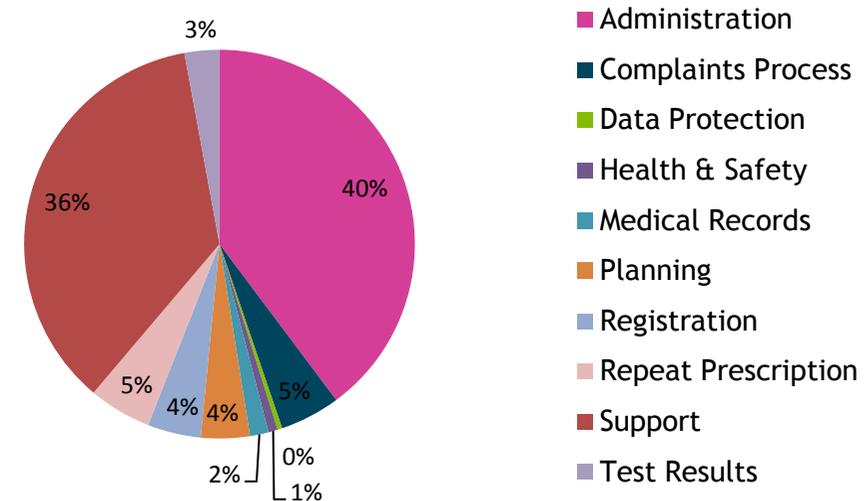
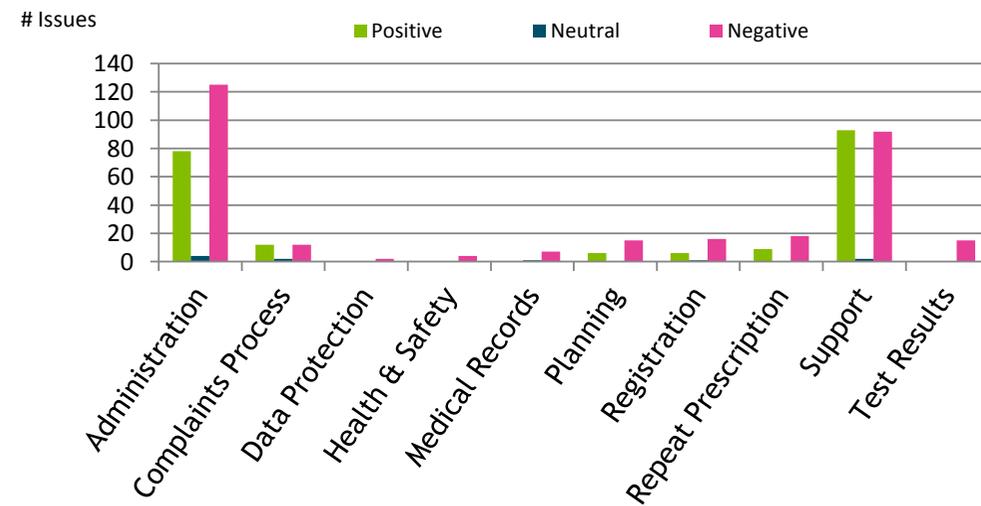


