The Experience of GP Services

A trends analysis report by Healthwatch Redbridge

Community*Insight*

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 July 2024 - 30 June 2025

healthwatch
Redbridge

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 1,872 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 75% positive and 25% negative.

> Trends...
>
> *According to feedback, overall satisfaction has improved by 9% this quarter.*
>
> *Fulwell Cross Medical Centre, Goodmayes 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 improved by 11%, comments suggest. Complaints are down by 12% on waiting times, by 11% on telephone access and by 10% on ability to book appointments.*
>
> *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 down by 8% on staff attitude, and by 6% on treatment and care.*
>
> *Fulwell Cross Medical Centre, Goodmayes Medical Centre, Kenwood Medical and The Willows Practice 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...
>
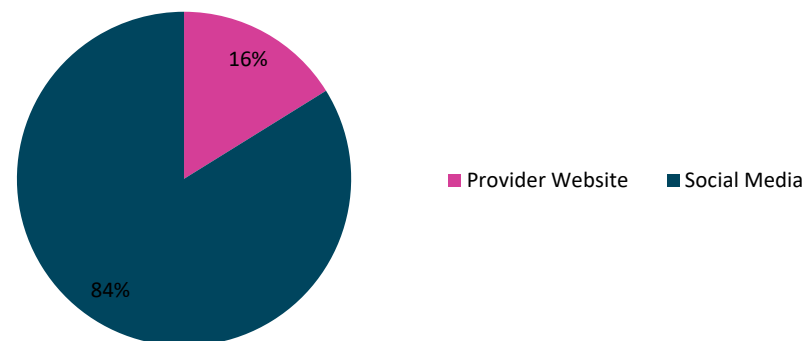> *Complaints are down by 8% on communication and administration.*
>
> *Fullwell Cross Medical Centre and The Willows Practice receive a notable volume and ratio of positive comments.*

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

Issues

Legend: Positive, Neutral, Negative

Bar chart showing Provider Website and Social Media

Pie chart:
- Provider Website: 16%
- Social Media: 84%
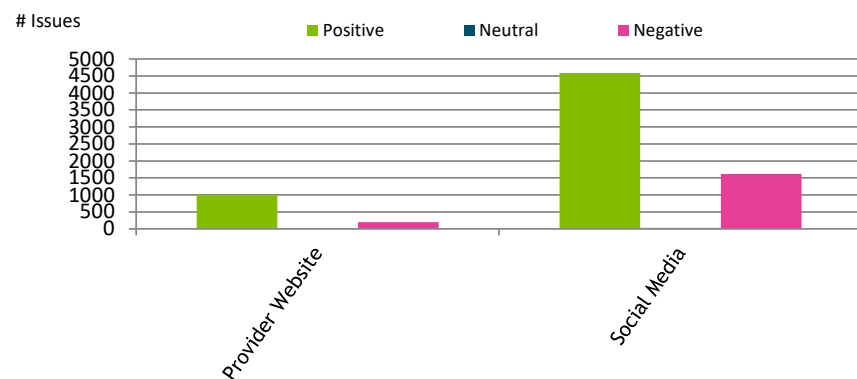
Sources providing the most comments overall

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart showing: Asthma, Autism, Cancer, Children's Health, COVID-19 (Vaccine), Diabetes, Diet and Nutrition, Digital and Online, Eye Health, Maternity, Musculoskeletal Health, Older People's Health, Sexual Health, Vaccination

Pie chart:
- Asthma: 2%
- Autism: 2%
- Cancer: 3%
- Children's Health: 16%
- COVID-19 (Vaccine): 5%
- Diabetes: 8%
- Diet and Nutrition: 2%
- Digital and Online: 12%
- Eye Health: 3%
- Maternity: 4%
- Musculoskeletal Health: 13%
- Older People's Health: 6%
- Sexual Health: 2%
- Vaccination: 22%

Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 7509 issues from 1872 people

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Planning, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

y-axis: # Issues (0–1600)

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

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	75%	25%
Cranbrook	54%	46%
Fairlop	88%	12%
Loxford	56%	44%
New Cross Alliance	84%	16%
Seven Kings	65%	34%
Wanstead & Woodford	76%	24%

Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

y-axis: No. of issues (0–2500)

Practices (x-axis): Aldersbrook Medical Centre, Balfour Road Surgery, Castleton Road Health Centre, Chadwell Heath Surgery, Clayhall Group Practice, Cranbrook Surgery, Fence Piece Road Medical Centre, Fulwell Cross Medical Centre, Gants Hill Medical Centre, Glebelands Practice, Goodmayes Medical Centre, Granville Medical Centre, 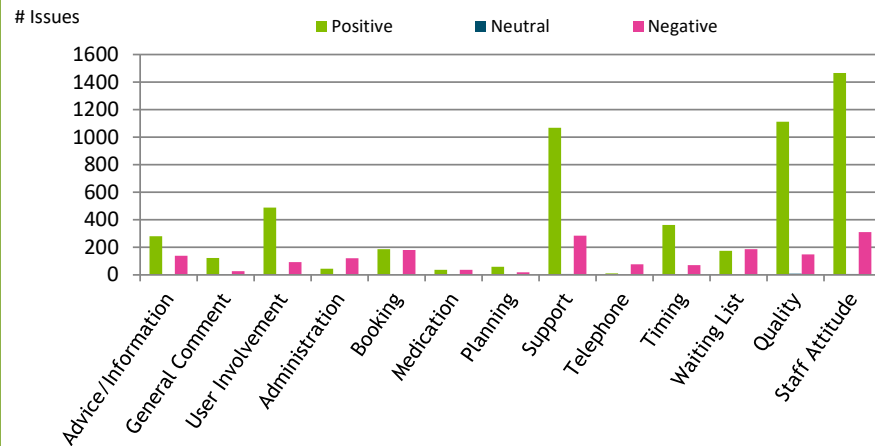Green Lane, Goodmayes..., Hainault Surgery, Ilford Lane Surgery, Ilford Medical Centre, Kenwood Medical, Mathukia's Surgery, Newbury Group Practice, Oak Tree Medical Centre, Queen Mary Practice, Roding Lane North Branch Surgery, Rydal Group Practice, Seven Kings Practice, Southdene Surgery, St Clement's Surgery, The Broadway Surgery, The Doctors House, The Drive Surgery, The Eastern Avenue Medical..., The Elmhurst Practice, The Evergreen Surgery, The Forest Edge Practice, The Fullwell Avenue Surgery, The Heathcote Primary Care..., The Loxford Practice, The Palms Medical Centre, The Redbridge Surgery, The Shrubberies Medical Centre, The Willows Practice, Wanstead Place Surgery, York Road Surgery

