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 October 2024 - 30 September 2025

healthwatch
Redbridge

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 1,892 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 77% positive, 22% negative and 1% neutral.

> Trends...
>
> *According to feedback, overall satisfaction has improved by 4% this quarter.*
>
> *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 improved by 13%, comments suggest. Complaints are down by 13% on booking processes and waiting times, while up by 12% on telephone access.*
>
> *Kenwood Medical Centre and The Willows Practice receive 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 5% on staff attitude and by 3% 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...
>
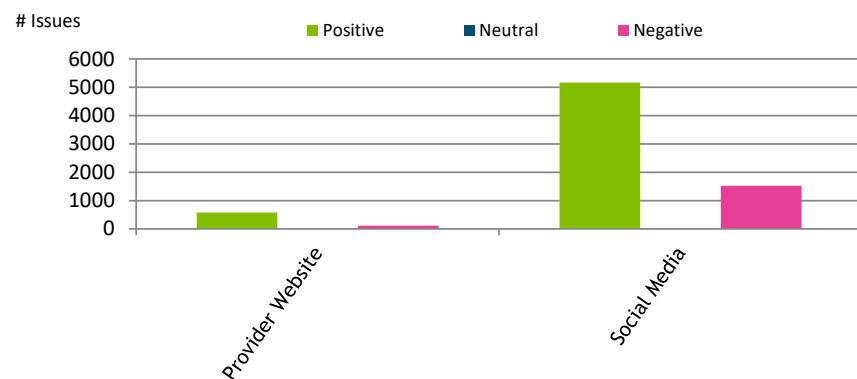> *Complaints are down by 11% on administration and by 2% on communication.*
>
> *Fullwell Cross Medical Centre and The Willows Practice receive a notable volume and ratio of positive comments.*

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

Sources providing the most comments overall

Legend: Provider Website | Social Media

Pie chart values: 9% Provider Website, 91% Social Media
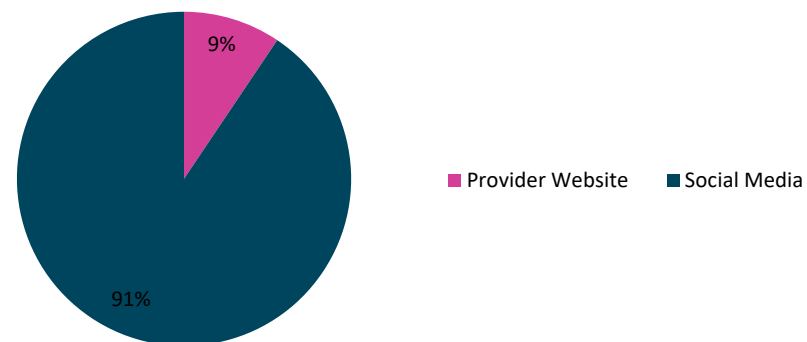
1.2 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Categories: Asthma, Autism, Cancer, Children's Health, COVID-19 (Vaccine), Diabetes, Digital and Online, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Skin Health, Vaccination
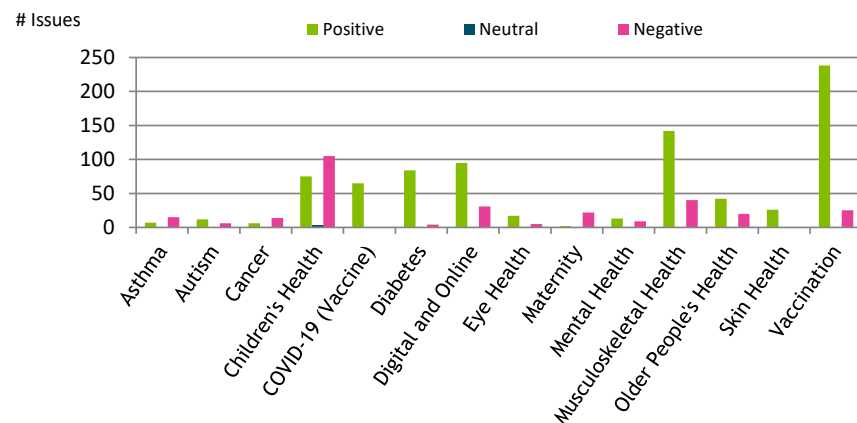
Medical conditions/topics receiving the most comments overall

Legend:
- Asthma
- Autism
- Cancer
- Children's Health
- COVID-19 (Vaccine)
- Diabetes
- Digital and Online
- Eye Health
- Maternity
- Mental Health
- Musculoskeletal Health
- Older People's Health
- Skin Health
- Vaccination

Pie chart values: 2%, 2%, 2%, 16%, 6%, 8%, 11%, 2%, 2%, 2%, 16%, 6%, 2%, 23%
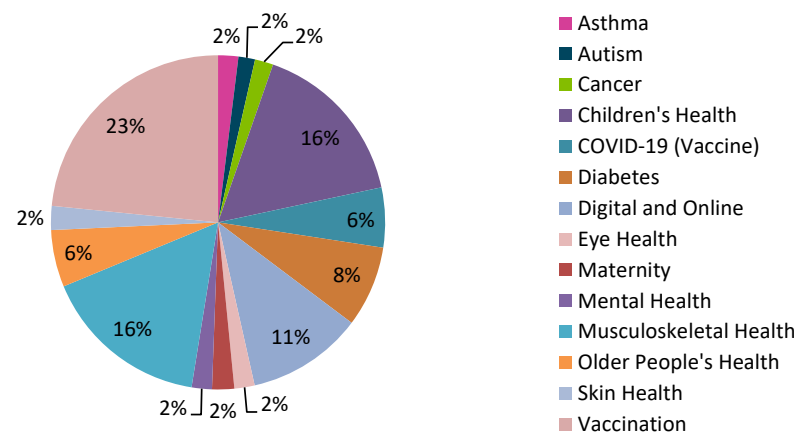
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 7441 issues from 1892 people

