# The Experience of GP Services: Docklands

A trends analysis report by Healthwatch Newham



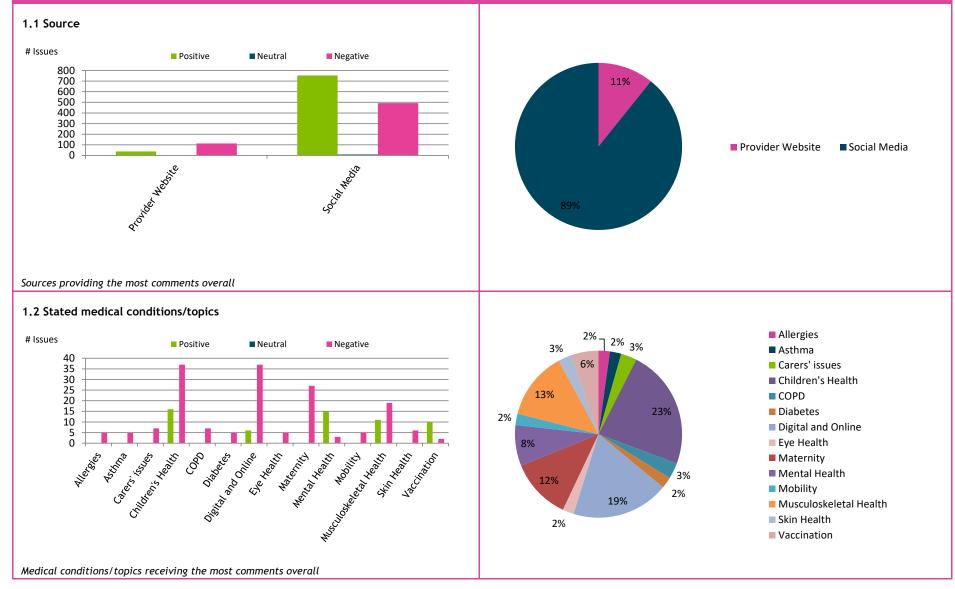
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Qualitative Feedback, 1 April 2024 - 31 March 2025

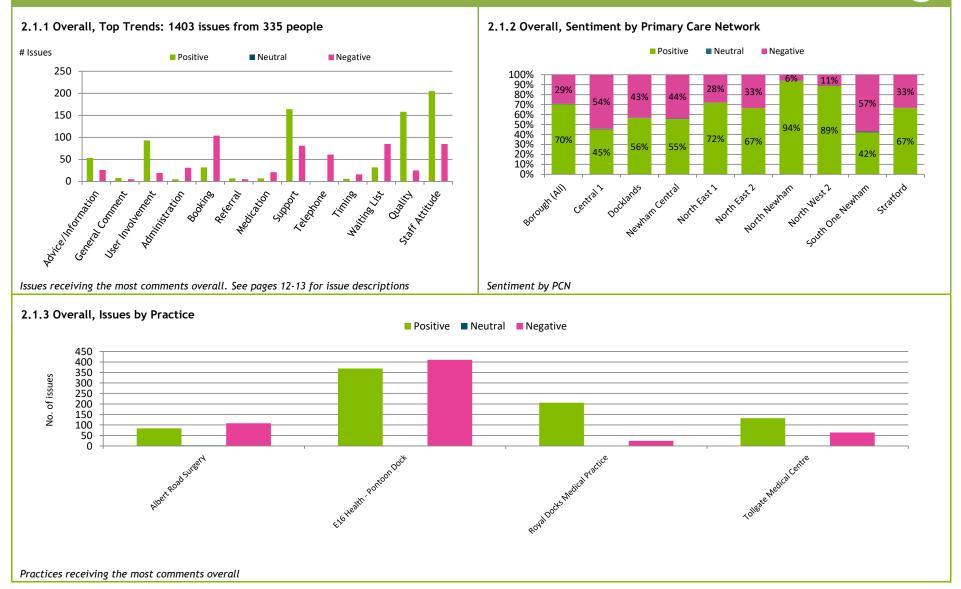


# 1. Data Source and Conditions/Topics





# 2.1 Overall Themes and Sentiment



# 2.2 Service Access

### 2.2.1 Service Access: 314 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 90 100% 90% 80% 80 70 70% 60% 50% 40% 30% 20% 10% 0% 60 50 40 30 20 33% 10 Newhancentral Dockands Central 1 NorthEast 1 North Rent North North North Nest Die New York 0 Borough AM suatord W altinger 800,110,00 Constant of the second of the 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 200 180 160 140 120 100 80 60 40 20 No. of issues Ō Roya Docts Medica Practice Toleste Meetid Cante tio team, portion Dock Abert Road Surgery Practices receiving the most comments overall

# 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 422 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 140 100% 90% 80% 14% 120 100 70% 60% 50% 40% 30% 20% 10% 0% 80 60 85% 74% 68% 40 20 Newhancentral Neticities Harrison 0 Boroughlan Central 1 Dockands suatord Rentral North East 1 North Least 2 North West 2 North One North One North North North North North North North One No Carling and a straight of the Clair Per los Stoods 1 Les Indiana in a second Realis of the second se Croice 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 180 160 140 No. of issues 120 100 80 60 40 20 0 Roya Docts Medica Practice Tollene Medial Centre tis teath, sonoon Dout Albert Road Suffer.