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 811 issues detected

Issues

Legend: Positive, Neutral, Negative

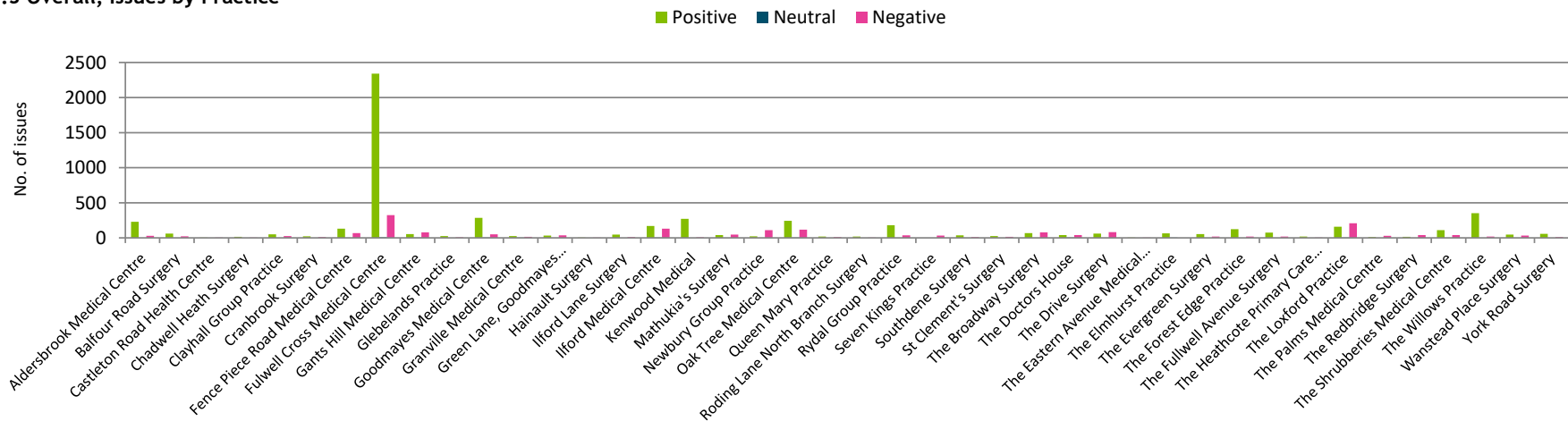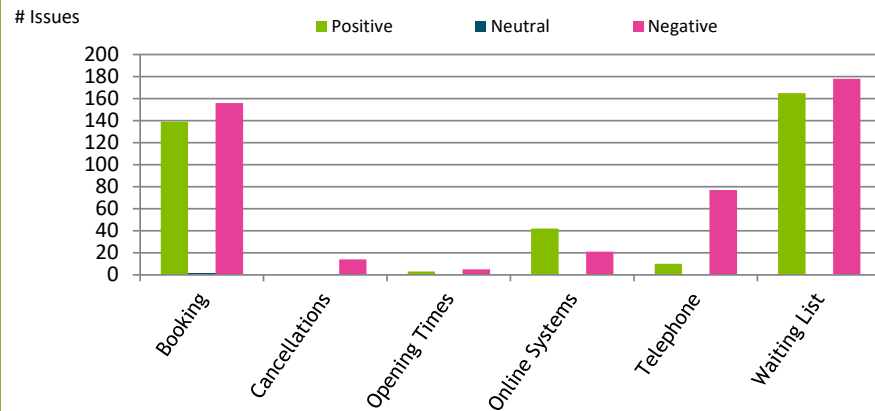Categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List

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

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	44%	56%
Cranbrook	33%	67%
Fairlop	75%	25%
Loxford	19%	81%
New Cross Alliance	67%	33%
Seven Kings	37%	61%
Wanstead & Woodford	42%	58%
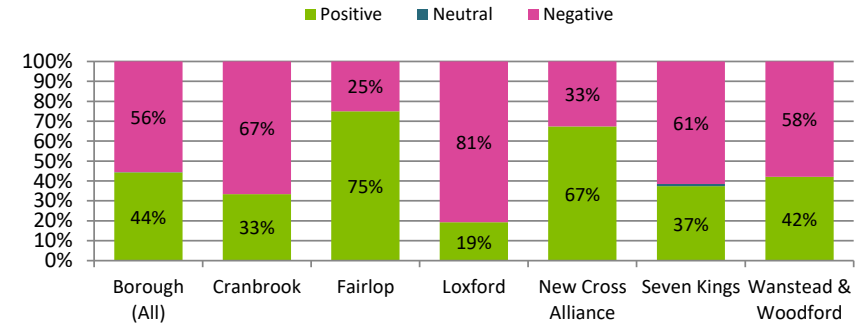
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Aldersbrook Medical Centre, Balfour Road Surgery, Castleton Road Health Centre, Chadwell Heath Surgery, Clayhall Group Practice, Cranbrook Surgery, Fence Piece Road Medical Centre, Fulwell Cross Medical Centre, Gants Hill Medical Centre, Glebelands Practice, Goodmayes Medical Centre, Granville Medical Centre, Green Lane, Goodmayes..., Hainault Surgery, Ilford Lane Surgery, Ilford Medical Centre, Kenwood Medical, Mathukia's Surgery, Newbury Group Practice, Oak Tree Medical Centre, Queen Mary Practice, Roding Lane North Branch Surgery, Rydal Group Practice, Seven Kings Practice, Southdene Surgery, St Clement's Surgery, The Broadway Surgery, The Doctors House, The Drive Surgery, The Eastern Avenue Medical..., The Elmhurst Practice, The Evergreen Surgery, The Forest Edge Practice, The Fullwell Avenue Surgery, The Loxford Practice, The Palms Medical Centre, The Redbridge Surgery, The Shrubberies Medical Centre, The Willows Practice, Wanstead Place Surgery, York Road Surgery

Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 2681 issues detected

Issues

Legend: Positive, Neutral, Negative

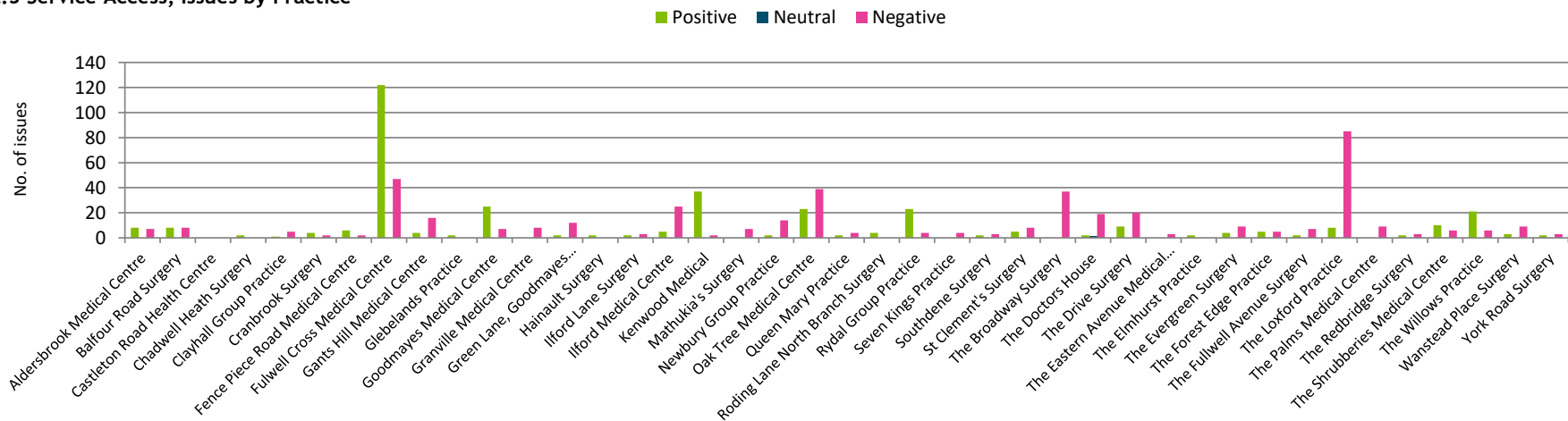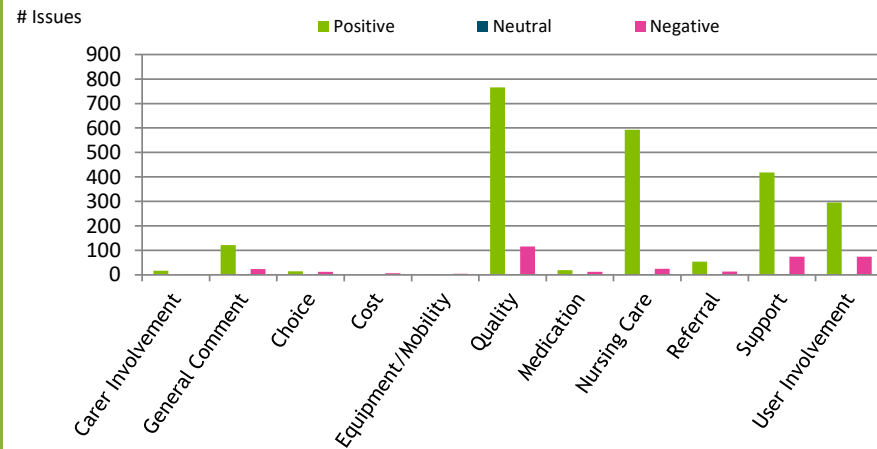Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement

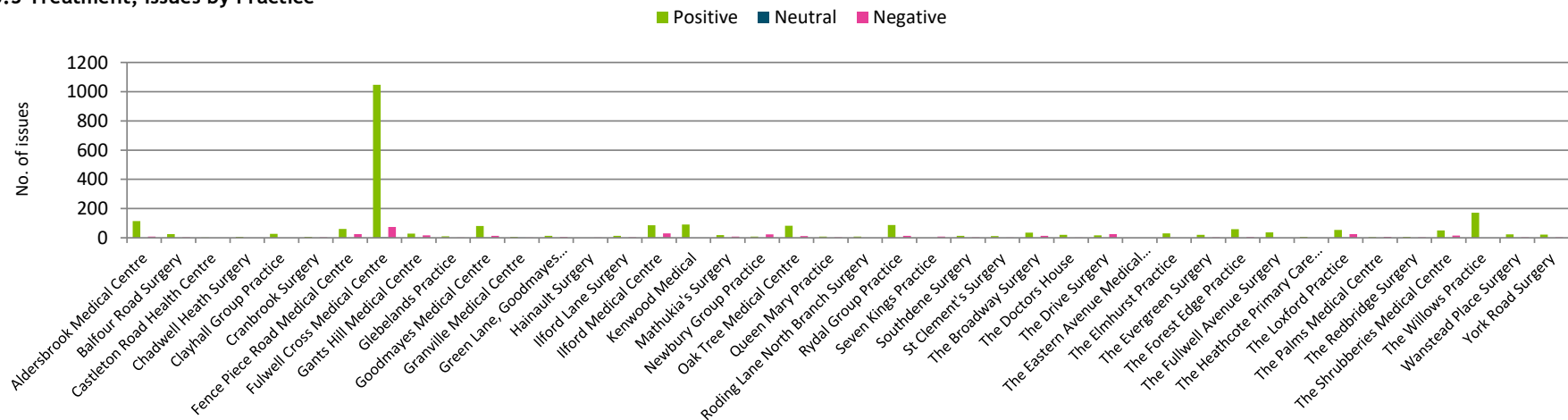*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	86%	14%
Cranbrook	68%	31%
Fairlop	93%	7%
Loxford	76%	24%
New Cross Alliance	91%	8%
Seven Kings	76%	23%
Wanstead & Woodford	87%	13%

Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Aldersbrook Medical Centre, Balfour Road Surgery, Castleton Road Health Centre, Chadwell Heath Surgery, Clayhall Group Practice, Cranbrook Surgery, Fence Piece Road Medical Centre, Fulwell Cross Medical Centre, Gants Hill Medical Centre, Glebelands Practice, Goodmayes Medical Centre, Granville Medical Centre, Green Lane, Goodmayes..., Hainault Surgery, Ilford Lane Surgery, Ilford Medical Centre, Kenwood Medical, Mathukia's Surgery, Newbury Group Practice, Oak Tree Medical Centre, Queen Mary Practice, Roding Lane North Branch Surgery, Rydal Group Practice, Seven Kings Practice, Southdene Surgery, St Clement's Surgery, The Broadway Surgery, The Doctors House, The Drive Surgery, The Eastern Avenue Medical..., The Elmhurst Practice, The Evergreen Surgery, The Forest Edge Practice, The Fullwell Avenue Surgery, The Heathcote Primary Care..., The Loxford Practice, The Palms Medical Centre, The Redbridge Surgery, The Shrubberies Medical Centre, The Willows Practice, Wanstead Place Surgery, York Road Surgery
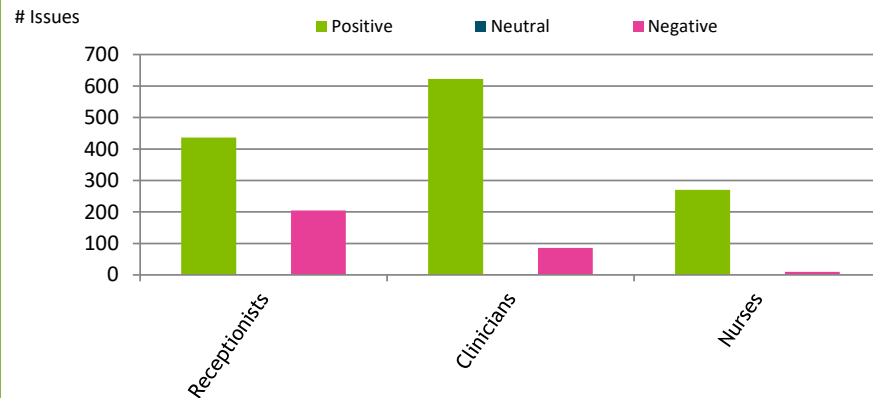
Practices receiving the most comments overall

