The Experience of GP Services: Network 2

A trends analysis report by Healthwatch Tower Hamlets
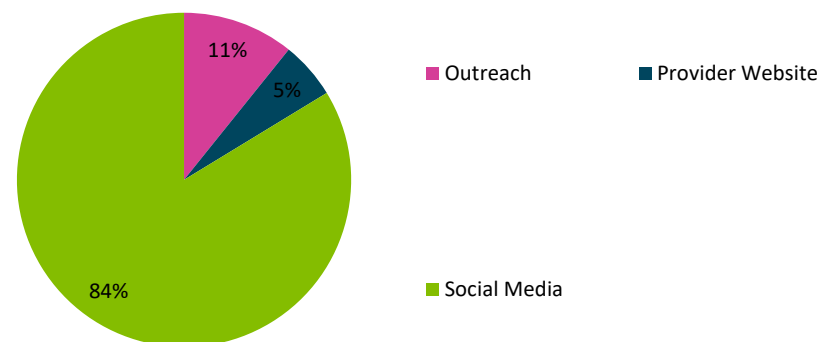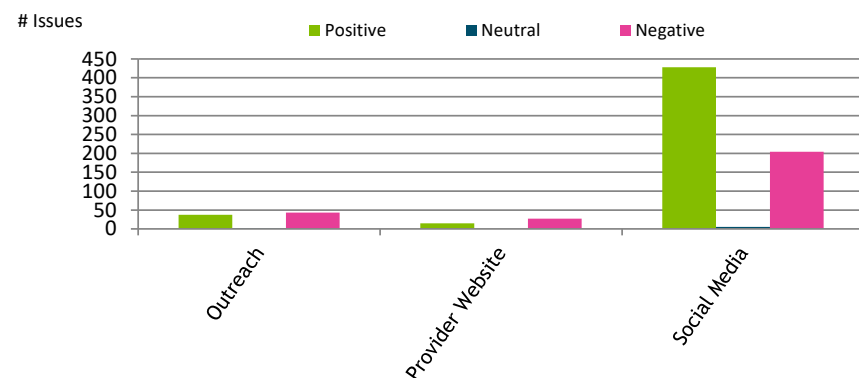

Community*Insight*

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.

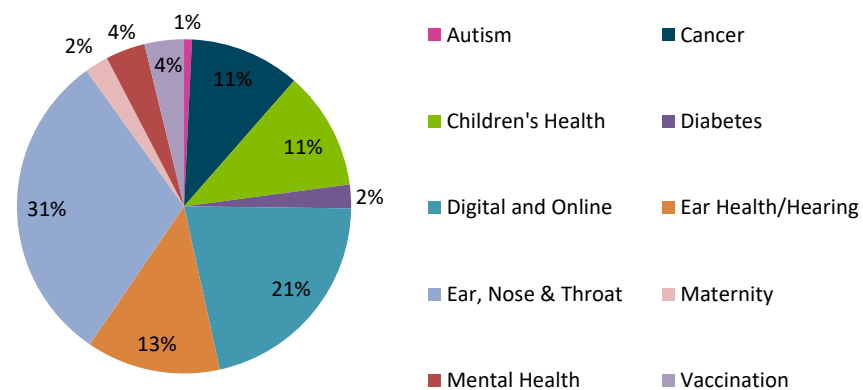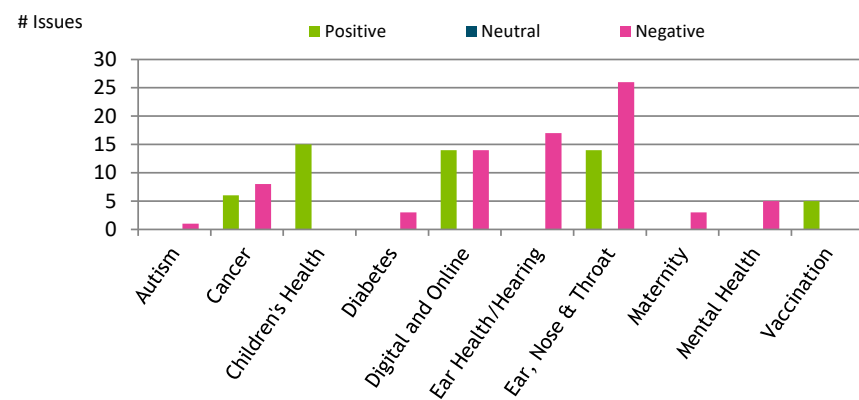*Qualitative Feedback, 1 July 2024 - 30 June 2025*

healthwotch
Tower Hamlets

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Outreach, Provider Website, Social Media (Y-axis: 0–450)