Quarterly benchmark: 3% decline on the previous quarter

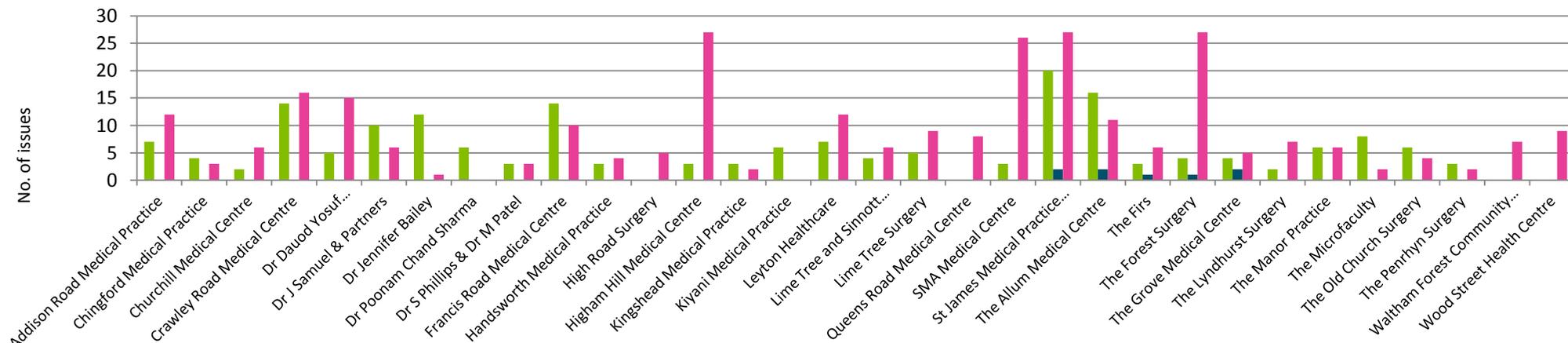
4.5 Service Aspects: Administration



4.5.1 All Trends



4.5.2 Top Services

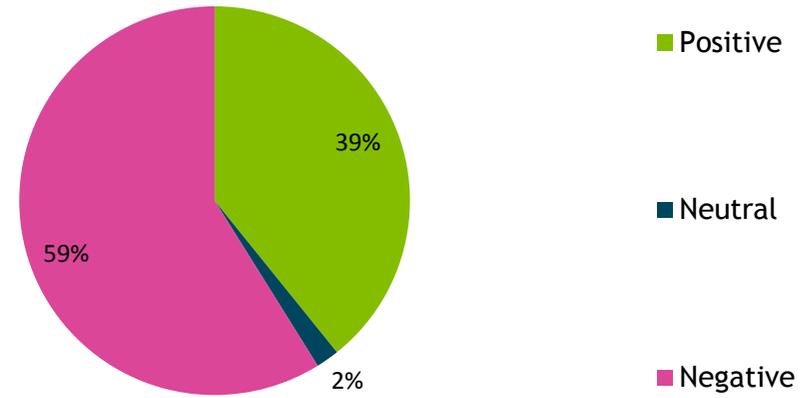
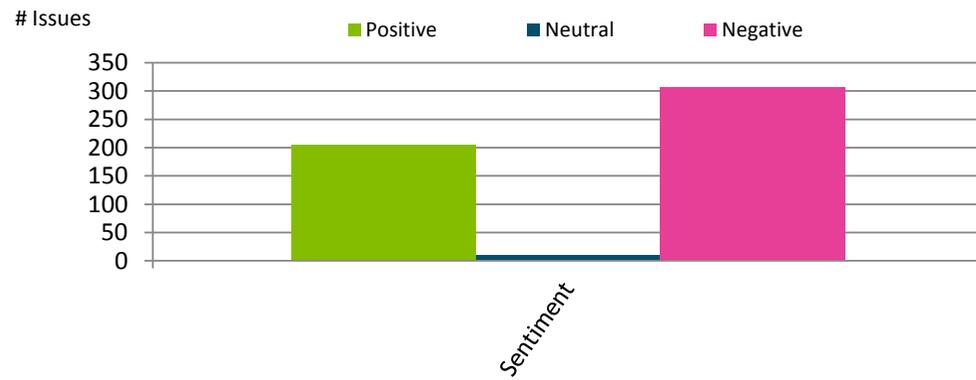