Issues

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

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

Borough (All)	Cranbrook	Fairlop	Loxford	New Cross Alliance	Seven Kings	Wanstead & Woodford
22%	44%	11%	49%	14%	35%	22%
77%	55%	89%	50%	86%	64%	78%

Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis)

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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2.2 Service Access

2.2.1 Service Access: 744 issues detected

Issues

Legend: Positive, Neutral, Negative

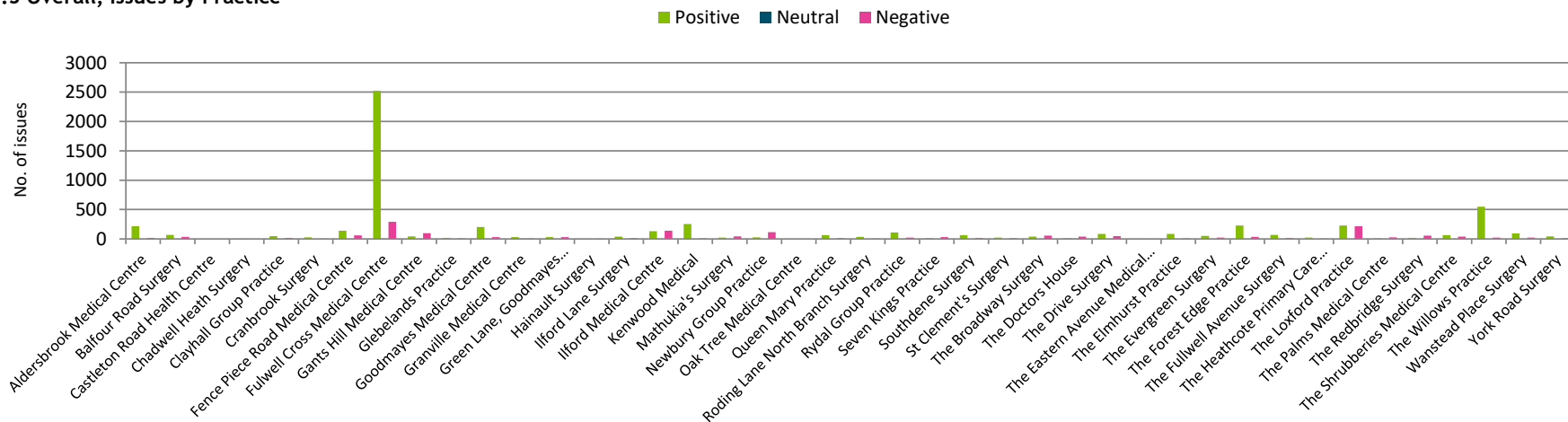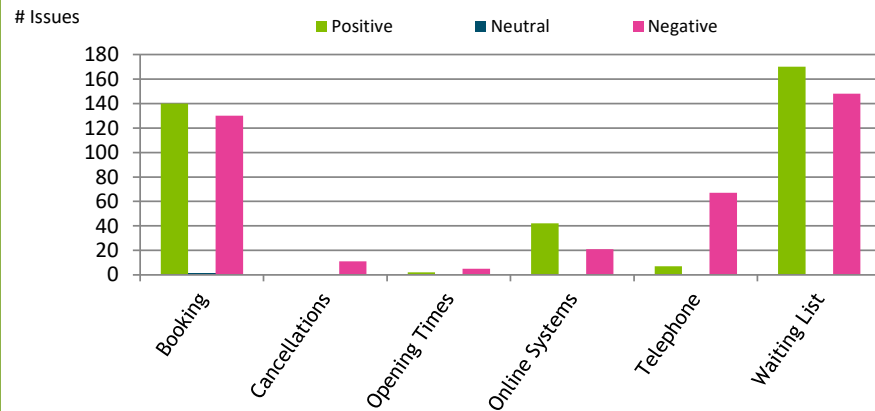Categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List

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)	49%	51%
Cranbrook	32%	68%
Fairlop	76%	24%
Loxford	21%	79%
New Cross Alliance	70%	30%
Seven Kings	36%	63%
Wanstead & Woodford	45%	55%
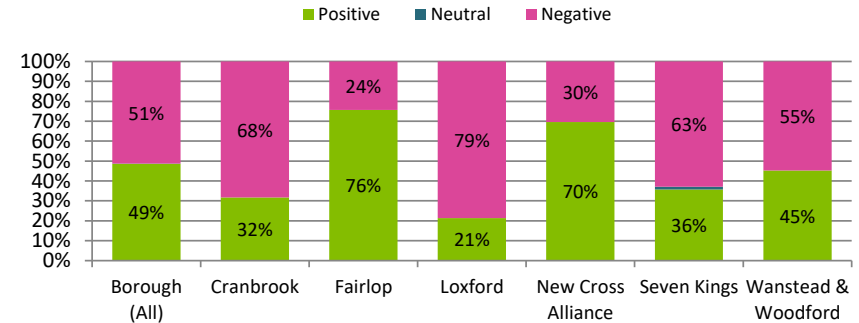
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