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2.4 Staff Attitude

2.4.1 Staff Attitude: 1637 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Receptionists, Clinicians, Nurses
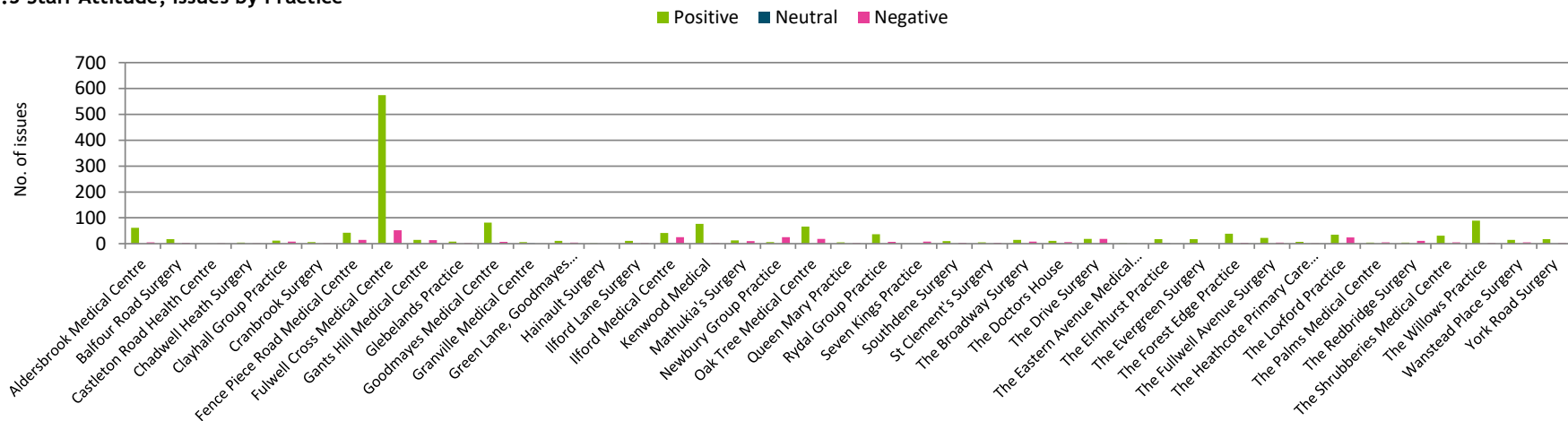
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Borough (All)	Cranbrook	Fairlop	Loxford	New Cross Alliance	Seven Kings	Wanstead & Woodford
Negative	18%	37%	9%	32%	12%	22%	16%
Positive	81%	62%	91%	67%	88%	77%	83%
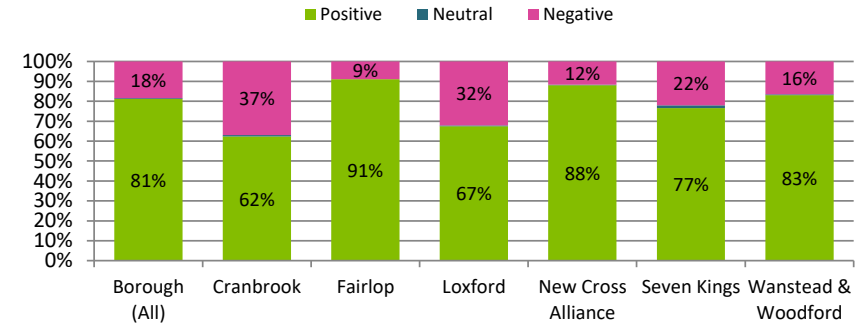
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Aldersbrook Medical Centre, Balfour Road Surgery, Castleton Road Health Centre, Chadwell Heath Surgery, Clayhall Group Practice, Cranbrook Surgery, Fence Piece Road Medical Centre, Fulwell Cross Medical Centre, Gants Hill Medical Centre, Glebelands Practice, Goodmayes Medical Centre, Granville Medical Centre, Green Lane, Goodmayes..., Hainault Surgery, Ilford Lane Surgery, Ilford Medical Centre, Kenwood Medical, Mathukia's Surgery, Newbury Group Practice, Oak Tree Medical Centre, Queen Mary Practice, Rydal Group Practice, Seven Kings Practice, Southdene Surgery, St Clement's Surgery, The Broadway Surgery, The Doctors House, The Drive Surgery, The Eastern Avenue Medical..., The Elmhurst Practice, The Evergreen Surgery, The Forest Edge Practice, The Fullwell Avenue Surgery, The Heathcote Primary Care..., The Loxford Practice, The Palms Medical Centre, The Redbridge Surgery, The Shrubberies Medical Centre, The Willows Practice, Wanstead Place Surgery, York Road Surgery
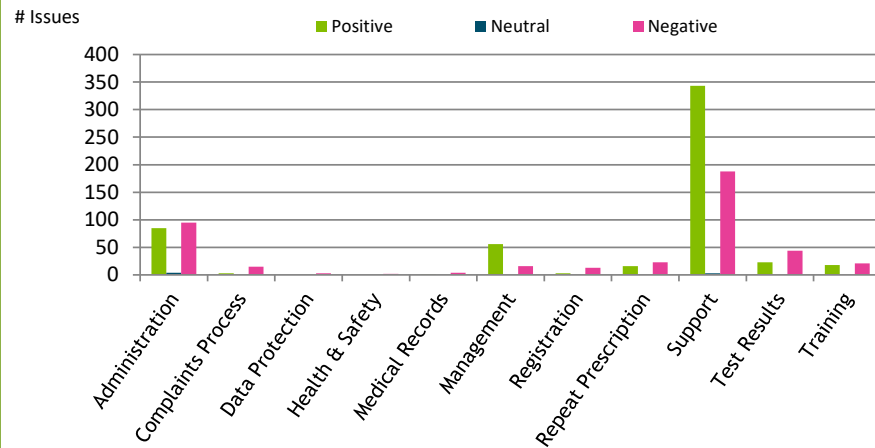
Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 979 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Management, Registration, Repeat Prescription, Support, Test Results, Training
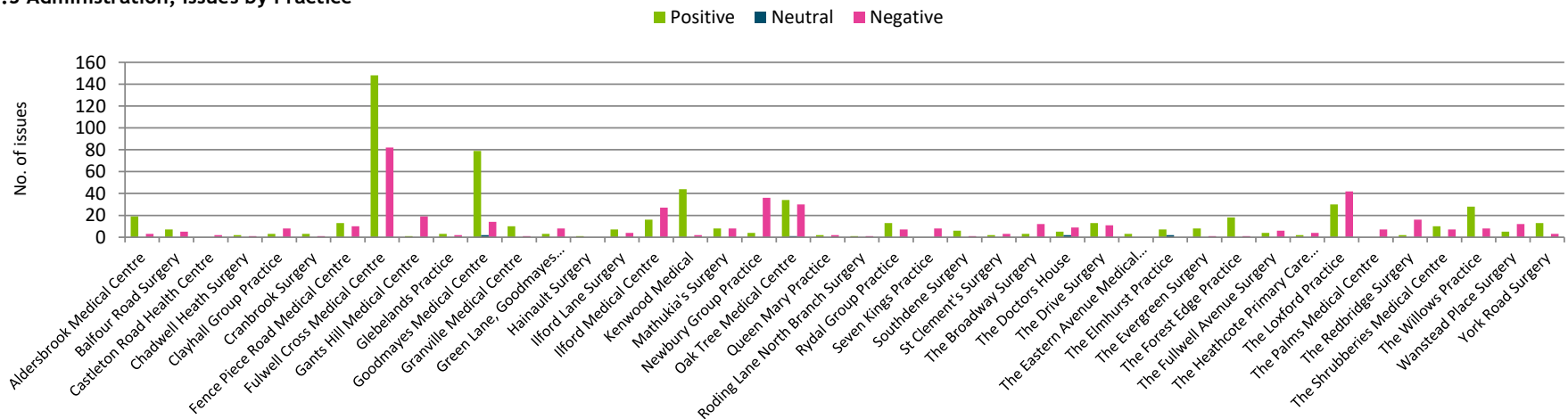
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	56%	43%
Cranbrook	46%	54%
Fairlop	78%	22%
Loxford	46%	54%
New Cross Alliance	56%	44%
Seven Kings	63%	35%
Wanstead & Woodford	58%	41%
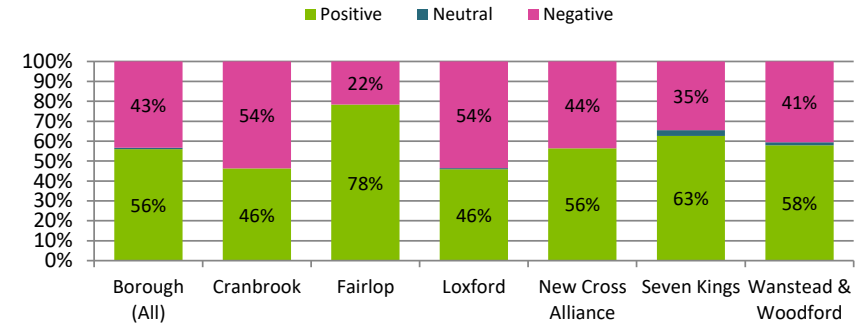
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): Aldersbrook Medical Centre, Balfour Road Surgery, Castleton Road Health Centre, Chadwell Heath Surgery, Clayhall Group Practice, Cranbrook Surgery, Fence Piece Road Medical Centre, Fulwell Cross Medical Centre, Gants Hill Medical Centre, Glebelands Practice, Goodmayes Medical Centre, Granville Medical Centre, Green Lane, Goodmayes..., Hainault Surgery, Ilford Lane Surgery, Ilford Medical Centre, Kenwood Medical, Mathukia's Surgery, Newbury Group Practice, Oak Tree Medical Centre, Queen Mary Practice, Roding Lane North Branch Surgery, Rydal Group Practice, Seven Kings Practice, Southdene Surgery, St Clement's Surgery, The Broadway Surgery, The Doctors House, The Drive Surgery, The Eastern Avenue Medical..., The Elmhurst Practice, The Evergreen Surgery, The Forest Edge Practice, The Fullwell Avenue Surgery, The Heathcote Primary Care..., The Loxford Practice, The Palms Medical Centre, The Redbridge Surgery, The Shrubberies Medical Centre, The Willows Practice, Wanstead Place Surgery, York Road Surgery
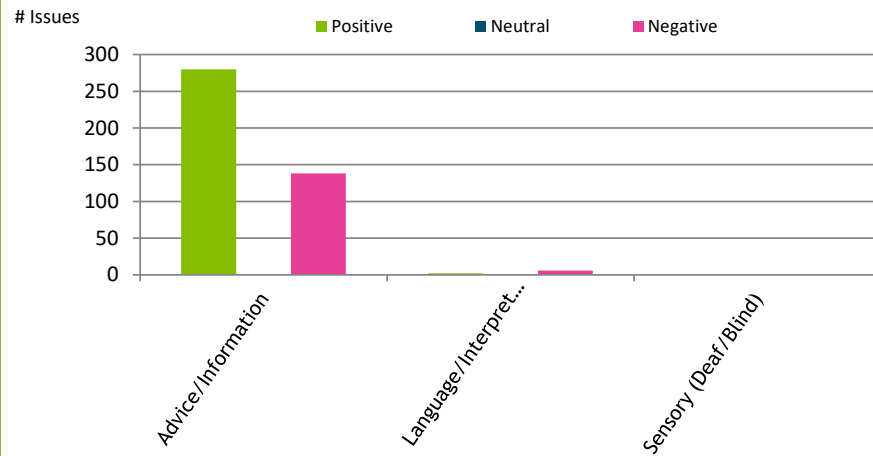
Practices receiving the most comments overall

