

# The Experience of GP Services

A trends analysis report by Healthwatch Redbridge



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.

*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 1,824 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)

A broad majority of people receive good quality treatment and nursing care, with good levels of involvement. According to feedback, patients would like greater levels of service and telephone access, and shorter waiting times.

Overall sentiment is 73% positive, 26% negative and 1% neutral.

#### Trends...

*According to feedback, overall satisfaction has declined by 4% this quarter.*

*Aldersbrook Medical Centre, Fulwell Cross Medical Centre and The Willows 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 9%, comments suggest. Complaints are up by 10% on waiting times, by 9% on booking processes, and by 3% on telephone access.*

*Kenwood Medical Centre receives a notable volume and ratio of positive comments.*

## Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment and nursing care, with good levels of involvement. On staff attitude, there is general praise for clinicians, while some criticism of reception staff.

### Trends...

*This quarter, complaints are up by 5% on staff attitude, and by 3% on treatment and care.*

*Aldersbrook Medical Centre, Fulwell Cross Medical Centre and The Willows Practice receive a notable volume and ratio of positive feedback.*

## 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...

*Complaints are up by 15% on administration and by 2% on communication.*

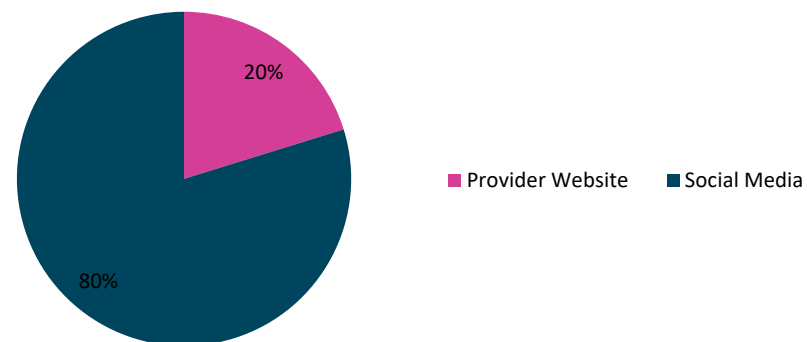
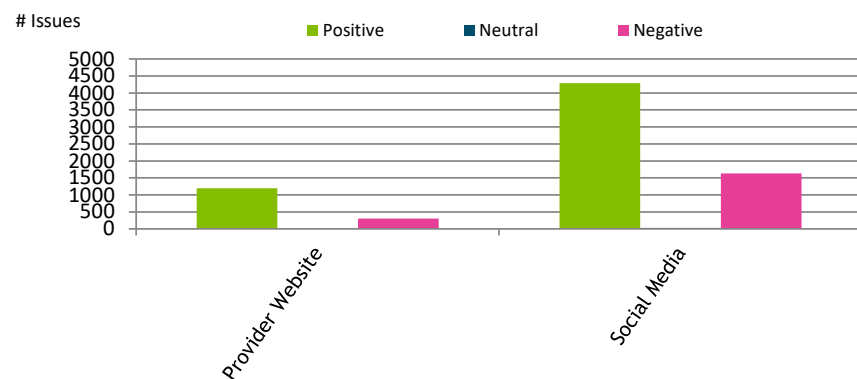
*Aldersbrook Medical Centre and The Willows Practice receive a notable volume and ratio of positive comments.*

**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.



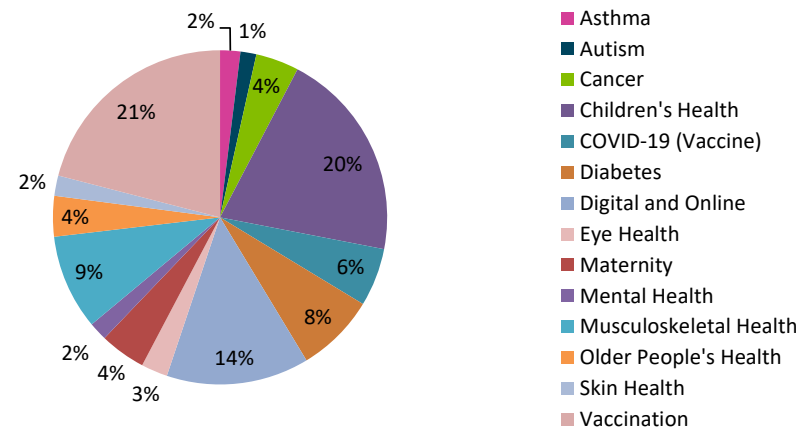
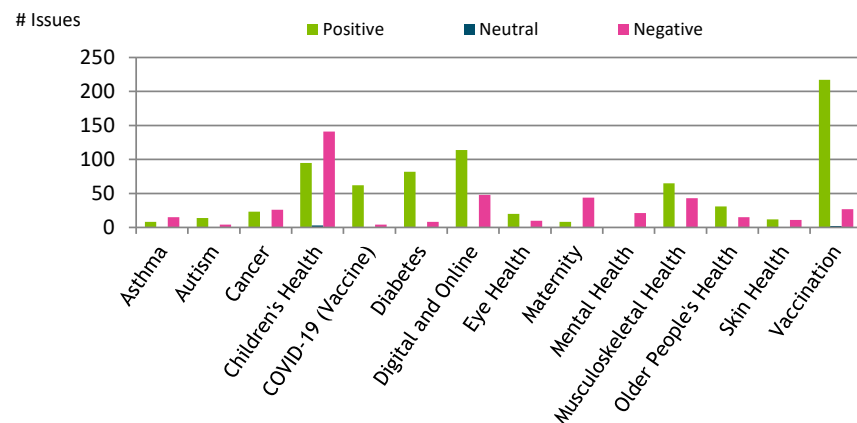
## 1. Data Source and Conditions/Topics