# 2.4 Staff Attitude

## 2.4.1 Staff Attitude: 282 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 120 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 100 80 60 75% 40 20 Newhancentral Dockands 0 BoroughtAll Central 1 suatord Pentral North East 1 North Real and North West 2 North One Newhorn South One Newhorn A Signal in in its is in the interest of the interest o AN Services 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 100 90 80 70 60 50 40 30 20 10 No. of issues Ō Roya Docts Medica Practice Toleste Meetid Contre tie teath portion Dot Albert Road Suffer

Practices receiving the most comments overall

# 2.5 Administration

#### 2.5.1 Administration: 221 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 60 50 40 30 72% 65% 20 51% 46% 10 A Contraction of the second se Newhancentral 0 Boroughlann Central 1 Docklands entral North East 1 North Real and North West 2 Realist suatord and the second s and a second Colores - Colore tealin & Ster -Not of the second secon Way and a start of the start of est color NOON STORY 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 100 90 80 70 60 50 40 30 20 10 No. of issues Ō Roya Docts Medica Practice Tollene Medial Centre tibleath Ponton Dock Albert Road Surgery

Practices receiving the most comments overall

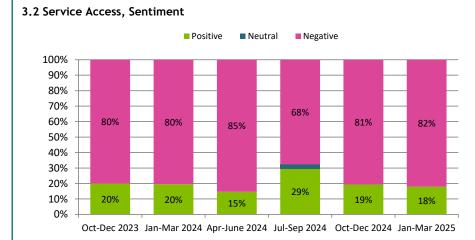
# 2.6 Communication

### 2.6.1 Communication: 81 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 60 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 50 40 30 73 68% 20 10 0 Capelon Contraction Contraction BoroughtAM Central 1 suatord boddends north North East North Least North Newhorn North West 2 Rewhorn Autor Contraction of the second second doi logical de la contraction 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 25 20 No. of issues 15 10 5 0 Roya Docts Medical Produce Toleste Media Lentre tibleath portoor Dock Albert Road Suffer Practices receiving the most comments overall

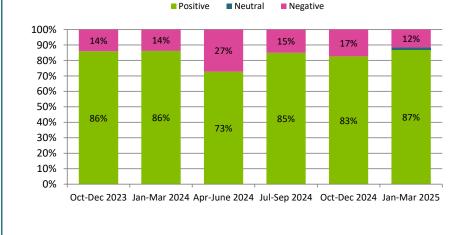
# 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 34% 38% 80% 42% 45% 46% 51% 70% 60% 50% 40% 65% 62% 30% 58% 54% 54% 49% 20% 10% 0% Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025

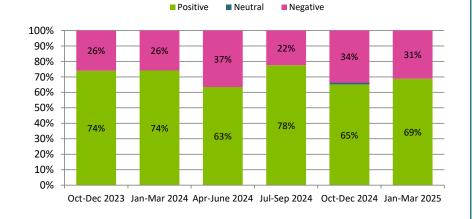
#### 3.1 Overall Sentiment



### 3.3 Treatment and Care, Sentiment

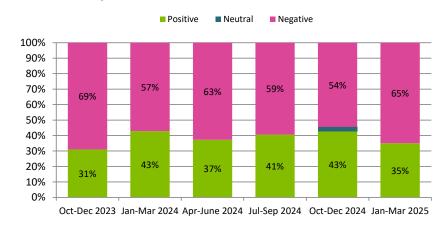


### 3.4 Staff Attitude, Sentiment



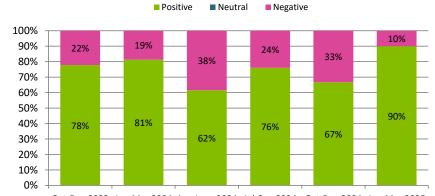
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# 3. Timeline: 18 Month Tracker