Services receiving the most comments overall

4.5 Service Aspects: Administration



4.5.3 Sentiment

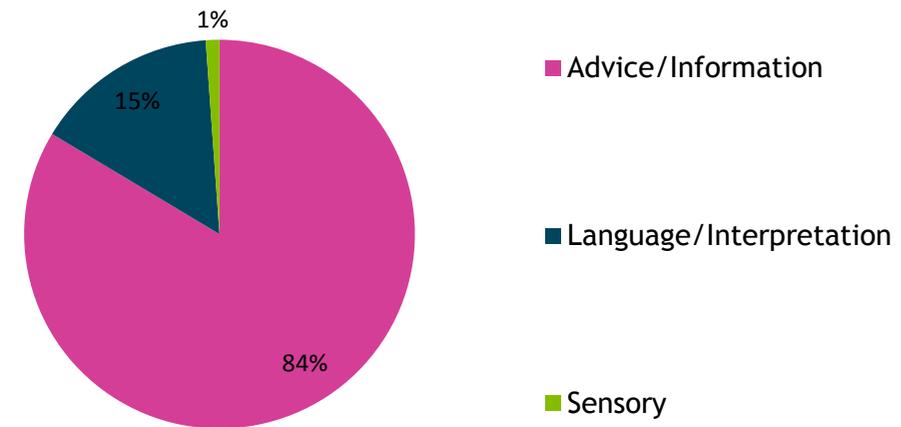
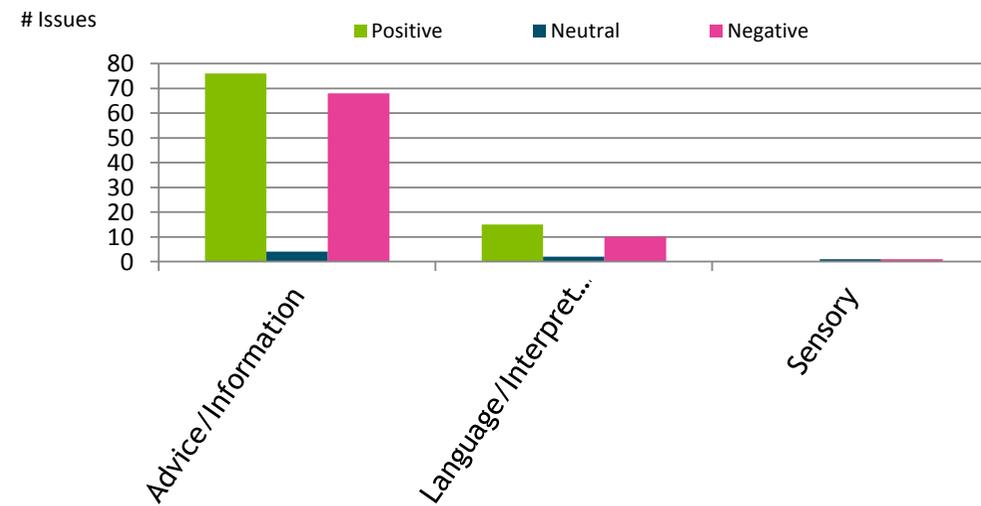