### 1.1 Source



Sources providing the most comments overall

### 1.2 Stated medical conditions/topics

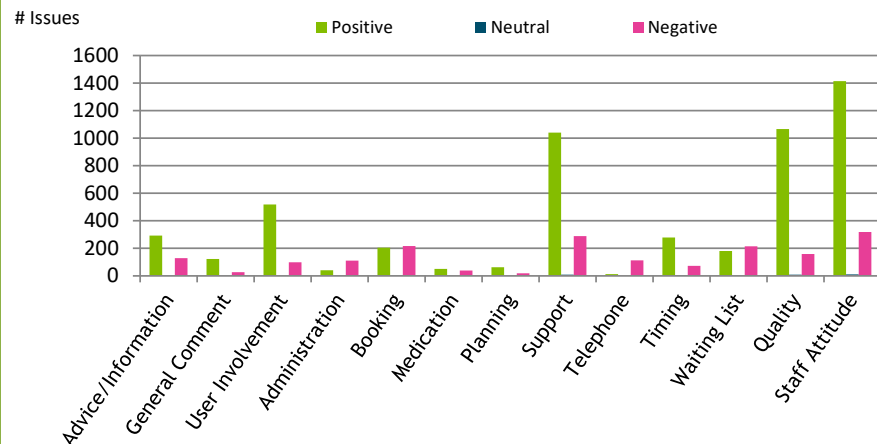


Medical conditions/topics receiving the most comments overall



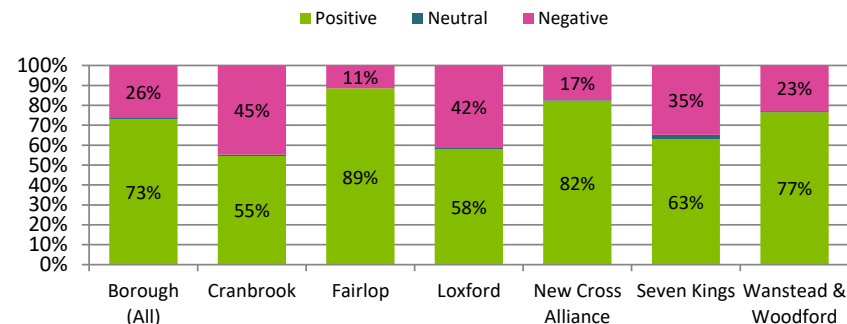
## 2.1 Overall Themes and Sentiment

### 2.1.1 Overall, Top Trends: 7532 issues from 1824 people



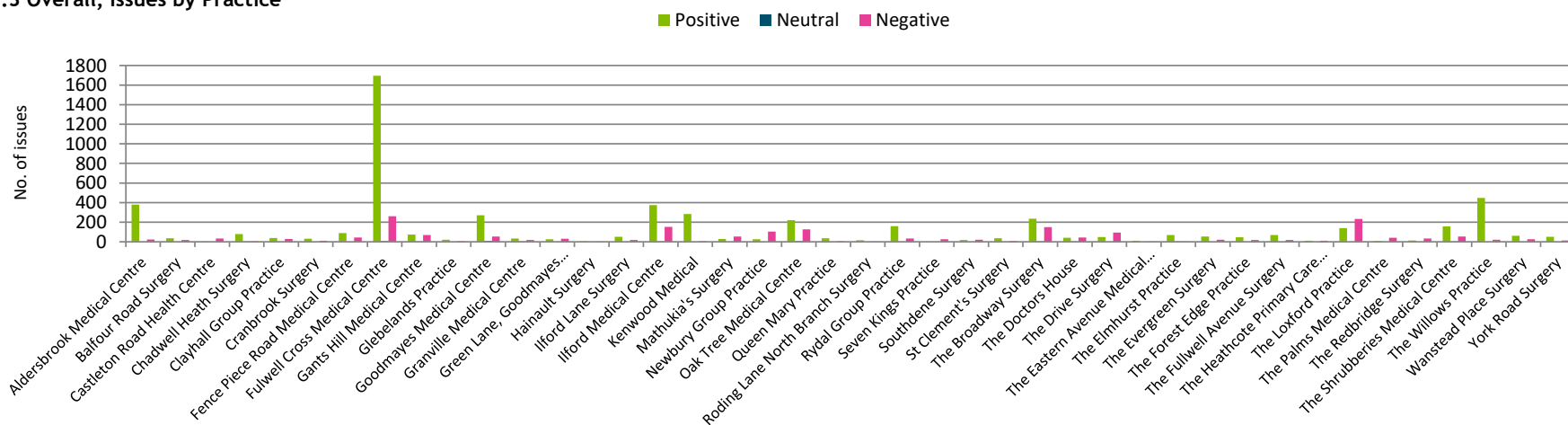
Issues receiving the most comments overall. See pages 14-15 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