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: 2703 issues detected

Issues

Legend: Positive, Neutral, Negative

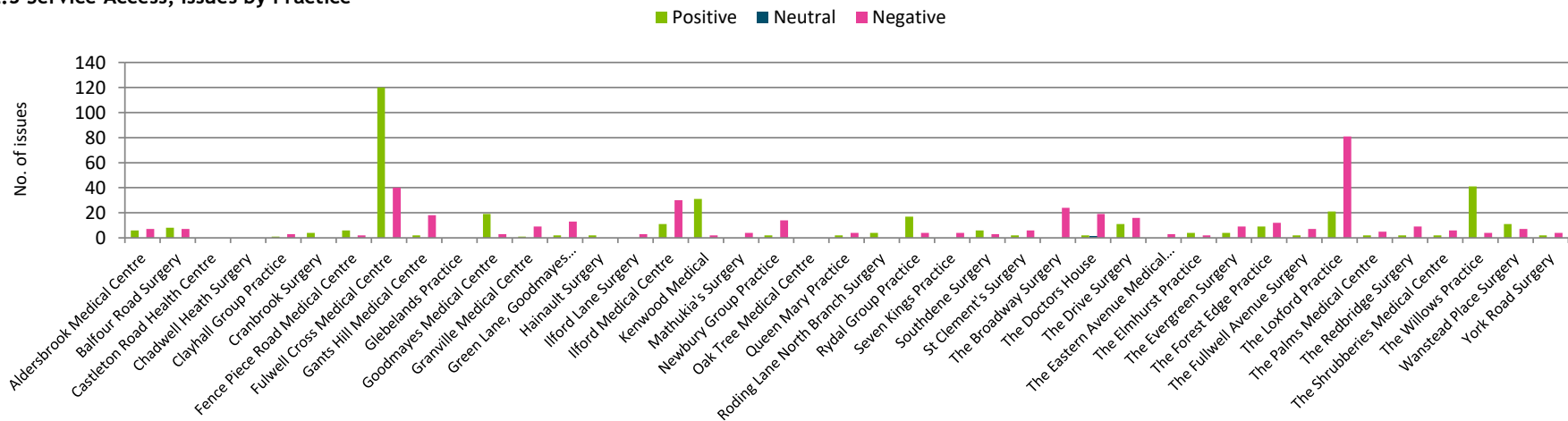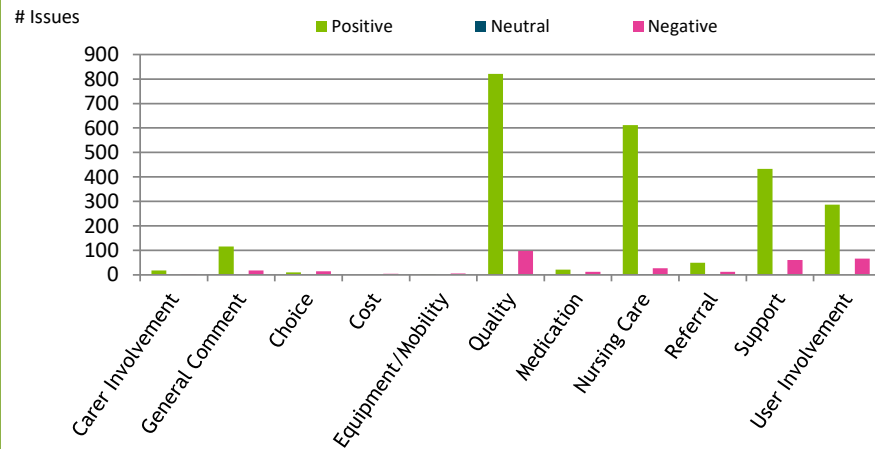Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement