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2.6 Communication

2.6.1 Communication: 429 issues detected

Issues

Legend: Positive, Neutral, Negative

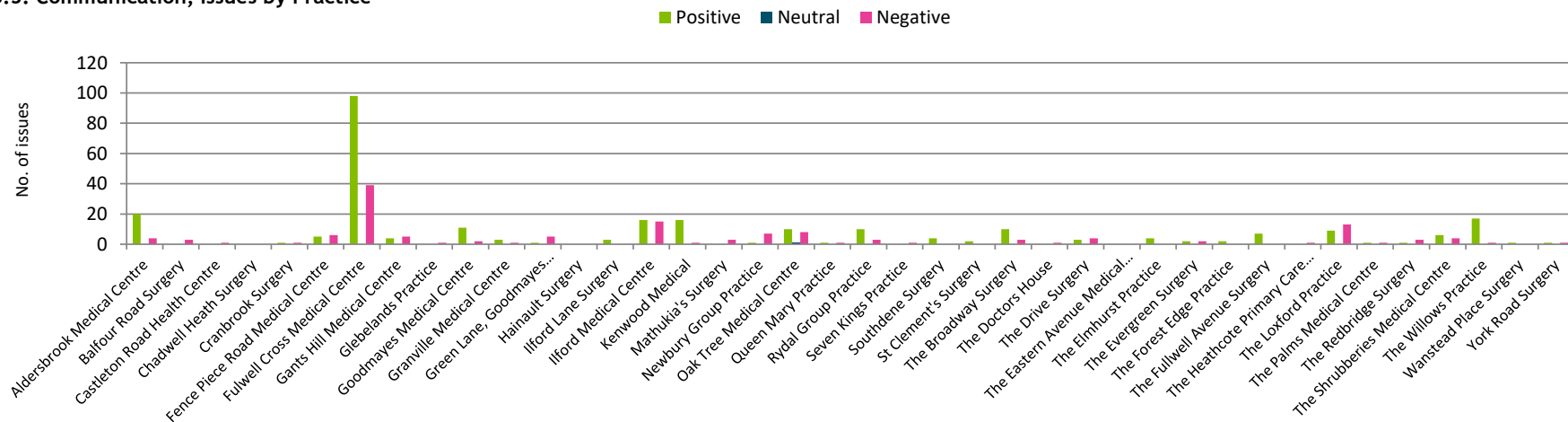Categories (x-axis): Advice/Information, Language/Interpret..., Sensory (Deaf/Blind)

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

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	66%	34%
Cranbrook	45%	55%
Fairlop	84%	16%
Loxford	49%	50%
New Cross Alliance	68%	32%
Seven Kings	54%	46%
Wanstead & Woodford	78%	22%
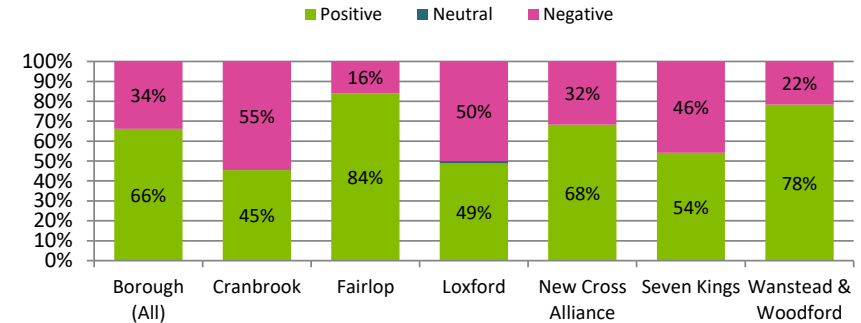
Sentiment by PCN