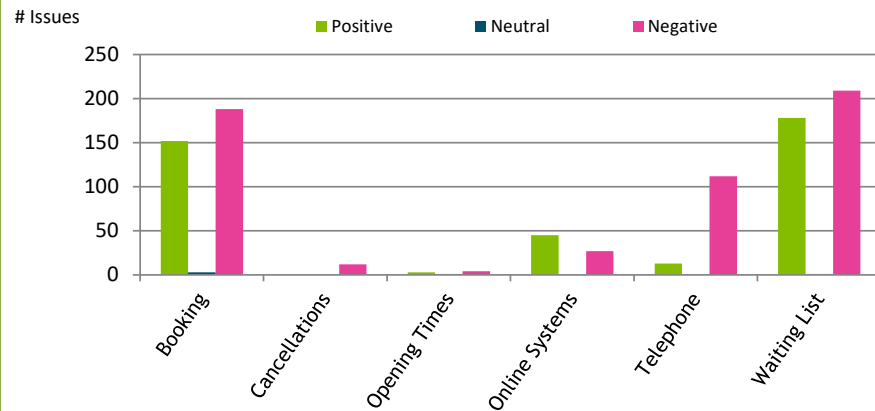


Practices receiving the most comments overall



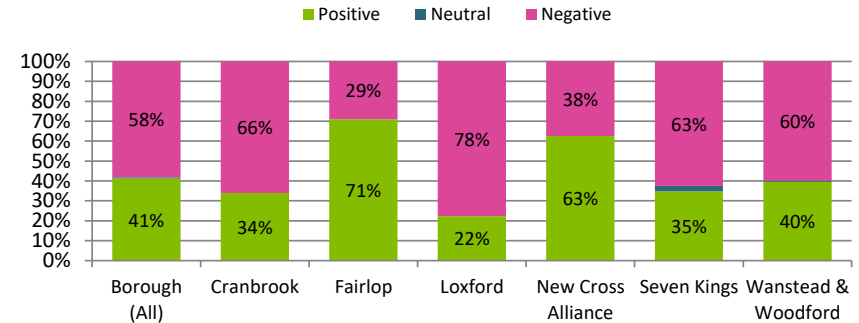
## 2.2 Service Access

### 2.2.1 Service Access: 948 issues detected



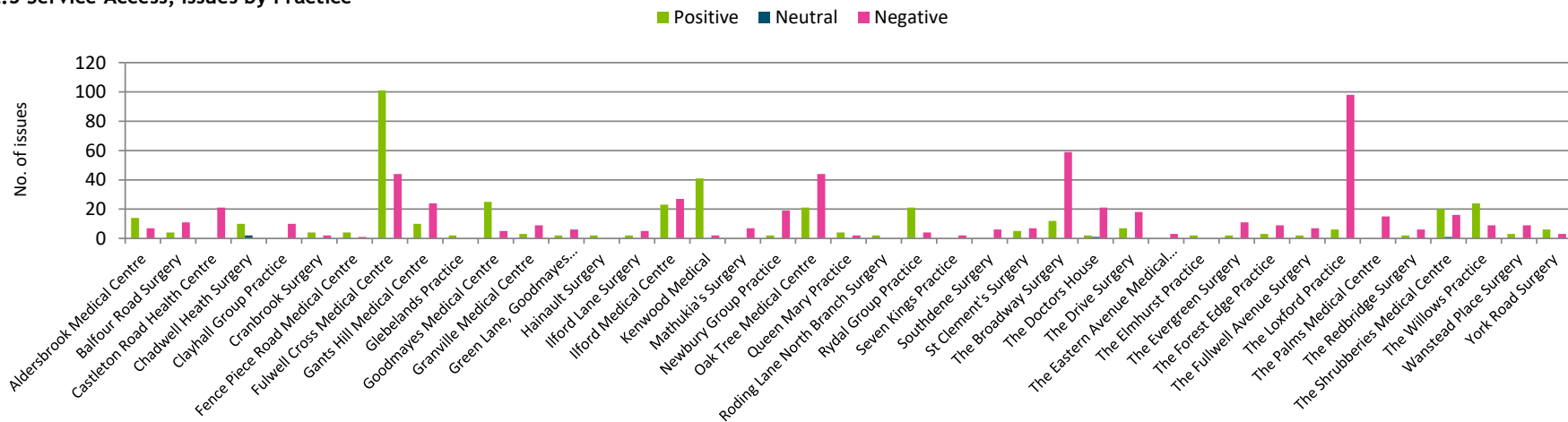
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