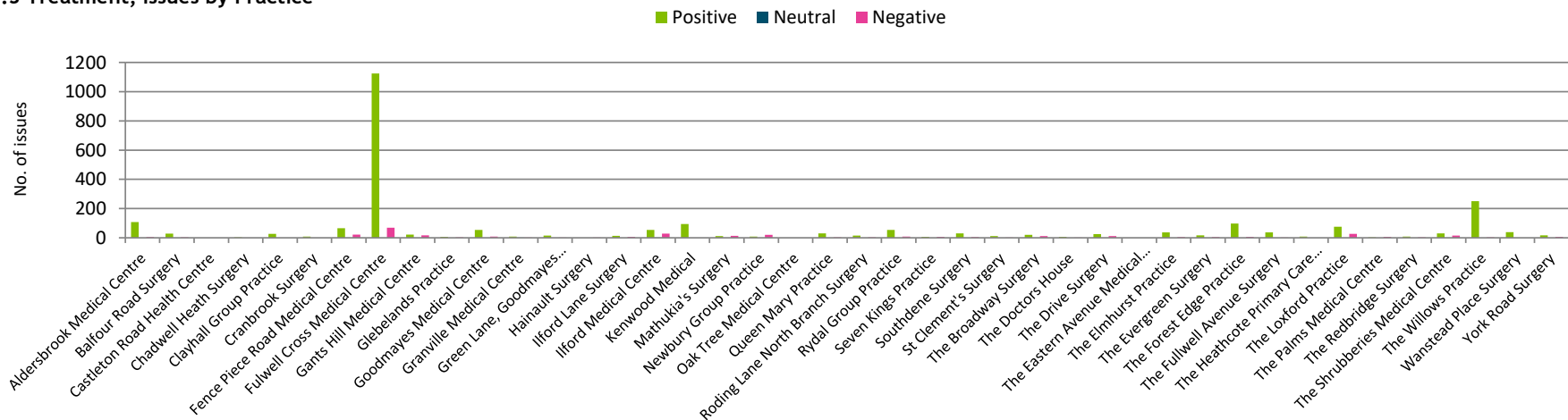*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	88%	12%
Cranbrook	74%	25%
Fairlop	95%	5%
Loxford	67%	32%
New Cross Alliance	93%	7%
Seven Kings	77%	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
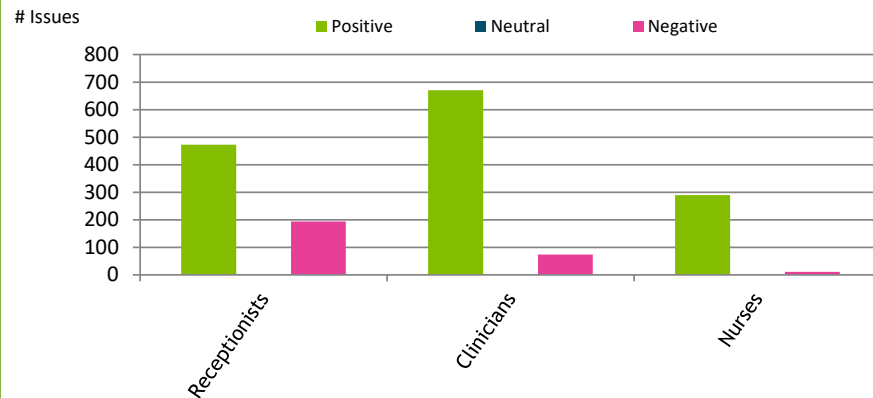
Practices receiving the most comments overall

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2.4 Staff Attitude

2.4.1 Staff Attitude: 1717 issues detected

Issues

Legend: Positive, Neutral, Negative

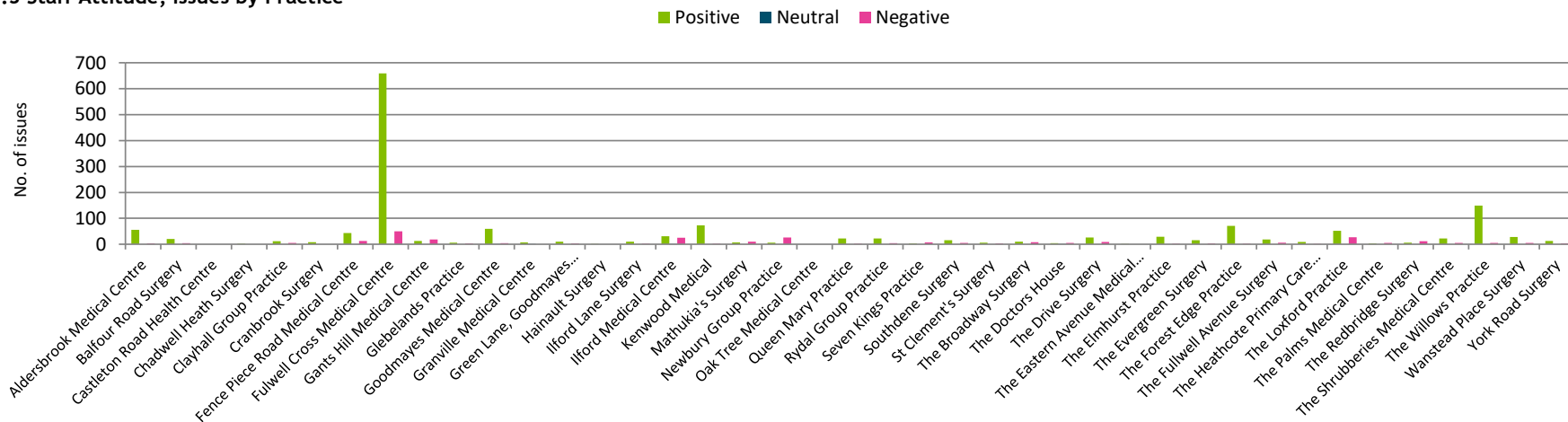Chart categories: Receptionists, Clinicians, Nurses (Y-axis 0–800)

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

	Positive	Negative
Borough (All)	84%	16%
Cranbrook	66%	33%
Fairlop	93%	7%
Loxford	61%	39%
New Cross Alliance	90%	10%
Seven Kings	76%	22%
Wanstead & Woodford	84%	16%
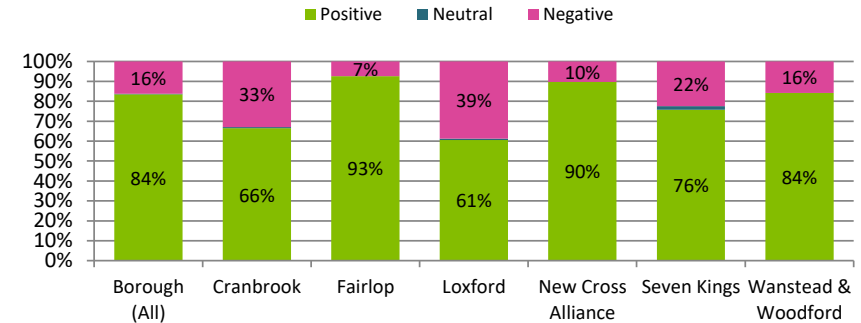
Sentiment by PCN