Sources providing the most comments overall

Pie chart:
- Outreach: 11%
- Provider Website: 5%
- Social Media: 84%

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Autism, Cancer, Children's Health, Diabetes, Digital and Online, Ear Health/Hearing, Ear, Nose & Throat, Maternity, Mental Health, Vaccination (Y-axis: 0–30)

Medical conditions/topics receiving the most comments overall

Pie chart:
- Autism: 11%
- Cancer: 11%
- Children's Health: 2%
- Diabetes: 21%
- Digital and Online: 13%
- Ear Health/Hearing: 31%
- Ear, Nose & Throat: 2%
- Maternity: 4%
- Mental Health: 4%
- Vaccination: 1%

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 761 issues from 167 people

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Support, Telephone, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude, Training
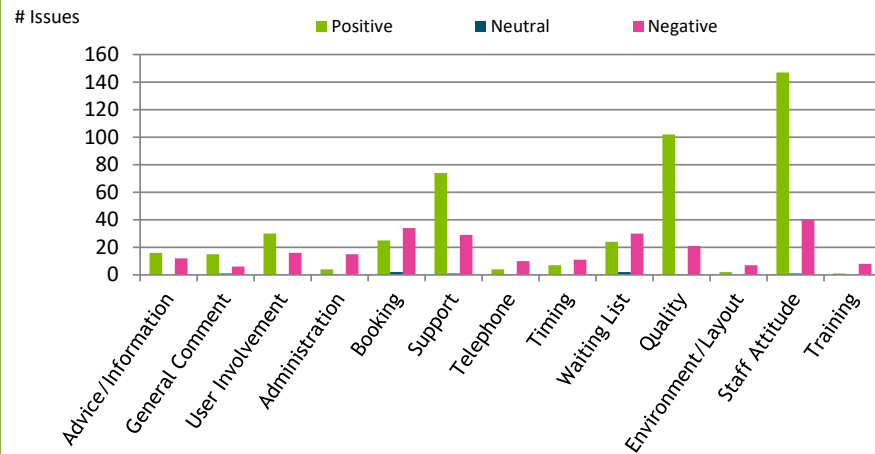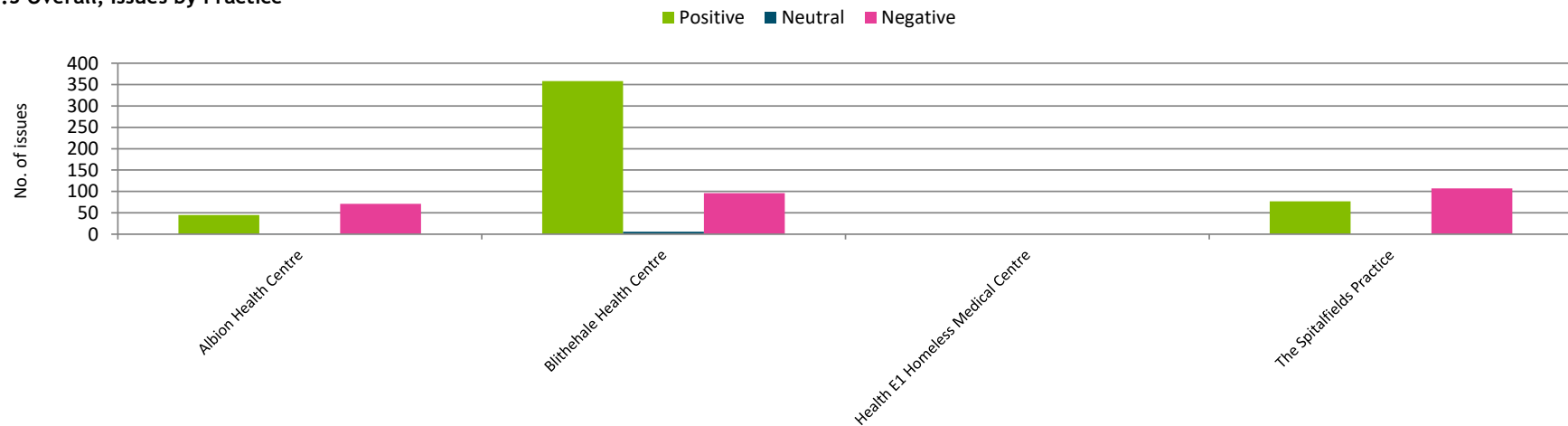
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	60%	39%
Network 1	62%	38%
Network 2	63%	36%
Network 5	55%	43%
Network 6	49%	50%
Network 7	58%	40%
Network 8	70%	30%
Network 9	60%	40%
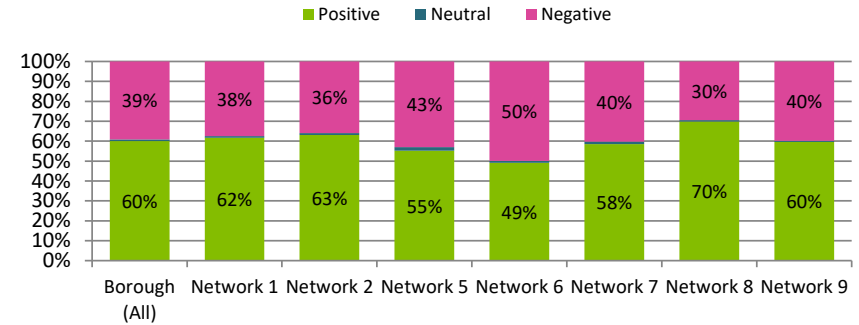
Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Albion Health Centre, Blithehale Health Centre, Health E1 Homeless Medical Centre, The Spitalfields Practice