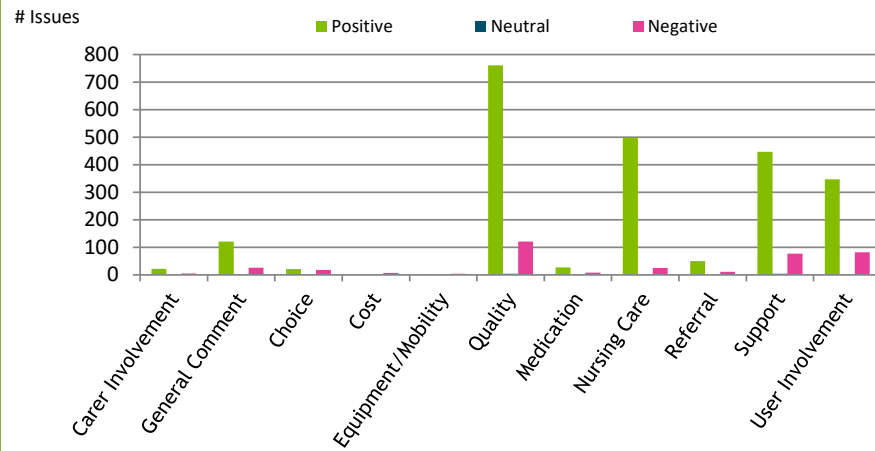


Practices receiving the most comments overall



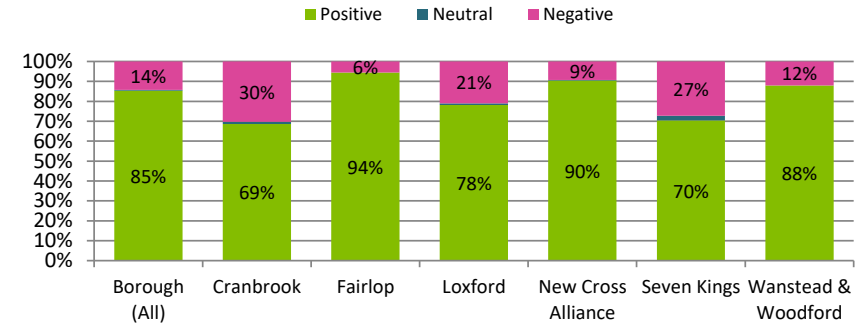
## 2.3 Clinical Treatment and Care

### 2.3.1 Treatment: 2691 issues detected



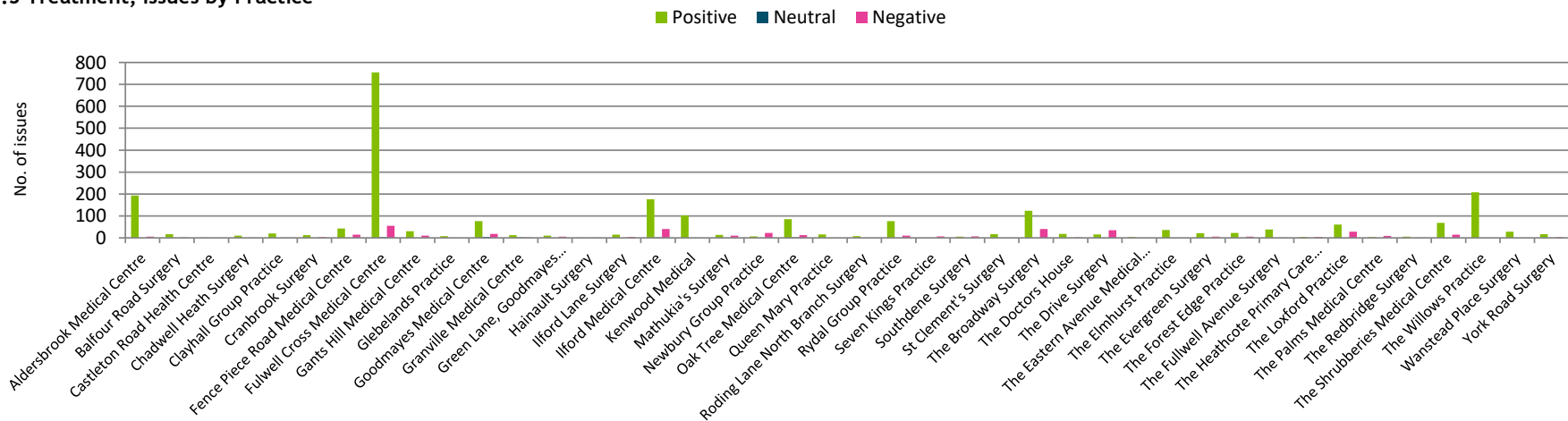
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

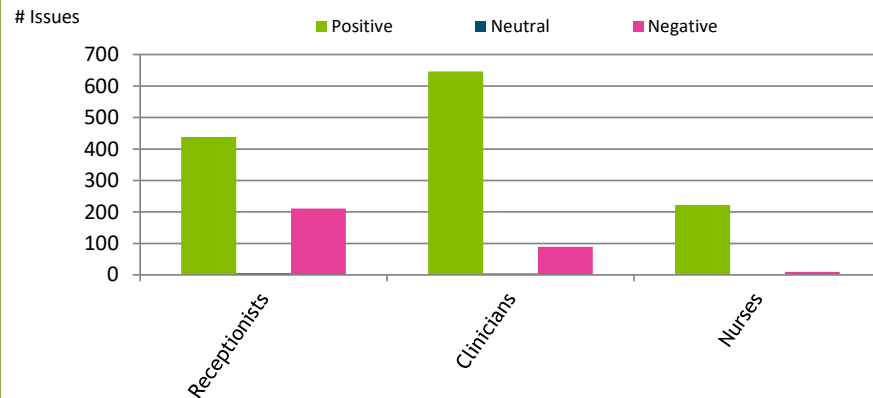


Practices receiving the most comments overall



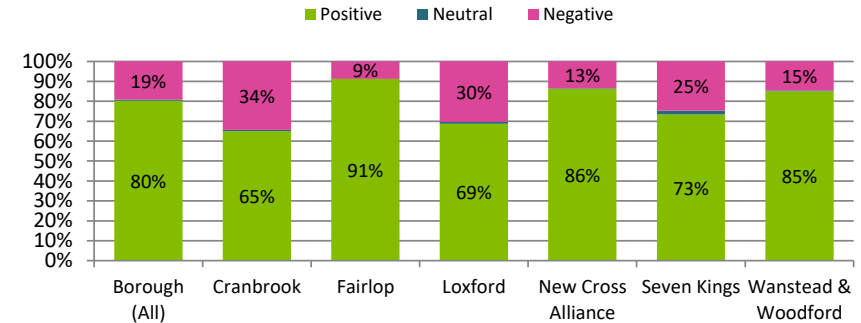
## 2.4 Staff Attitude

### 2.4.1 Staff Attitude: 1626 issues detected



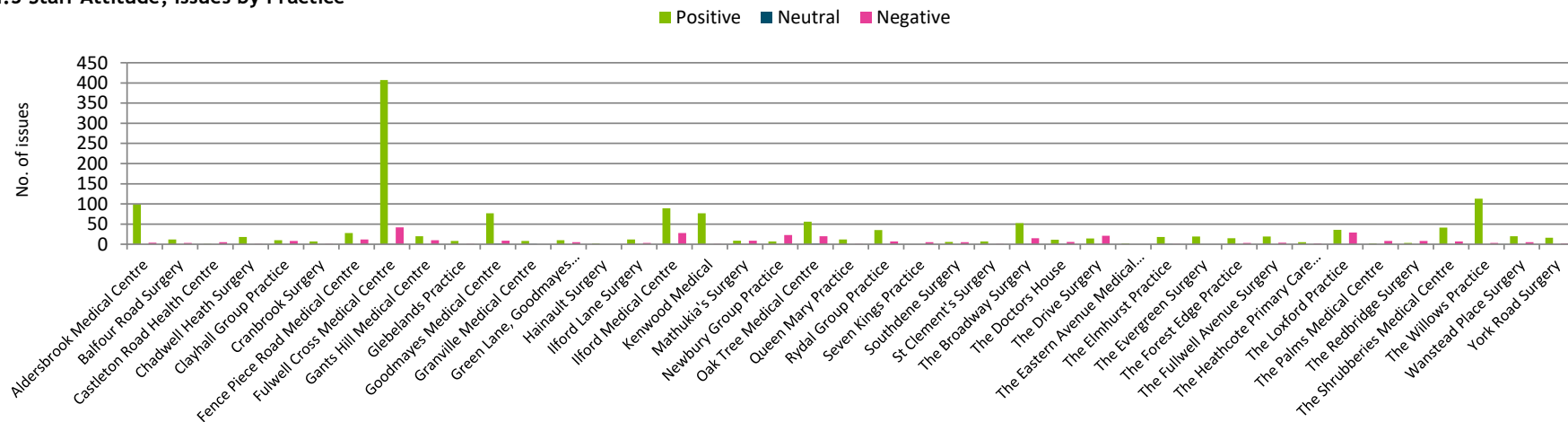
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