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

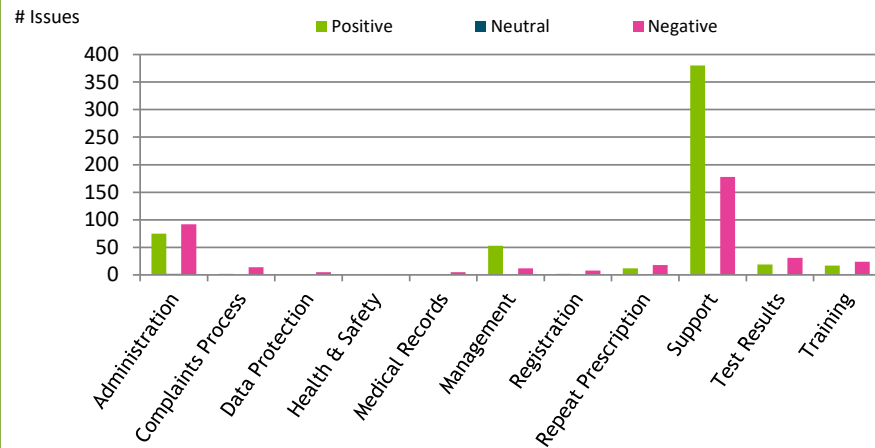*Practices receiving the most comments overall*

2.5 Administration

2.5.1 Administration: 952 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
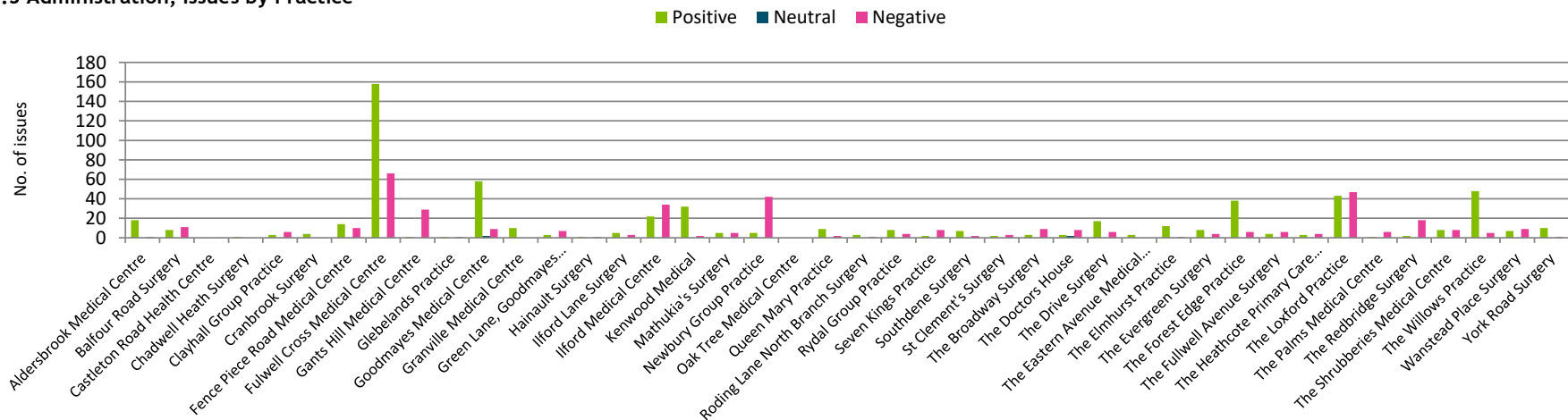
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	59%	41%
Cranbrook	44%	56%
Fairlop	81%	19%
Loxford	46%	54%
New Cross Alliance	60%	40%
Seven Kings	62%	35%
Wanstead & Woodford	64%	36%
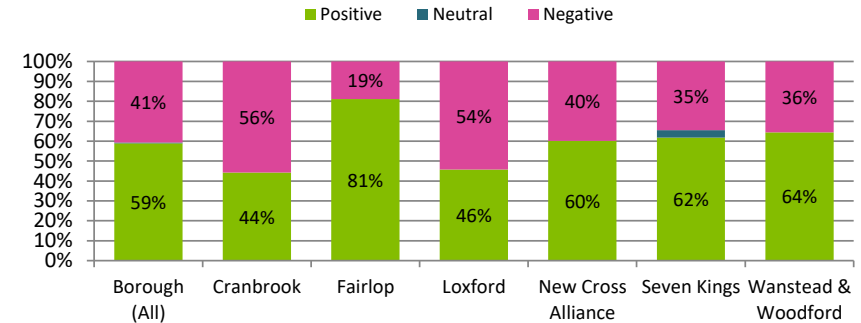
Sentiment by PCN