### 3.5 Administration, Sentiment



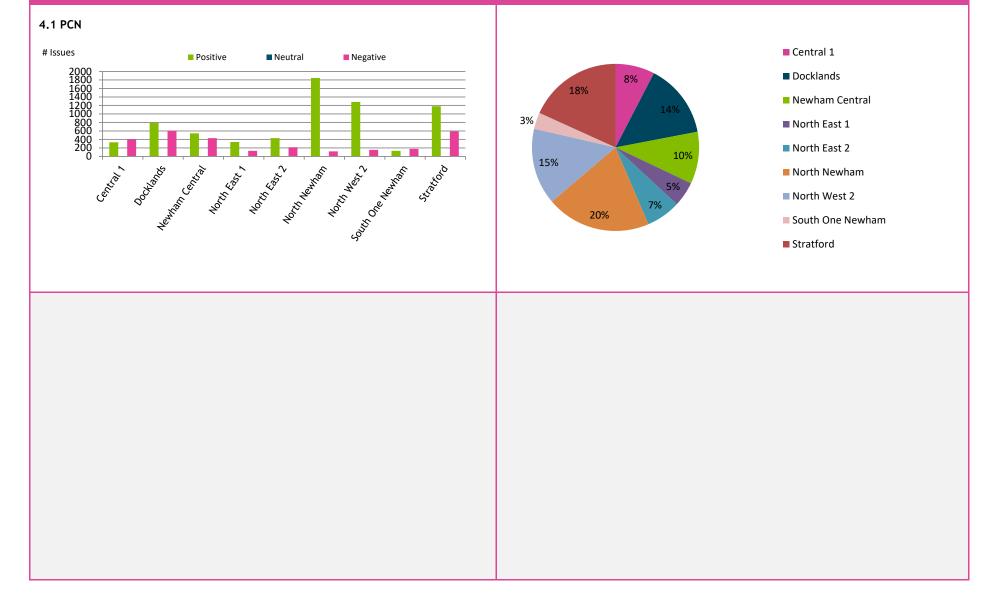


Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025

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# 4. Volume by Primary Care Network





# 5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues				
<i>(</i> <b>0</b>			Positive	Neutral	Negative	Total	
Patients/Carers	Advice/Information	Communication, including access to advice and information.	53	0	26	79	
	Carer Involvement	Involvement of carers, friends or family members.	3	0	1	4	
	General Comment	A generalised statement (ie; "The doctor was good.")	8	0	5	13	
	User Involvement	Involvement of the service user.	93	0	19	112	
Systems	Administration	Administrative processes and delivery.	5	0	31	36	
	Booking	Ability to book, reschedule or cancel appointments.	32	1	104	137	
	Cancellations	Cancellation of appointment by the service provider.	0	0	1	1	
	Data Protection	General data protection (including GDPR).	0	0	0	0	
	Referral	Referral to a service.	7	0	5	12	
	Medical Records	Management of medical records.	0	0	0	0	
	Medication	Prescription and management of medicines.	7	0	21	28	
	Opening Times	Opening times of a service.	1	0	0	1	
	Planning	Leadership and general organisation.	3	0	5	8	
	Registration	Ability to register for a service.	0	0	1	1	
	Support	Levels of support provided.	164	1	81	246	
	Telephone	Ability to contact a service by telephone.	0	0	61	61	
Values	Timing	Physical timing (ie; length of wait at appointments).	6	0	16	22	
	Waiting List	Length of wait while on a list.	32	1	85	118	
	Choice	General choice.	3	0	7	10	
	Cost	General cost.	0	0	4	4	
	Language	Language, including terminology.	1	0	1	2	
	Nutrition	Provision of sustainance.	0	0	0	0	
	Privacy	Privacy, personal space and property.	0	0	0	0	
	Quality	General quality of a service, or staff.	158	1	25	184	
	Sensory	Deaf/blind or other sensory issues.	0	0	0	0	
	Stimulation	General stimulation, including access to activities.	0	0	0	0	

Values

# 5. Data Table: Number of issues

Issue Name	Descriptor	# Issues				
			Positive	Neutral	Negative	Total
Catchment/Distance	Distance to a service (and catchment area for eligability).		3	0	1	4
Environment/Layout	Physical environment of a service.		2	0	1	3
Equipment	General equipment issues.		1	1	0	2
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0
Hygiene	Levels of hygiene and general cleanliness.		4	0	0	4
Mobility	Physical mobility to, from and within services.		0	0	0	0
Travel/Parking	Ability to travel or park.		0	0	1	1
Omission	General omission (ie; transport did not arrive).		0	0	7	7
Security/Conduct	General security of a service, including conduct of staff.		0	0	1	1
Staff Attitude	Attitude, compassion and empathy of staff.		205	1	85	291
Complaints	Ability to log and resolve a complaint.		0	0	3	3
Staff Training	Training of staff.		0	0	6	6
Staffing Levels	General availability of staff.		0	0	2	2
		Total:	791	6	606	1403

# Disclaimer:

Environment

Staff

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