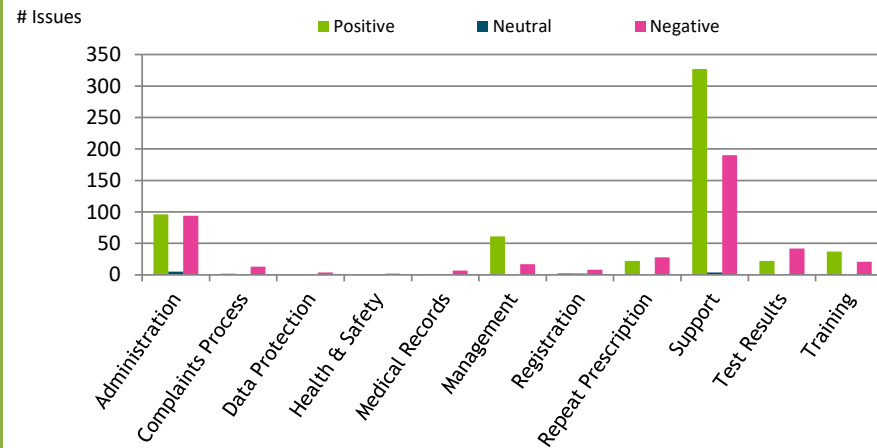
Practices receiving the most comments overall





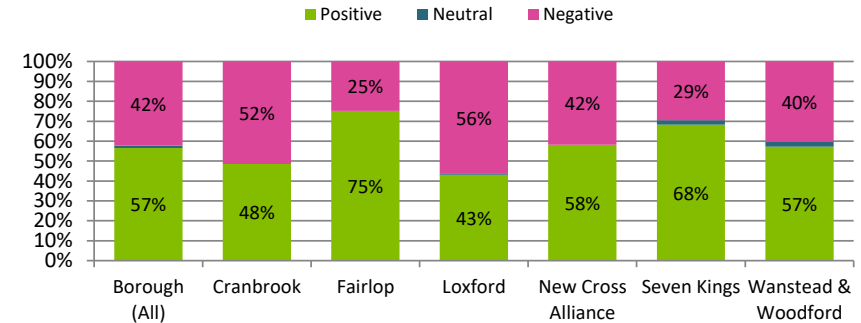
## 2.5 Administration

### 2.5.1 Administration: 1009 issues detected



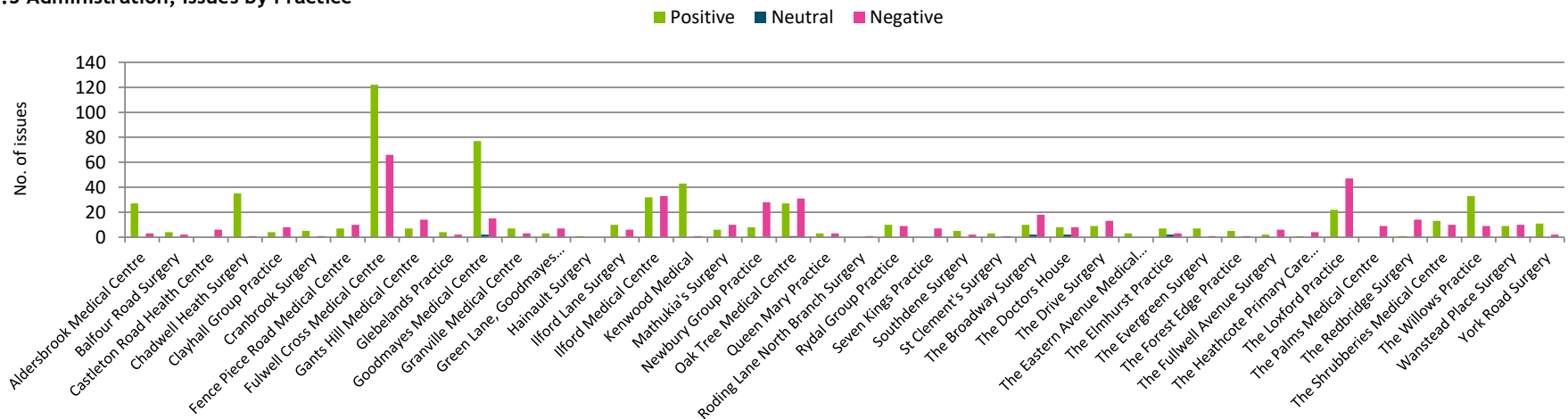
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