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 133 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List
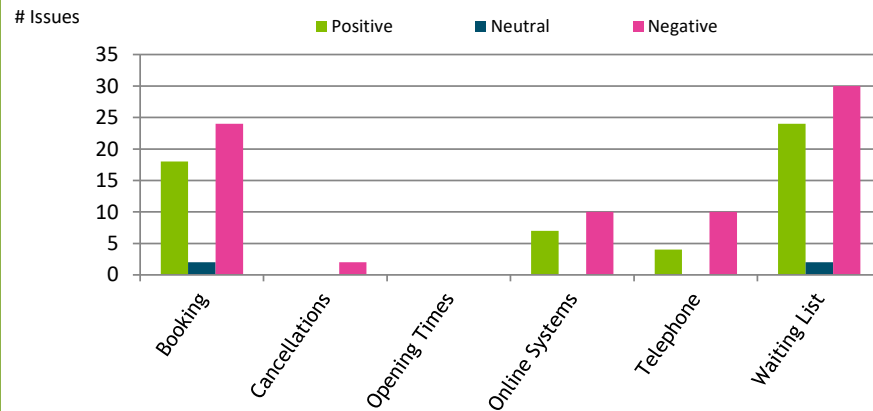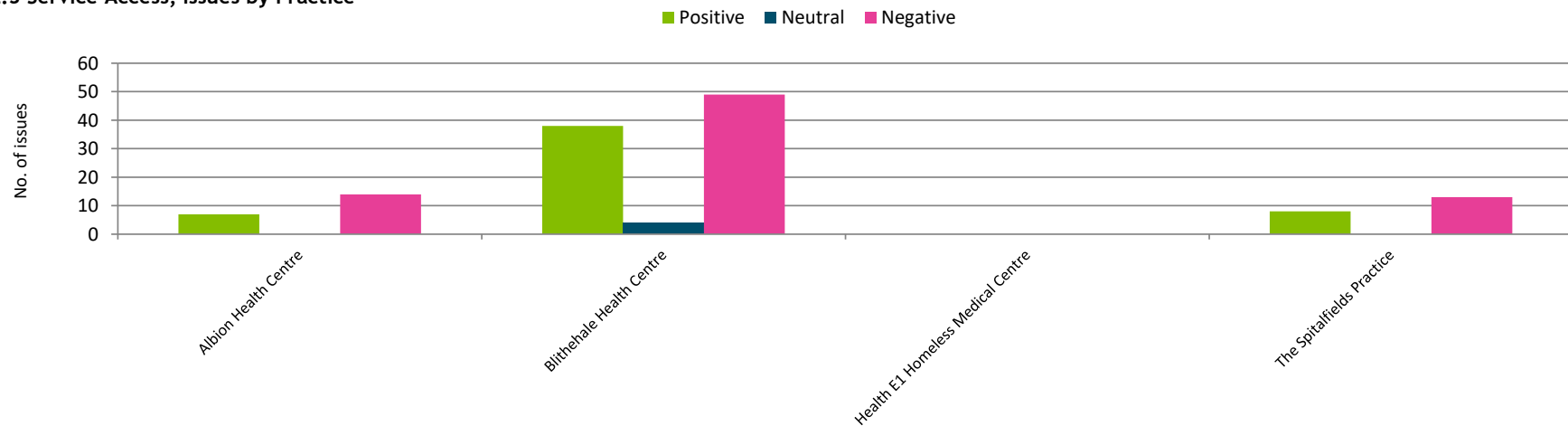
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Borough (All)	30%	68%
Network 1	32%	66%
Network 2	40%	57%
Network 5	48%	51%
Network 6	22%	76%
