The Experience of GP Services

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



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 2,425 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 70% positive, 29% negative and 1% neutral.

Trends...

According to feedback, overall satisfaction has declined by 3% this quarter.

Claremont Clinic, E7 Health and Upton Lane Medical Centre 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...

Overall satisfaction on service access has not changed this quarter, comments suggest. Complaints are down by 3% on telephone access, while up by 3% on waiting times.

Comments suggest satisfaction at most practices is noticeably negative overall.

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment & nursing care, however user involvement is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are up by 4% on staff attitude, and by 1% on treatment and care.

Church Road Health, Claremont Clinic, E7 Health and Upton Lane Medical Centre receive a notable volume and ratio of positive comments.

Administration and Communication (Pages 9-10)

Many people complain of general administration, and some would like greater levels of support from reception staff, and levels of communication service wide. Repeat prescriptions, test results and staff training are also cited as issues.

Trends...

This quarter, complaints are up by 12% on administration, and by 9% on communication.

Claremont Clinic, E7 Health and Upton Lane Medical Centre receive a notable volume and ratio of positive comments.

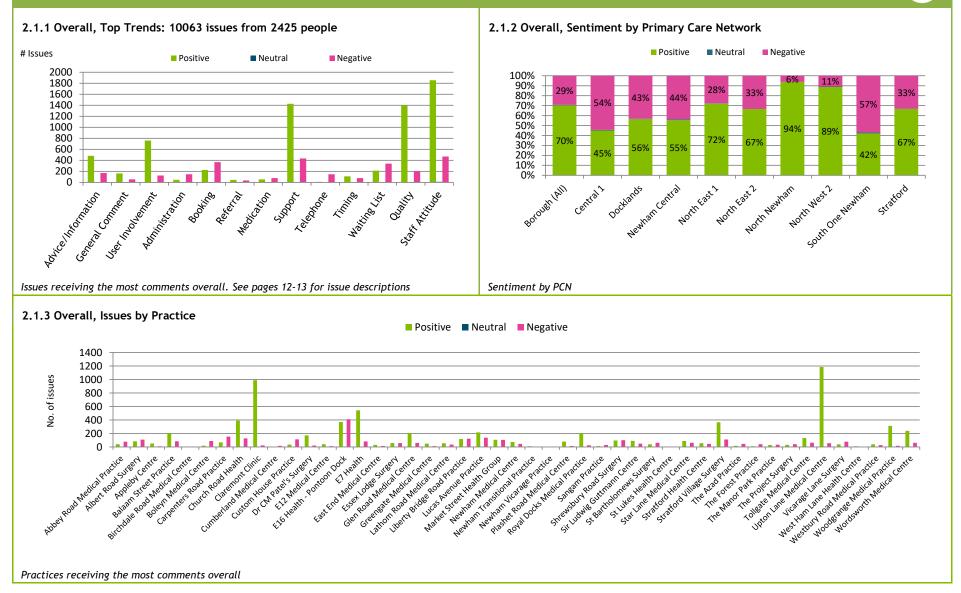
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics



1.1 Source # Issues Negative Positive Neutral 6000 5000 19% 4000 3000 2000 1000 Provider Website Social Media 0 Police, Helsing Solis Maria Sources providing the most comments overall 1.2 Stated medical conditions/topics Arthritis 2% 3% _{2%} # Issues Positive Neutral Negative Asthma _2% 250 Autism 12% 200 Cardiology 150 5% Children's Health 100 Diabetes 5% 24% 50 Digital and Online 0 11% Ear Health/Hearing Washington and the second second or of the second Siles Siles Diright No. Contraction of the second Mental Health Architis Autisin in the second second D'àbateres Welcondit. Stip Health No Criticity Maternity Mental Health 9% Musculoskeletal Health 4% 11% Older People's Health Skin Health 3% Vaccination Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 1323 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 400 100% 90% 350 80% 300 70% 60% 50% 250 200 40% 30% 20% 10% 150 100 50 0% SouthOne Newham Newhancentral NorthEast2 NorthNewhorn 0 Boroughtain Central 1 Docklands NorthEast NorthWest? stratord Concernation -W altige List in our of the second se Le soone 800 july 05 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 No. of issues 140 120 100 80 60 40 20 Super are head a realth eath Sheet Ludwig Batholonew Sugeri tioned porton port Guide Boat aron Chil Noteworth Medical Centre Bichale Page Medical centre cumber and weeker Ubern Bride Bood Produce Property and the state Upon lare Medica Centre Wooden we we deal Practice Nobel Road Medica Produce Bolen Nedleal Centre Carpenter Road Practice Custon House Produce Est End Medical Centre Statod Mills Sugery The Forest Practice The Bang and Date Rold Dors Nedra Protice Dron Patel Surgery Grender Media Centre ues here had Newhorn Tensional Practice the had practice Eset Lobe Syleen Gen Road Medical Centre Batton Road Medical Cantle Nate Steel teath on the steel teath on the steel teath of the steel teacher of tea Newhorn Weddel Centre Tollege wedled centre Westury Road Medica Practice Vicase are superi The Project Surger Algert Road Surger. Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 3750 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 1200 100% 90% 149 1000 80% 80% 70% 60% 50% 40% 30% 20% 10% 800 600 859 400 200 0% South One Newham Newhancentral North Newhart 0 Borough Ann Docklands NorthEast NorthEast2 NorthWest? Central 1 stratford to the second se Main States HUNDON HUNDON Stoody You Control of the second in the second se Croite Colin Tri 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 700 600 No. of issues 500 400 300 200 100 Woode worksworth medica centre Set Lare trained to the set of th 0 Uson D CM PREIS SUREN to team porton not Carpenters Road Practice Contraction Medical Centre Nobel Road Medica Produce The space of the state of the space of the s Herberge Road Medical Cartle church Road Health Wester, Head Wester Pradice Bolen wester Est tra Media Centre Gen Road Medical Centre Greense Mattaicente Newhorn Tension Practice Latton, Road Madical Contre Luce here Pratic Notes Steel health Gout Shewburged Suger S.Bartoonewsugar Upon lare wester ente West-hom and realling the sente Uperv Bride Road Practic Newfort Medical Centr S-Luke Health Centre Albert Road Suffer . Studing Catting Cart The Alad Practic The Project Suffer Tollese Medical Centr Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 2295 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 1200 100% 90% 1000 80% 80% 70% 60% 50% 40% 30% 20% 10% 800 600 400 200 0% South One Newharn Newhancentral 0 Borough Ann Docklands NorthEast NorthEast2 North Newhork NorthWest Central 1 stratord Clinicon, Clinic 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 350 300 No. of issues 250 200 150 100 50 Noode Note worth Netter Protice Centre Stat Jare Stratood Unage States 0 Uston D CM P8 el Sugery the Health Porton Dot Control and Medical Centre aron there have been have been and the start and the start back and the start back and the start and Steween Contract Street Contre Nobel Road Medica Produce Carpentes Road Practice The vare patter atter Church Road Health Herberge Read Medical Centre Westury, real wester Protice Control Medical Control Greense Medical Centre ures here police Newhorn Tensional Practice Bolennedia Centre Glen Road Medical Centre Notes steel health Gout New Man Medical Centre Starthoonewsuger Upon lare wester ente West-ton and real to the total Stuke Health Centre Albert Road Suffer The Alad Practic The Project Suffer Tollese Medical Centr Practices receiving the most comments overall