Quarterly benchmark: 5% decline on the previous quarter

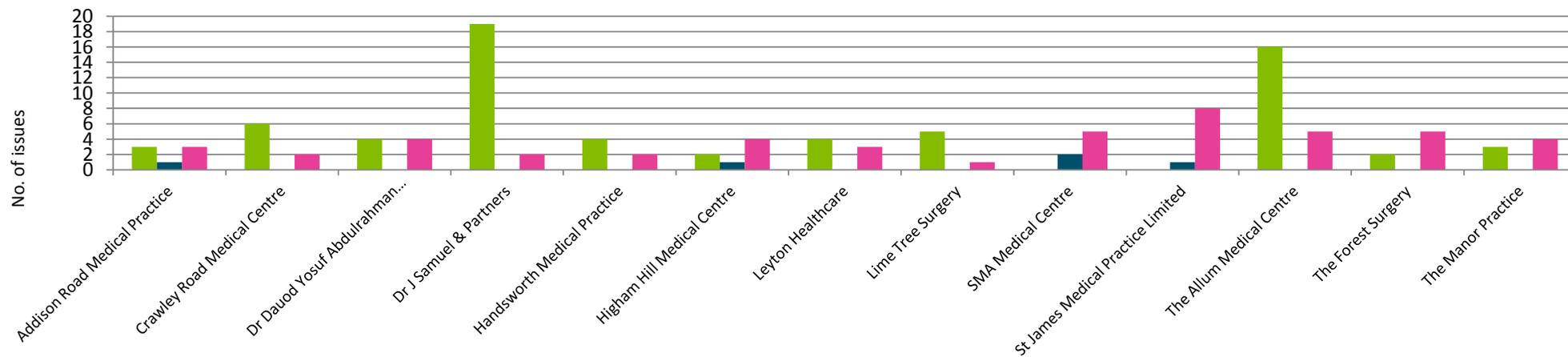
4.6 Service Aspects: Communication



4.6.1 All Trends



4.6.2 Top Services

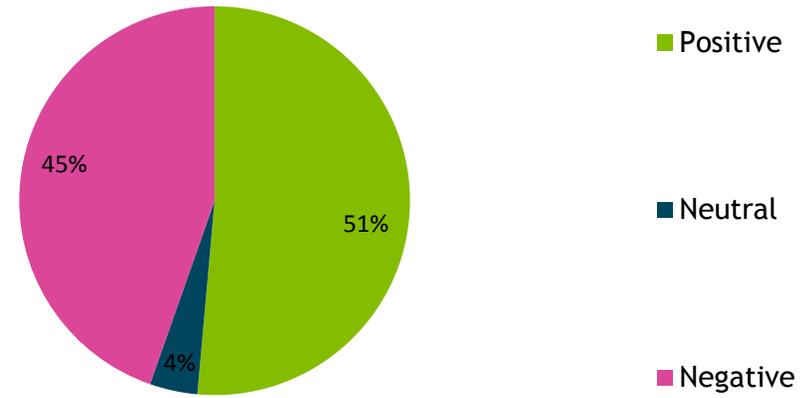
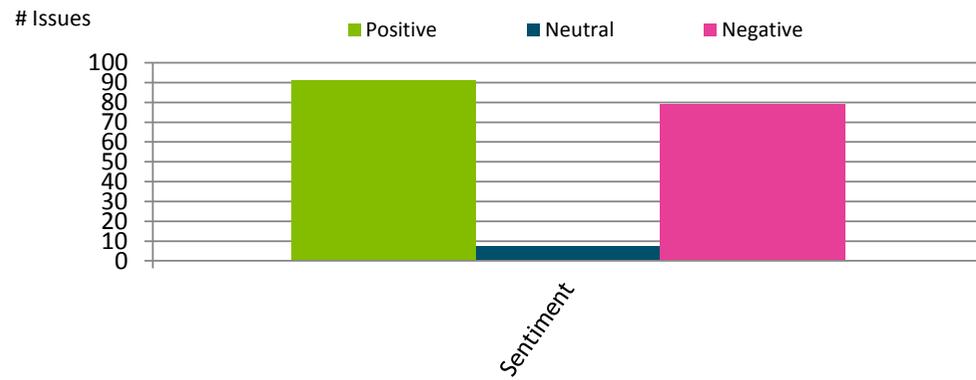


Services receiving the most comments overall

4.6 Service Aspects: Communication



4.6.3 Sentiment



Quarterly benchmark: 8% decline on the previous quarter

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>	94	4	80	178
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	12	0	11	23
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	35	1	50	86
	User Involvement	<i>Involvement of the service user.</i>	100	0	52	152
Systems	Administration	<i>Administrative processes and delivery.</i>	33	3	98	134
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	106	3	158	267
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	3	3
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	19	1	19	39
	Medical Records	<i>Management of medical records.</i>	0	1	7	8
	Medication	<i>Prescription and management of medicines.</i>	20	1	51	72
	Opening Times	<i>Opening times of a service.</i>	4	0	6	10
	Planning	<i>Leadership and general organisation.</i>	6	0	16	22
	Registration	<i>Ability to register for a service.</i>	6	1	16	23
	Support	<i>Levels of support provided.</i>	245	5	201	451
	Telephone	<i>Ability to contact a service by telephone.</i>	24	2	86	112
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	43	2	39	84
	Waiting List	<i>Length of wait while on a list.</i>	52	1	76	129
Values	Choice	<i>General choice.</i>	9	0	16	25
	Cost	<i>General cost.</i>	0	0	7	7
	Language	<i>Language, including terminology.</i>	16	2	10	28
	Nutrition	<i>Provision of sustenance.</i>	2	0	2	4
	Privacy	<i>Privacy, personal space and property.</i>	3	0	9	12
	Quality	<i>General quality of a service, or staff.</i>	315	8	188	511
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	1	1	2
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	1	2

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>	0	0	5	5
	Environment/Layout	<i>Physical environment of a service.</i>	42	4	7	53
	Equipment	<i>General equipment issues.</i>	0	1	1	2
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	5	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	6	15
	Mobility	<i>Physical mobility to, from and within services.</i>	2	1	3	6
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	4	4
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	6	6
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	0	1
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	449	16	249	714
	Complaints	<i>Ability to log and resolve a complaint.</i>	13	2	12	27
	Staff Training	<i>Training of staff.</i>	1	0	20	21
	Staffing Levels	<i>General availability of staff.</i>	0	0	14	14
Total:			1662	60	1537	3259