Network 7	34%	63%
Network 8	32%	66%
Network 9	26%	73%
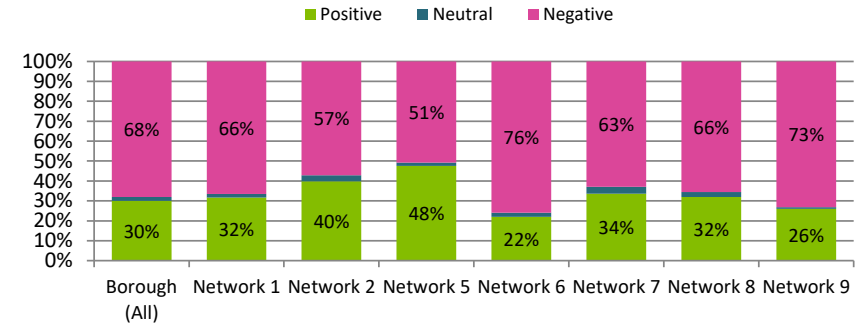
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Albion Health Centre, Blithehale Health Centre, Health E1 Homeless Medical Centre, The Spitalfields Practice
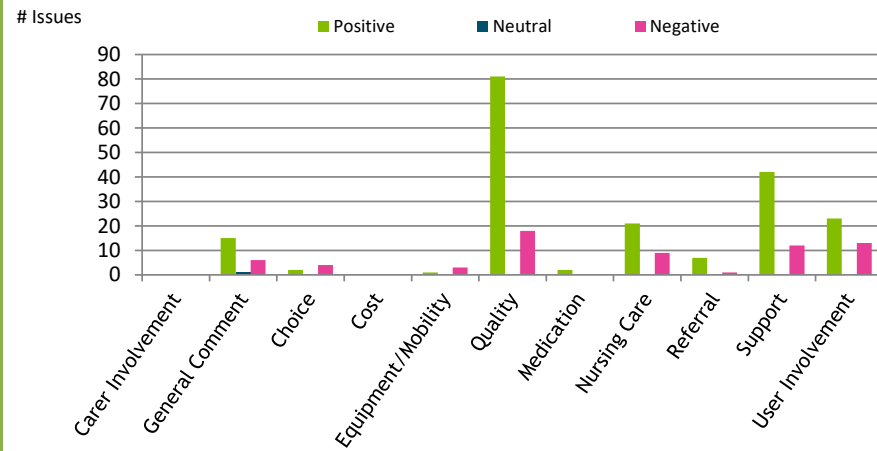
Practices receiving the most comments overall