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
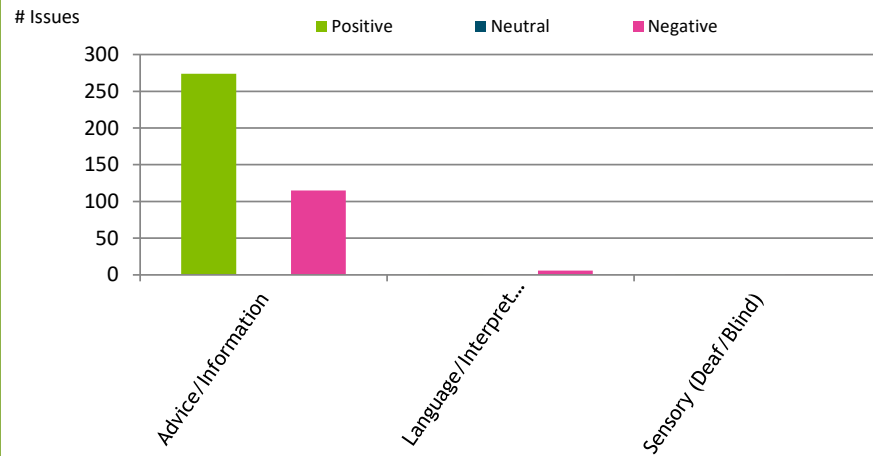
Practices receiving the most comments overall

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2.6 Communication

2.6.1 Communication: 398 issues detected

Issues

Legend: Positive, Neutral, Negative

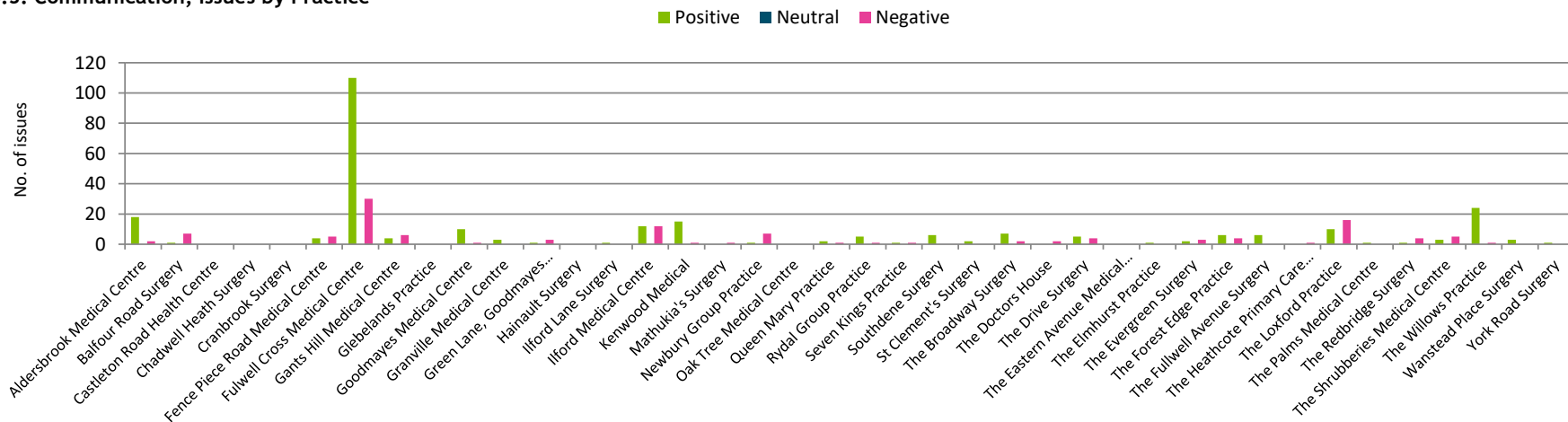Categories: Advice/Information, Language/Interpret..., Sensory (Deaf/Blind)

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)	69%	31%
Cranbrook	45%	55%
Fairlop	82%	18%
Loxford	44%	56%
New Cross Alliance	75%	25%
Seven Kings	65%	35%
Wanstead & Woodford	78%	22%
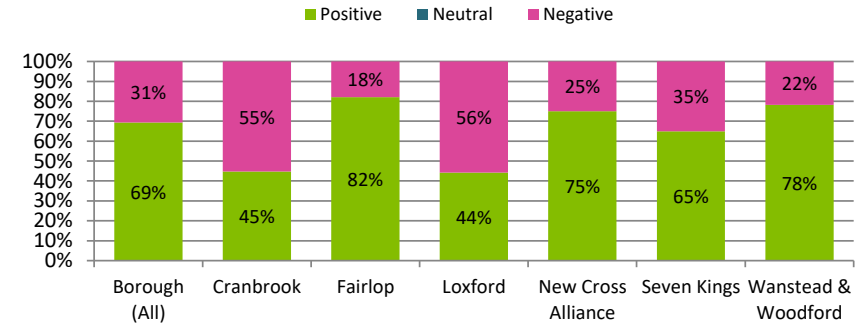
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: 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