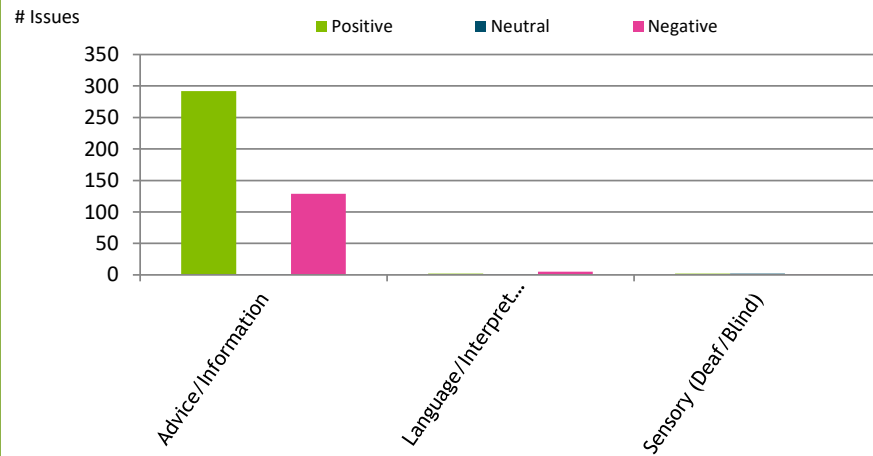


Practices receiving the most comments overall



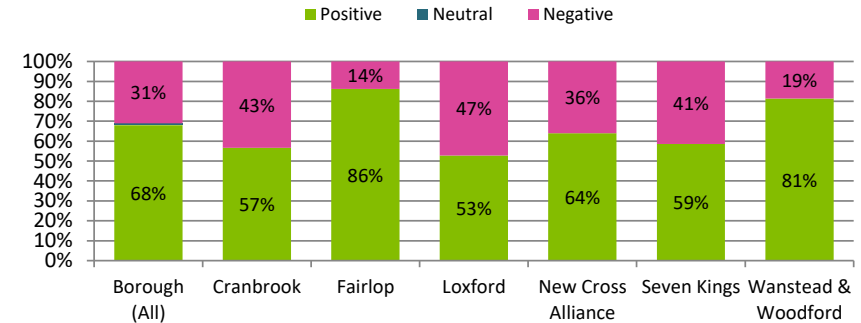
## 2.6 Communication

### 2.6.1 Communication: 435 issues detected



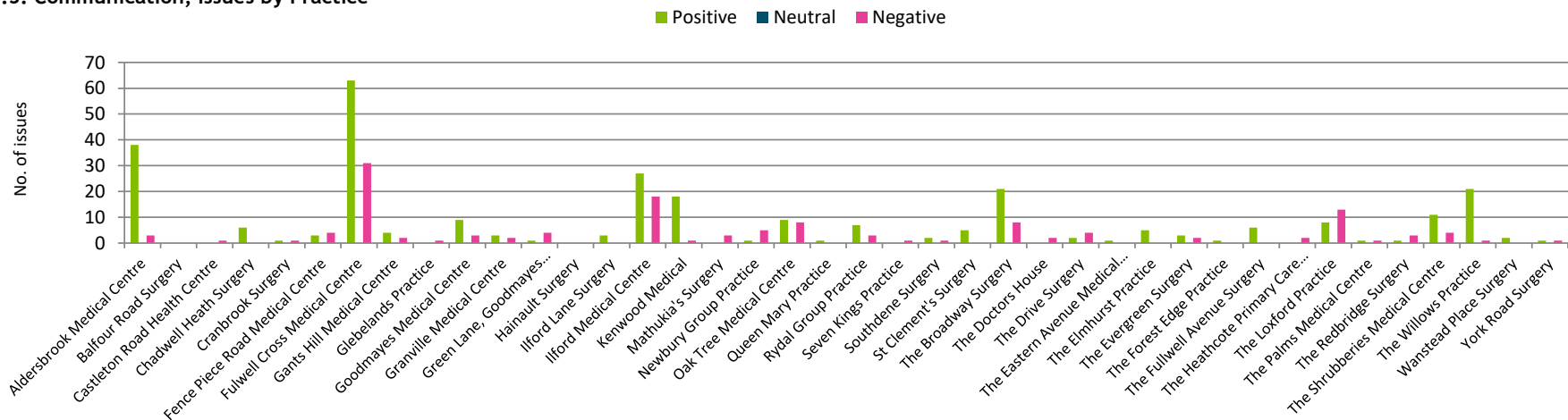
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