4

2.3 Clinical Treatment and Care

2.3.1 Treatment: 261 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
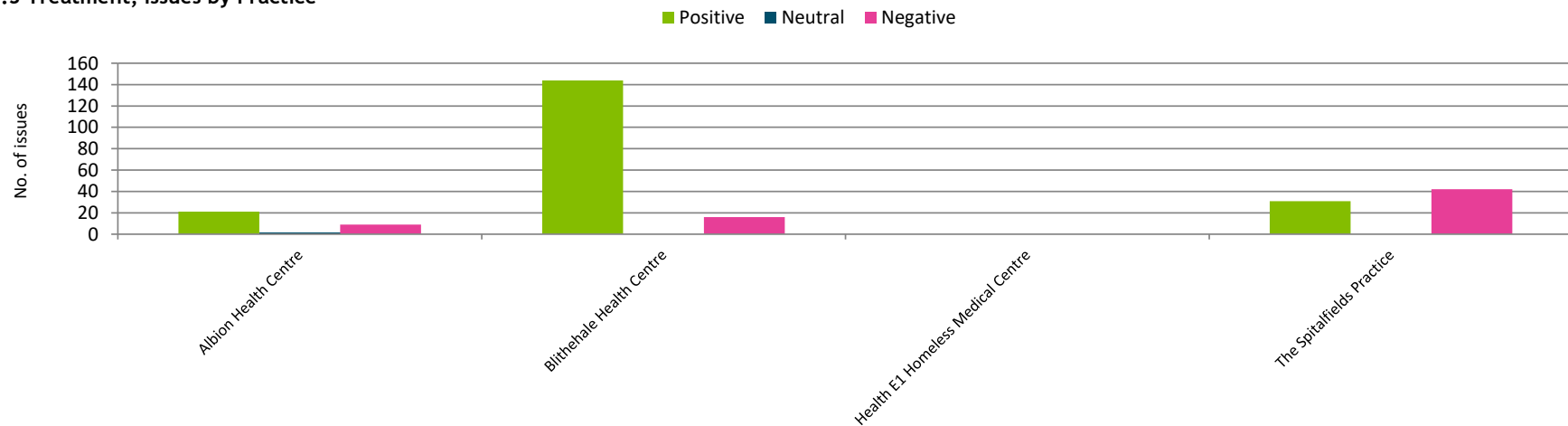
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Borough (All)	Network 1	Network 2	Network 5	Network 6	Network 7	Network 8	Network 9
Negative	22%	21%	25%	37%	29%	23%	13%	21%
Positive	77%	79%	74%	62%	70%	77%	87%	78%
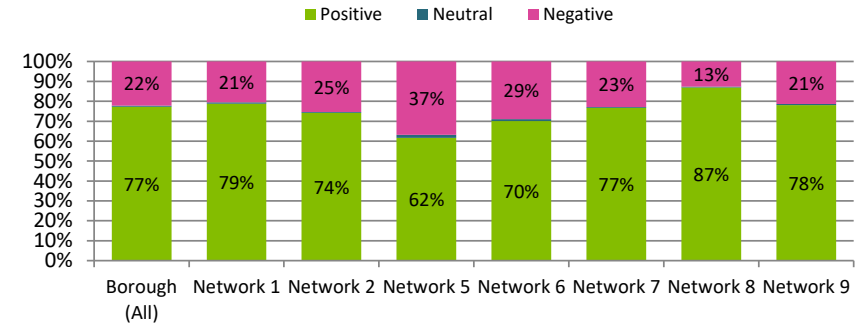
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Albion Health Centre, Blithehale Health Centre, Health E1 Homeless Medical Centre, The Spitalfields Practice