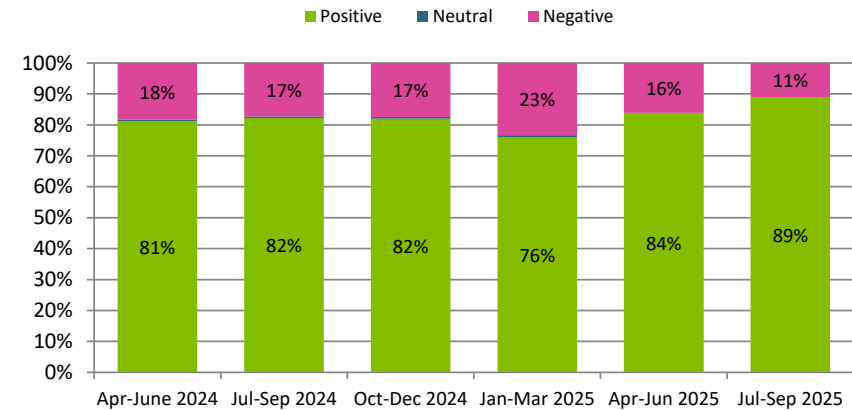Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	28%	25%	25%	31%	22%	18%
Positive	71%	74%	75%	69%	78%	82%

3.2 Service Access, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	62%	53%	51%	64%	53%	40%
Positive	36%	47%	49%	36%	47%	60%
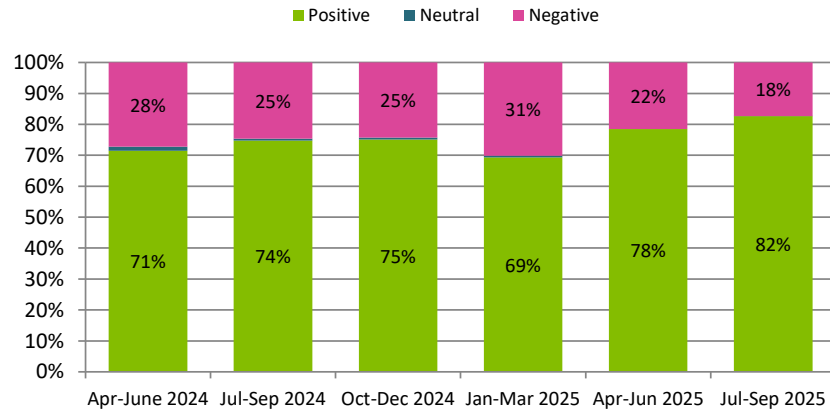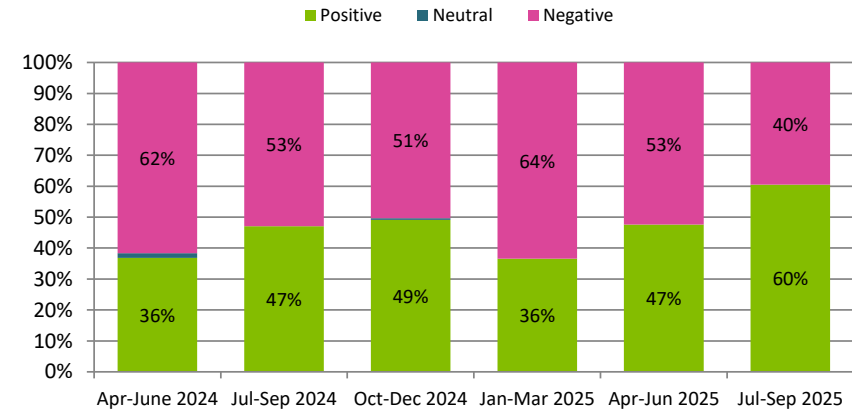
3.3 Treatment and Care, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	16%	16%	16%	18%	13%	10%
Positive	84%	83%	84%	81%	87%	90%

3.4 Staff Attitude, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	18%	17%	17%	23%	16%	11%
Positive	81%	82%	82%	76%	84%	89%
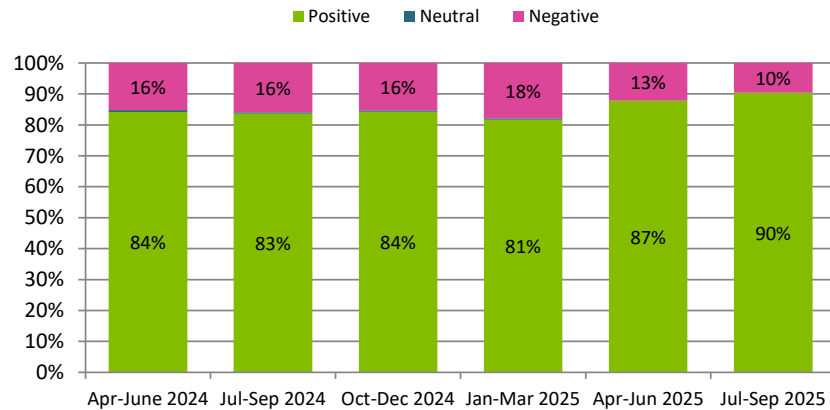
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Apr-June 2024	55%	43%
Jul-Sep 2024	58%	41%
Oct-Dec 2024	62%	37%
Jan-Mar 2025	47%	52%
Apr-Jun 2025	56%	44%
Jul-Sep 2025	67%	33%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Apr-June 2024	76%	20%
Jul-Sep 2024	69%	31%
Oct-Dec 2024	66%	34%
Jan-Mar 2025	64%	36%
Apr-Jun 2025	72%	28%
Jul-Sep 2025	74%	26%