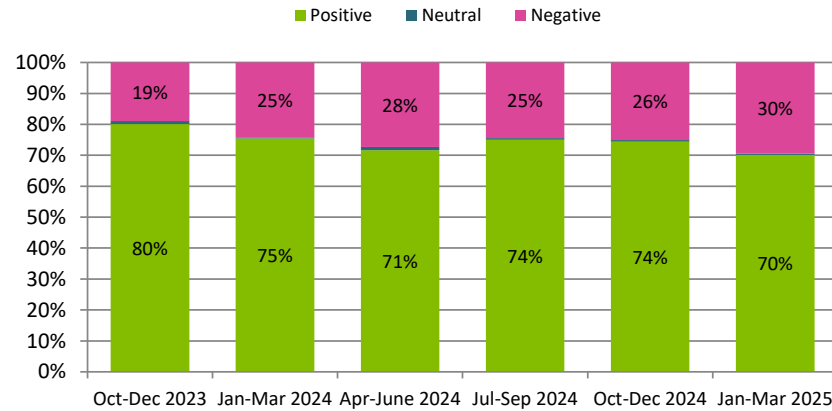


Practices receiving the most comments overall

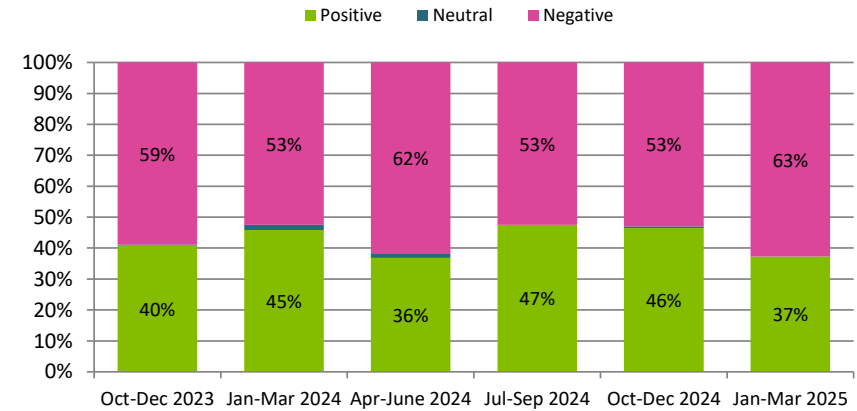


### 3. Timeline: 18 Month Tracker

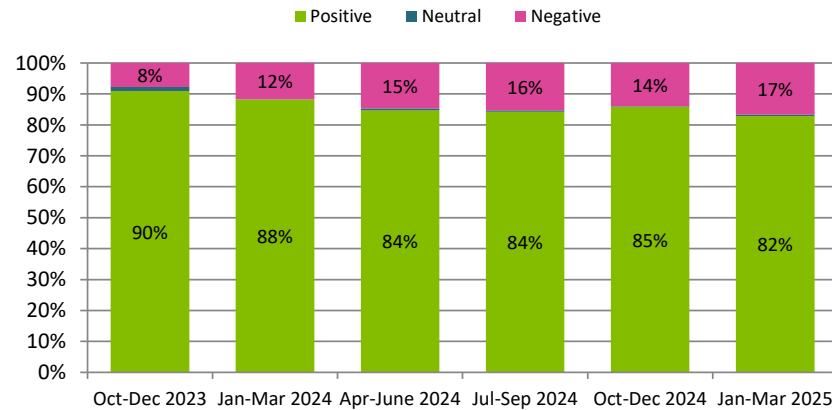
#### 3.1 Overall Sentiment



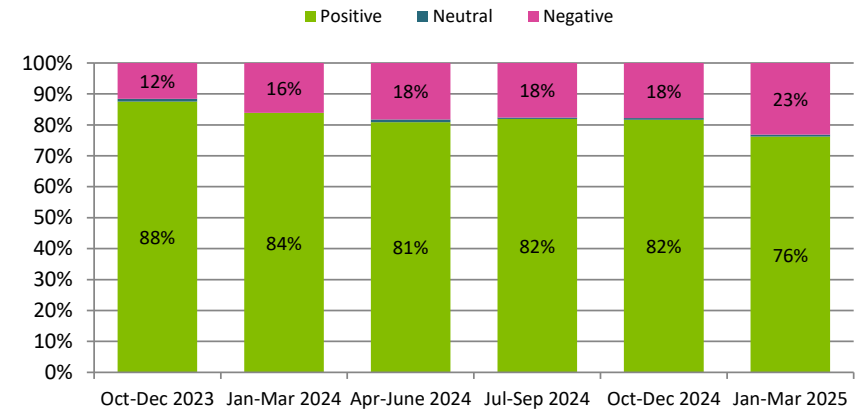
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