Practices receiving the most comments overall

5

2.4 Staff Attitude

2.4.1 Staff Attitude: 185 issues detected

Issues

Legend: Positive, Neutral, Negative

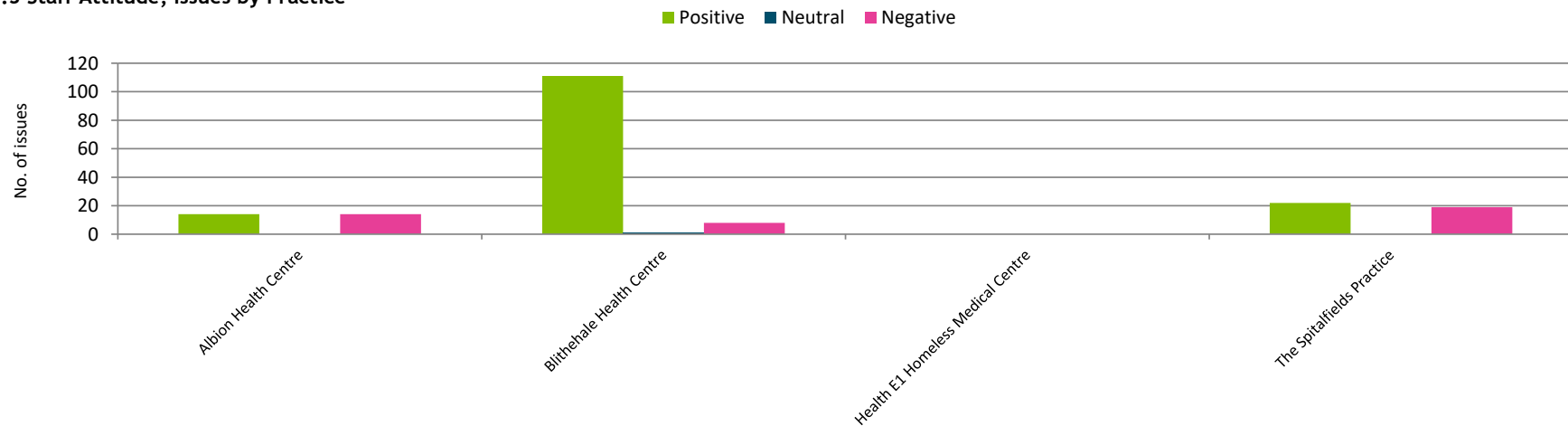| Category	Positive	Neutral	Negative
Receptionists	52	1	19
Clinicians	79		18
Nurses	13		3
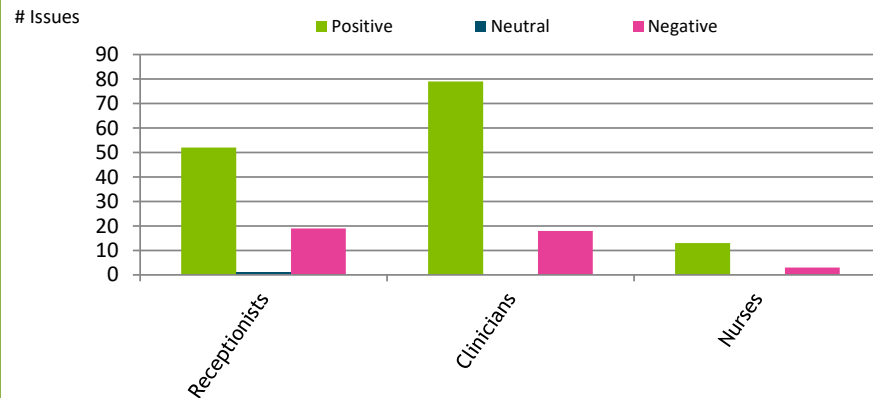
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	73%	27%
Network 1	72%	27%
Network 2	78%	22%
Network 5	72%	26%
Network 6	65%	34%
Network 7	68%	31%
Network 8	79%	21%
Network 9	74%	25%
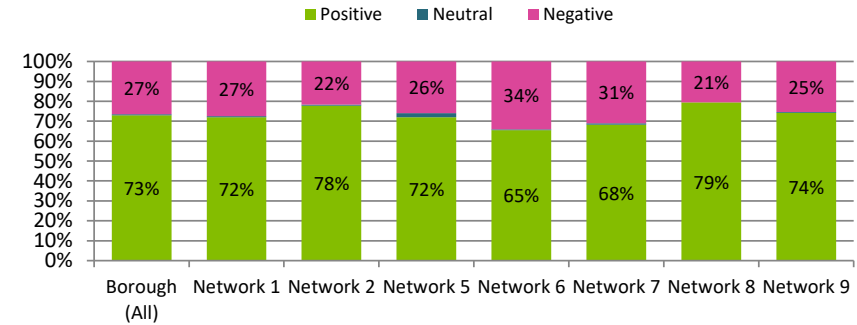
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practice	Positive	Neutral	Negative
Albion Health Centre	14		14
Blithehale Health Centre	111	2	8
Health E1 Homeless Medical Centre			
The Spitalfields Practice	21		19