2.6.3: Communication, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Aldersbrook Medical Centre, Balfour Road Surgery, Castleton Road Health Centre, Chadwell Heath Surgery, Cranbrook Surgery, Fence Piece Road Medical Centre, Fulwell Cross Medical Centre, Gants Hill Medical Centre, Glebelands Practice, Goodmayes Medical Centre, Granville Medical Centre, Green Lane, Goodmayes..., Hainault Surgery, Ilford Lane Surgery, Ilford Medical Centre, Kenwood Medical, Mathukia's Surgery, Newbury Group Practice, Oak Tree Medical Centre, Queen Mary Practice, Rydal Group Practice, Seven Kings Practice, Southdene Surgery, St Clement's Surgery, The Broadway Surgery, The Doctors House, The Drive Surgery, The Eastern Avenue Medical..., The Elmhurst Practice, The Evergreen Surgery, The Forest Edge Practice, The Fullwell Avenue Surgery, The Heathcote Primary Care..., The Loxford Practice, The Palms Medical Centre, The Redbridge Surgery, The Shrubberies Medical Centre, The Willows Practice, Wanstead Place Surgery, York Road Surgery

Practices receiving the most comments overall

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3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative
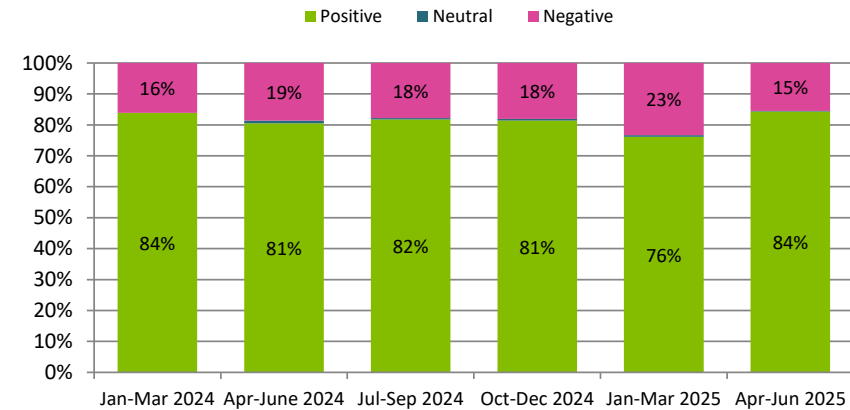
	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	25%	28%	26%	26%	31%	21%
Positive	75%	70%	74%	73%	69%	78%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	53%	63%	53%	54%	64%	53%
Positive	45%	36%	47%	45%	36%	47%
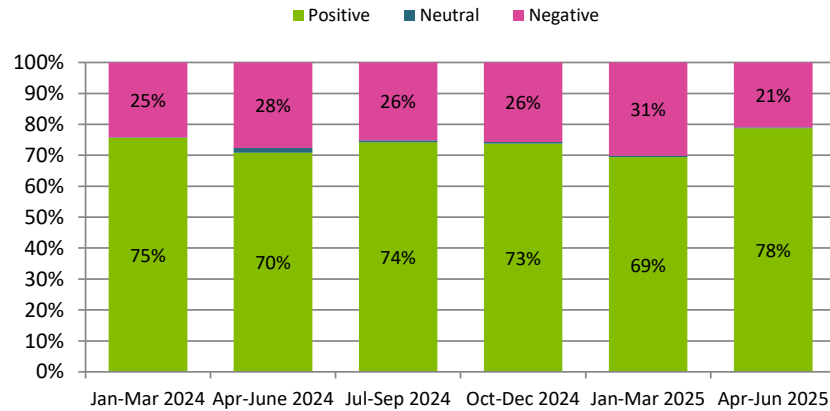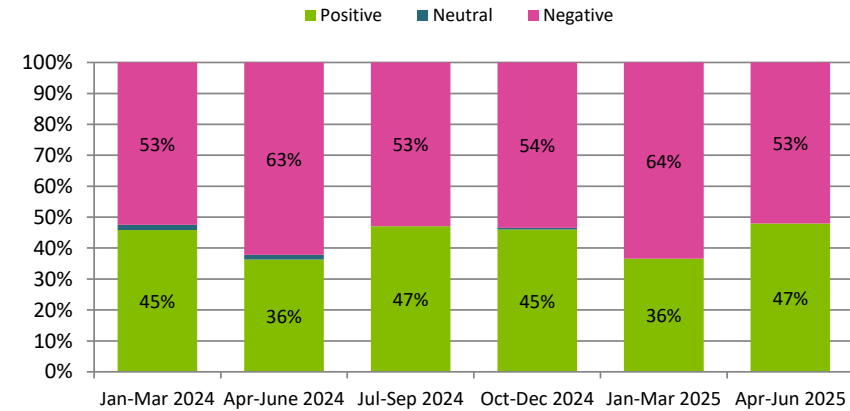
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	12%	15%	17%	16%	18%	12%
Positive	88%	84%	83%	84%	81%	88%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	16%	19%	18%	18%	23%	15%
Positive	84%	81%	82%	81%	76%	84%
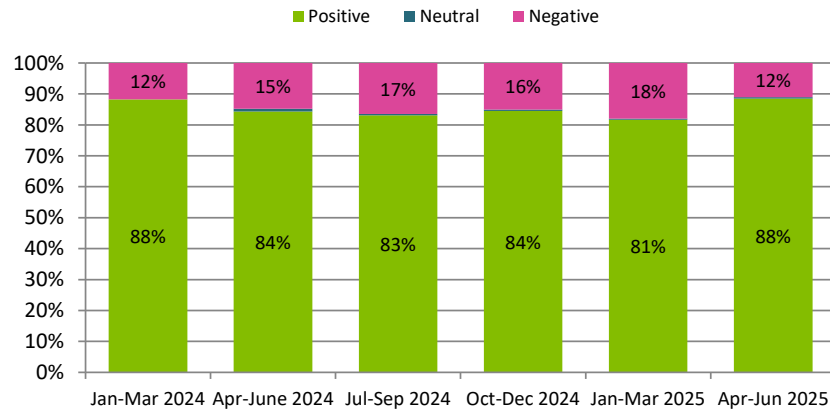
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	58%	42%
Apr-June 2024	54%	44%
Jul-Sep 2024	56%	43%
Oct-Dec 2024	61%	38%
Jan-Mar 2025	48%	51%
Apr-Jun 2025	57%	43%