3.7 Booking, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	49%	49%	36%
Positive	51%	51%	64%

3.8 Telephone, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	88%	81%	93%
Positive	12%	19%	7%

3.9 Online Access, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	29%	33%	29%
Positive	71%	67%	71%

3.10 Waiting List, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	52%	47%	34%
Positive	48%	53%	66%

3.11 Involvement Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	15%	12%	13%
Positive	85%	88%	87%

3.12 Support, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	19%	18%	13%
Positive	80%	82%	87%

3.13 Staff Attitude, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	16%	15%	11%
Positive	83%	85%	89%

3.14 Quality, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

	A Year Ago	Last Quarter	This Quarter
Negative	12%	11%	5%
Positive	87%	89%	95%

4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: Positive | Neutral | Negative

Pie chart legend:
- Cranbrook
- Fairlop
- Loxford
- New Cross Alliance
- Seven Kings
- Wanstead & Woodford

Pie chart values: 8%, 19%, 11%, 40%, 6%, 16%
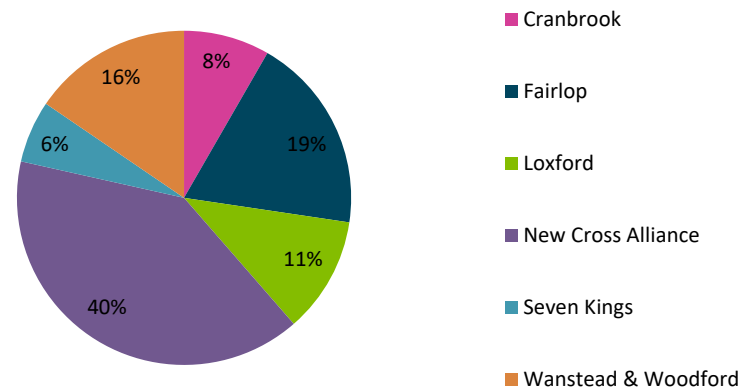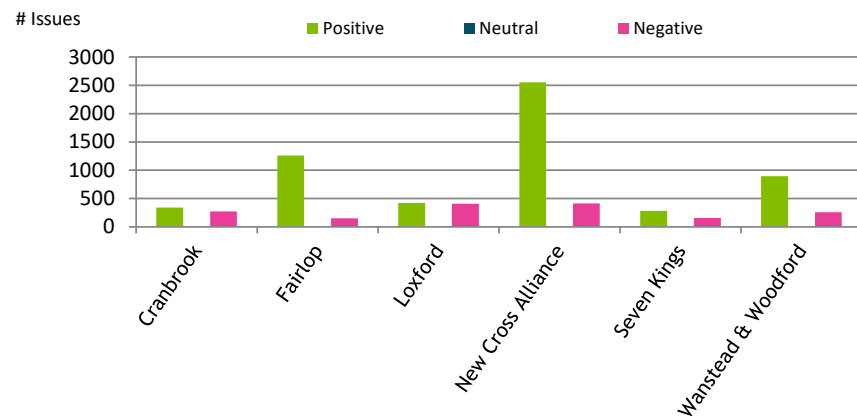
5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	274	0	115	389
	Carer Involvement	*Involvement of carers, friends or family members.*	25	0	4	29
	General Comment	*A generalised statement (ie; "The doctor was good.")*	116	1	20	137
	User Involvement	*Involvement of the service user.*	473	0	88	561
Systems	Administration	*Administrative processes and delivery.*	40	0	102	142
	Booking	*Ability to book, reschedule or cancel appointments.*	184	2	153	339
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	11	11
	Data Protection	*General data protection (including GDPR).*	0	0	5	5
	Referral	*Referral to a service.*	51	0	13	64
	Medical Records	*Management of medical records.*	0	0	6	6
	Medication	*Prescription and management of medicines.*	37	0	31	68
	Opening Times	*Opening times of a service.*	2	0	5	7
	Planning	*Leadership and general organisation.*	55	0	13	68
	Registration	*Ability to register for a service.*	2	2	8	12
	Support	*Levels of support provided.*	1094	4	256	1354
	Telephone	*Ability to contact a service by telephone.*	7	0	67	74
	Timing	*Physical timing (ie; length of wait at appointments).*	369	2	66	437
	Waiting List	*Length of wait while on a list.*	179	0	153	332
Values	Choice	*General choice.*	10	0	15	25
	Cost	*General cost.*	0	0	5	5
	Language	*Language, including terminology.*	1	0	6	7
	Nutrition	*Provision of sustainance.*	2	0	0	2
	Privacy	*Privacy, personal space and property.*	0	0	6	6
	Quality	*General quality of a service, or staff.*	1181	4	131	1316
	Sensory	*Deaf/blind or other sensory issues.*	1	0	1	2
	Stimulation	*General stimulation, including access to activities.*	2	0	1	3

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).*	27	0	4	31
	Environment/Layout	*Physical environment of a service.*	16	0	12	28
	Equipment	*General equipment issues.*	2	0	3	5
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	2	2
	Hygiene	*Levels of hygiene and general cleanliness.*	12	0	5	17
	Mobility	*Physical mobility to, from and within services.*	2	0	5	7
	Travel/Parking	*Ability to travel or park.*	3	0	1	4
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	4	4
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1565	4	285	1854
	Complaints	*Ability to log and resolve a complaint.*	2	0	14	16
	Staff Training	*Training of staff.*	17	0	24	41
	Staffing Levels	*General availability of staff.*	1	0	8	9
	Total:		**5752**	**19**	**1670**	**7441**

The header "# Issues" spans the Positive, Neutral, Negative and Total columns.