2.5 Administration



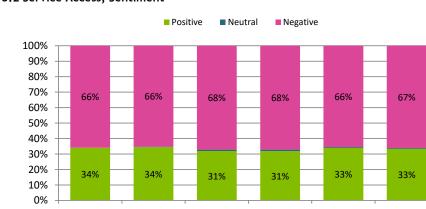
2.6 Communication

2.6.1 Communication: 673 issues detected 2.6.2 Communication, Sentiment by Primary Care Network # Issues Positive Neutral Negative Positive Neutral Negative 600 100% 90% 500 80% 80% 70% 60% 50% 40% 30% 20% 10% 400 300 68% 200 100 0% SouthOne Newham Newhancentral NorthNewhorn 0 BoroughtAll Docklands NorthEast NorthEast2 NorthWest? Central 1 stratord Sector Contraction of the sector of the sect on the second se 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 100 90 80 70 60 50 40 30 20 10 No. of issues Lation the right wave rice training out Steward Charles and State Stat Plester Port Dats Medical Protice Bolennester Post Predice Liston Dr. Ch. Paels Sites 0 tis health portion both Wood Have Nedled Practice wodowoda wedda cante Notes Read Medica Produce Competend Medica Cartle Church Road Health Balan Street Practice tost tra Medical Centre Statod Heattheatthe Herber Pool Medical Centre Glen Road Medical Centre Greenete Methole Price Nethan Medical Contre Newhorn Tensional Pacific 50 APE Weddal Centre Statod Ville Sufferi Upon lare wester centre Westur Road Wester Practice tset Lode Superior Newtron Wasser Patiet Abert Road Suffern The Mand Park Practice the Alad Practic Tolka e Medical Centr the forest practic The Project Suger Practices receiving the most comments overall

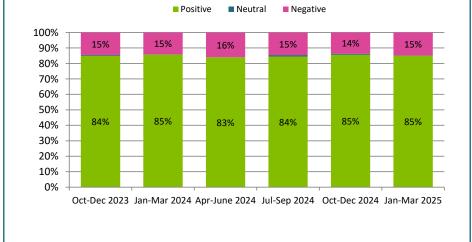
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 29% 29% 30% 30% 30% 33% 80% 70% 60% 50% 40% 71% 69% 70% 70% 70% 67% 30% 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

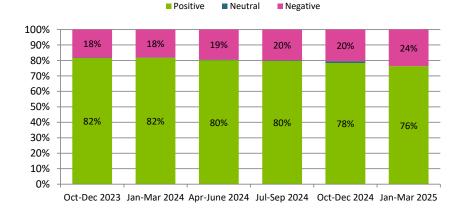


Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025



3.3 Treatment and Care, Sentiment

3.4 Staff Attitude, Sentiment

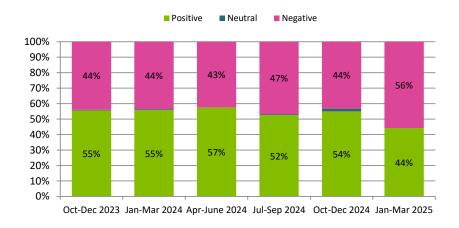


3.2 Service Access, Sentiment

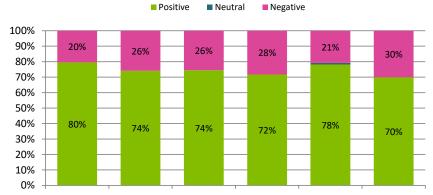
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3. Timeline: 18 Month Tracker

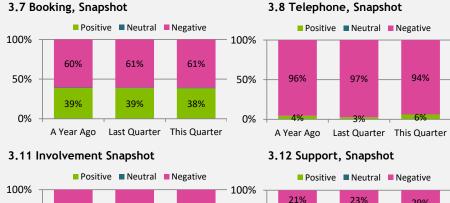
3.5 Administration, Sentiment



3.6 Communication, Sentiment

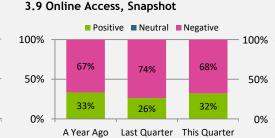


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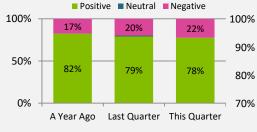


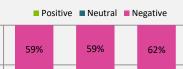






3.13 Staff Attitude, Snapshot





3.10 Waiting List, Snapshot

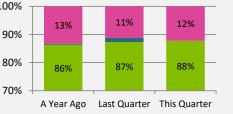
40% A Year Ago Last Quarter This Quarter