3.6 Communication, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	74%	26%
Apr-June 2024	72%	24%
Jul-Sep 2024	68%	32%
Oct-Dec 2024	65%	35%
Jan-Mar 2025	64%	36%
Apr-Jun 2025	71%	28%

3.7 Booking, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	40%	58%
Last Quarter	39%	59%
This Quarter	51%	49%

3.8 Telephone, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	11%	89%
Last Quarter	7%	93%
This Quarter	18%	82%

3.9 Online Access, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	53%	47%
Last Quarter	59%	41%
This Quarter	70%	30%

3.10 Waiting List, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	41%	58%
Last Quarter	41%	59%
This Quarter	53%	47%

3.11 Involvement Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	86%	14%
Last Quarter	78%	22%
This Quarter	89%	11%

3.12 Support, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	78%	21%
Last Quarter	72%	27%
This Quarter	83%	17%

3.13 Staff Attitude, Snapshot
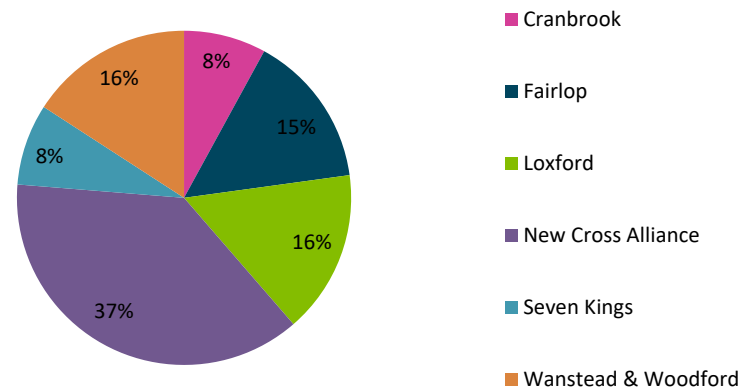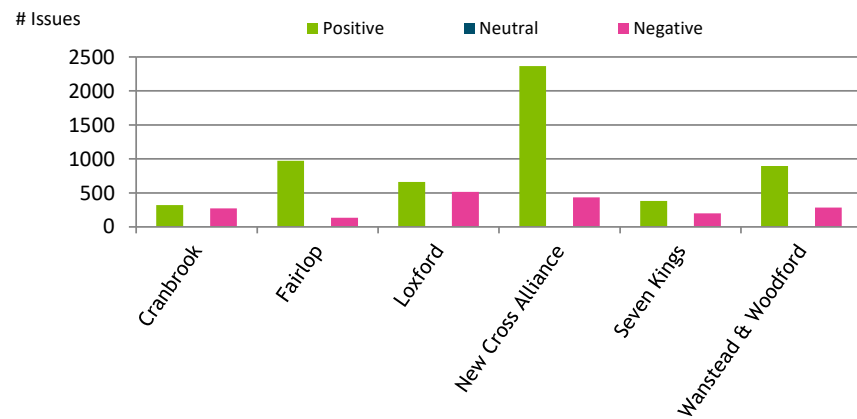
Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	81%	18%
Last Quarter	78%	22%
This Quarter	85%	14%

3.14 Quality, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	85%	14%
Last Quarter	86%	14%
This Quarter	90%	10%

4. Volume by Primary Care Network

4.1 PCN

Issues

Chart legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Cranbrook, Fairlop, Loxford, New Cross Alliance, Seven Kings, Wanstead & Woodford

Pie chart:
- Cranbrook 8%
- Fairlop 15%
- Loxford 16%
- New Cross Alliance 37%
- Seven Kings 8%
- Wanstead & Woodford 16%

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	280	0	138	418
	Carer Involvement	*Involvement of carers, friends or family members.*	24	0	4	28
	General Comment	*A generalised statement (ie; "The doctor was good.")*	123	2	26	151
	User Involvement	*Involvement of the service user.*	488	0	92	580
Systems	Administration	*Administrative processes and delivery.*	45	1	120	166
	Booking	*Ability to book, reschedule or cancel appointments.*	186	2	180	368
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	14	14
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	54	0	14	68
	Medical Records	*Management of medical records.*	1	0	5	6
	Medication	*Prescription and management of medicines.*	37	0	36	73
	Opening Times	*Opening times of a service.*	3	0	5	8
	Planning	*Leadership and general organisation.*	59	0	18	77
	Registration	*Ability to register for a service.*	3	3	13	19
	Support	*Levels of support provided.*	1068	7	285	1360
	Telephone	*Ability to contact a service by telephone.*	10	0	77	87
	Timing	*Physical timing (ie; length of wait at appointments).*	362	3	70	435
	Waiting List	*Length of wait while on a list.*	174	0	186	360
Values	Choice	*General choice.*	15	0	13	28
	Cost	*General cost.*	0	0	8	8
	Language	*Language, including terminology.*	3	1	6	10
	Nutrition	*Provision of sustainance.*	2	0	0	2
	Privacy	*Privacy, personal space and property.*	0	0	5	5
	Quality	*General quality of a service, or staff.*	1113	8	148	1269
	Sensory	*Deaf/blind or other sensory issues.*	1	0	1	2
	Stimulation	*General stimulation, including access to activities.*	2	0	0	2

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	35	1	5	41
	Environment/Layout	*Physical environment of a service.*	13	0	10	23
	Equipment	*General equipment issues.*	1	1	3	5
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	4	4
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	6	9
	Mobility	*Physical mobility to, from and within services.*	2	0	4	6
	Travel/Parking	*Ability to travel or park.*	3	0	0	3
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	22	22
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	5	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1465	7	310	1782
	Complaints	*Ability to log and resolve a complaint.*	3	0	15	18
	Staff Training	*Training of staff.*	18	0	21	39
	Staffing Levels	*General availability of staff.*	0	0	5	5
	Total:		**5596**	**36**	**1877**	**7509**

Community*Insight* CRM