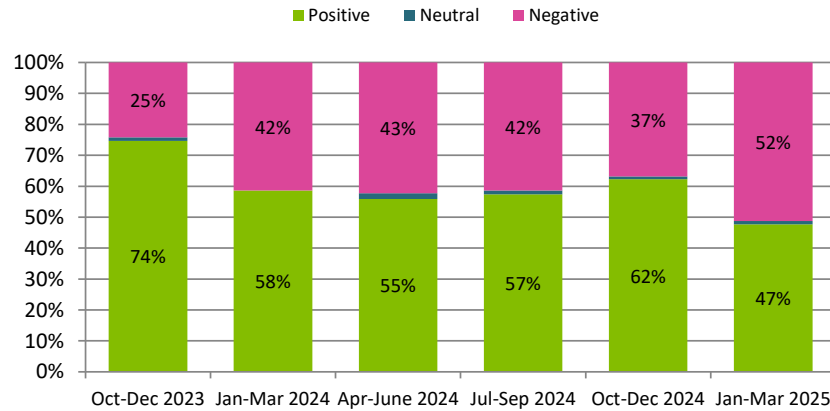
#### 3.4 Staff Attitude, Sentiment



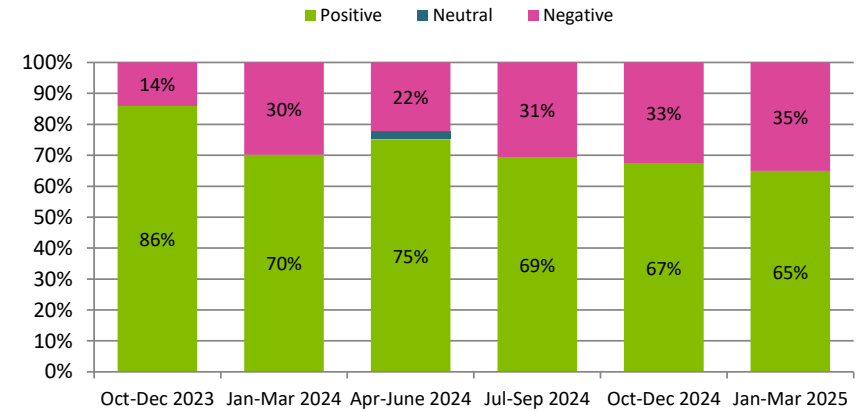


### 3. Timeline: 18 Month Tracker

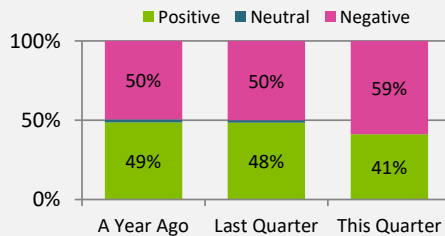
#### 3.5 Administration, Sentiment



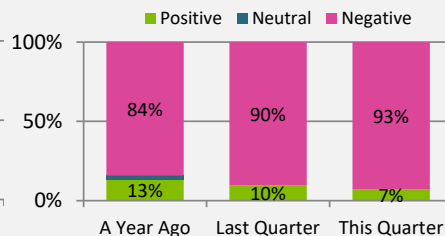
#### 3.6 Communication, Sentiment



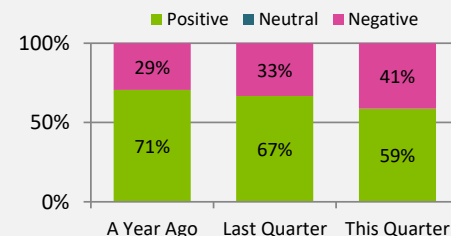
#### 3.7 Booking, Snapshot



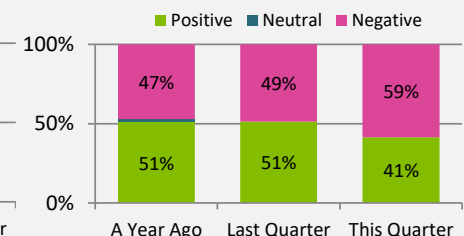
#### 3.8 Telephone, Snapshot



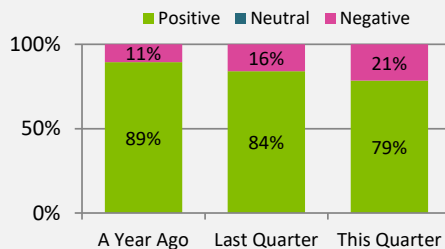
#### 3.9 Online Access, Snapshot



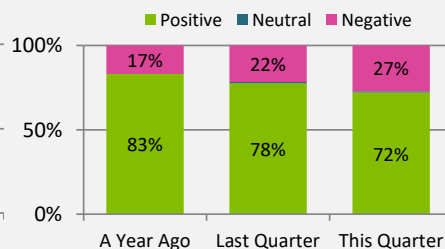
#### 3.10 Waiting List, Snapshot



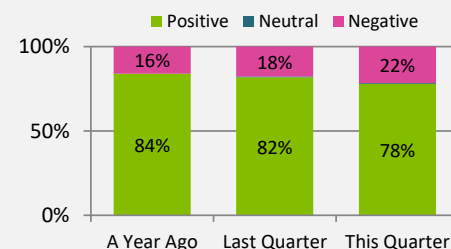
#### 3.11 Involvement Snapshot



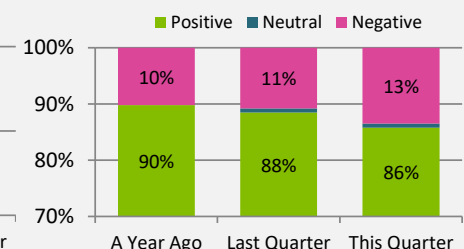
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



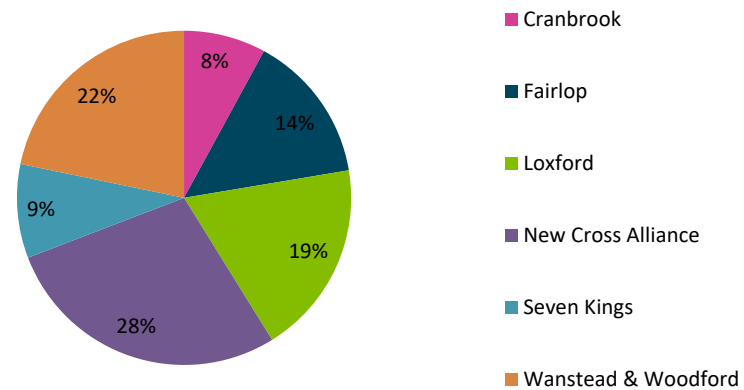
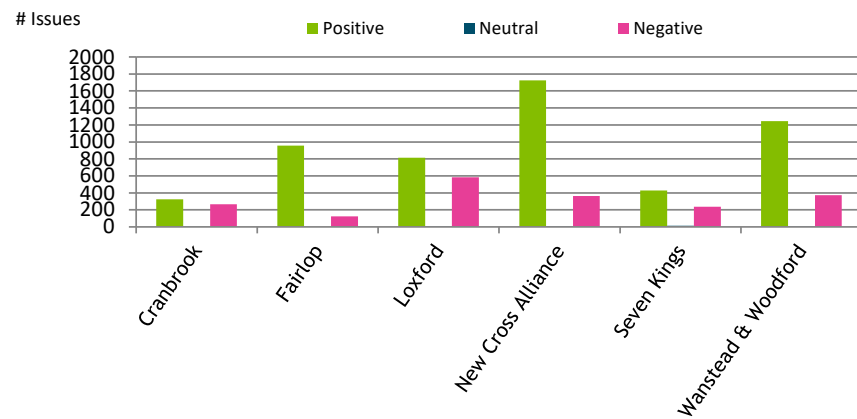
#### 3.14 Quality, Snapshot





## 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	Communication, including access to advice and information.	292	1	129	422
	Carer Involvement	Involvement of carers, friends or family members.	30	0	5	35
	General Comment	A generalised statement (ie; "The doctor was good.")	122	2	27	151
	User Involvement	Involvement of the service user.	519	0	99	618
Systems	Administration	Administrative processes and delivery.	40	2	111	153
	Booking	Ability to book, reschedule or cancel appointments.	204	3	217	424
	Cancellations	Cancellation of appointment by the service provider.	0	0	12	12
	Data Protection	General data protection (including GDPR).	0	0	4	4
	Referral	Referral to a service.	50	0	11	61
	Medical Records	Management of medical records.	1	1	8	10
	Medication	Prescription and management of medicines.	50	0	38	88
	Opening Times	Opening times of a service.	3	1	4	8
	Planning	Leadership and general organisation.	63	0	19	82
	Registration	Ability to register for a service.	3	2	8	13
	Support	Levels of support provided.	1040	9	289	1338
	Telephone	Ability to contact a service by telephone.	13	0	112	125
	Timing	Physical timing (ie; length of wait at appointments).	278	4	72	354
	Waiting List	Length of wait while on a list.	180	1	215	396
Values	Choice	General choice.	21	0	18	39
	Cost	General cost.	1	0	9	10
	Language	Language, including terminology.	3	1	5	9
	Nutrition	Provision of sustenance.	1	0	0	1
	Privacy	Privacy, personal space and property.	1	0	3	4
	Quality	General quality of a service, or staff.	1067	8	158	1233
	Sensory	Deaf/blind or other sensory issues.	2	2	1	5
	Stimulation	General stimulation, including access to activities.	1	1	0	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>	30	2	2	34
	Environment/Layout	<i>Physical environment of a service.</i>	17	0	9	26
	Equipment	<i>General equipment issues.</i>	2	1	3	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	3	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	7	0	4	11
	Mobility	<i>Physical mobility to, from and within services.</i>	2	0	4	6
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	0	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	20	20
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	6	6
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1414	10	318	1742
	Complaints	<i>Ability to log and resolve a complaint.</i>	2	0	13	15
	Staff Training	<i>Training of staff.</i>	37	0	21	58
	Staffing Levels	<i>General availability of staff.</i>	0	0	5	5
Total:			5499	51	1982	7532