38%

3.14 Quality, Snapshot

41%

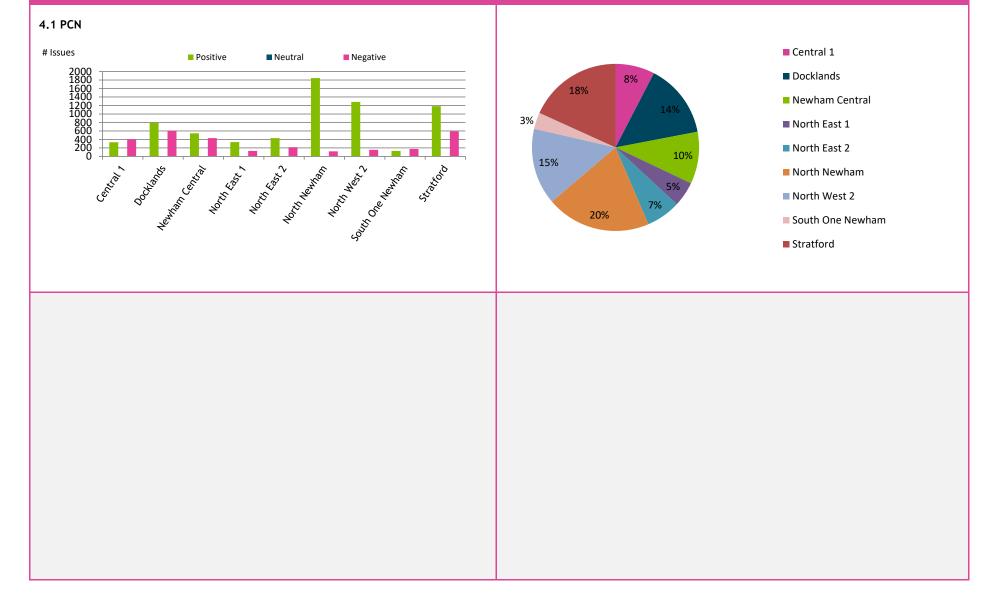
Positive Neutral Negative





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.	484	0	170	654		
Carer Involvement	Involvement of carers, friends or family members.	63	0	7	70		
General Comment	A generalised statement (ie; "The doctor was good.")	163	4	55	222		
User Involvement	Involvement of the service user.	761	1	127	889		
Administration	Administrative processes and delivery.	48	0	148	196		
Booking	Ability to book, reschedule or cancel appointments.	226	6	369	601		
Cancellations	Cancellation of appointment by the service provider.	0	0	18	18		
Data Protection	General data protection (including GDPR).	1	0	3	4		
Referral	Referral to a service.	45	1	35	81		
Medical Records	Management of medical records.	3	0	5	8		
Medication	Prescription and management of medicines.	55	1	79	135		
Opening Times	Opening times of a service.	4	1	5	10		
Planning	Leadership and general organisation.	37	0	16	53		
Registration	Ability to register for a service.	18	0	15	33		
Support	Levels of support provided.	1428	9	437	1874		
Telephone	Ability to contact a service by telephone.	10	0	149	159		
Timing	Physical timing (ie; length of wait at appointments).	112	0	78	190		
Waiting List	Length of wait while on a list.	213	4	342	559		
Choice	General choice.	22	0	37	59		
Cost	General cost.	0	0	13	13		
Language	Language, including terminology.	8	1	8	17		
Nutrition	Provision of sustainance.	1	0	3	4		
Privacy	Privacy, personal space and property.	1	0	6	7		
Quality	General quality of a service, or staff.	1397	9	202	1608		
Sensory	Deaf/blind or other sensory issues.	1	0	1	2		
Stimulation	General stimulation, including access to activities.	3	0	0	3		

Patients/Carers

Systems

Values

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).		16	0	7	23		
Environment/Layout	Physical environment of a service.		46	1	10	57		
Equipment	General equipment issues.		6	1	2	9		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	5	5		
Hygiene	Levels of hygiene and general cleanliness.		30	0	3	33		
Mobility	Physical mobility to, from and within services.		4	1	3	8		
Travel/Parking	Ability to travel or park.		0	0	3	3		
Omission	General omission (ie; transport did not arrive).		1	0	22	23		
Security/Conduct	General security of a service, including conduct of staff.		0	0	12	12		
Staff Attitude	Attitude, compassion and empathy of staff.		1855	11	472	2338		
Complaints	Ability to log and resolve a complaint.		4	0	20	24		
Staff Training	Training of staff.		8	2	42	52		
Staffing Levels	General availability of staff.		0	0	7	7		
		Total:	7074	53	2936	10063		

Community Insight CRM