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 86 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart showing number of issues by category (Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Management, Registration, Repeat Prescription, Support, Test Results, Training). Y-axis from 0 to 30.
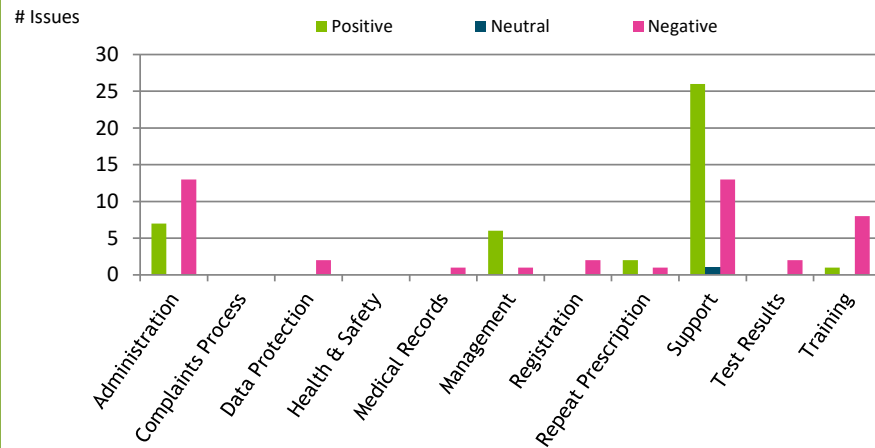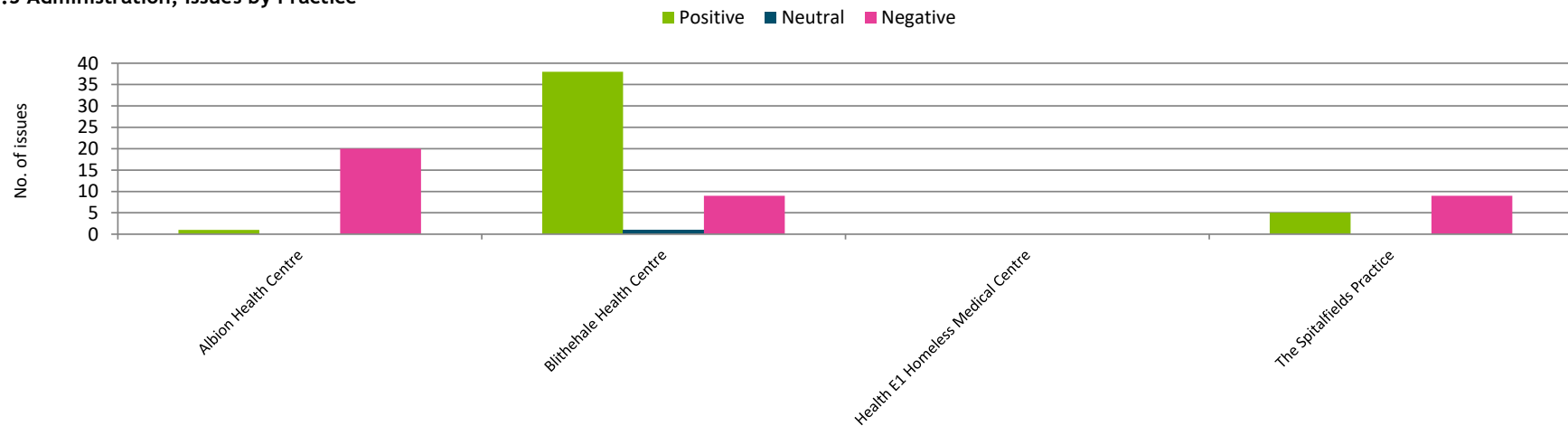
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	43%	57%
Network 1	42%	58%
Network 2	53%	46%
Network 5	43%	54%
Network 6	36%	63%
Network 7	37%	61%
Network 8	47%	53%
Network 9	43%	57%
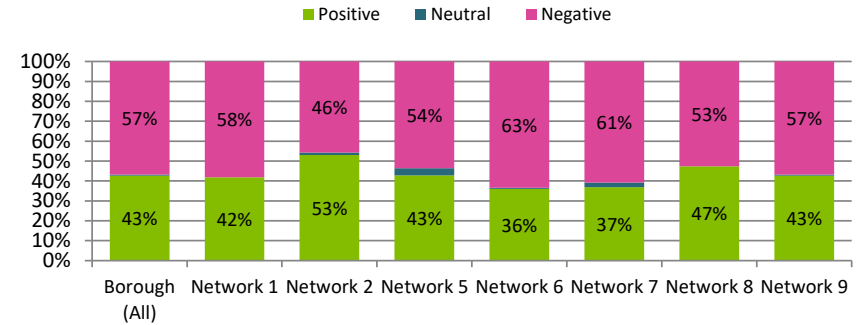
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Bar chart showing number of issues by practice (Albion Health Centre, Blithehale Health Centre, Health E1 Homeless Medical Centre, The Spitalfields Practice). Y-axis from 0 to 40.

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 32 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis):
- Advice/Information: Positive 16, Negative 12
- Language/Interpret...: Positive 2, Negative 2
- Sensory (Deaf/Blind): (none)
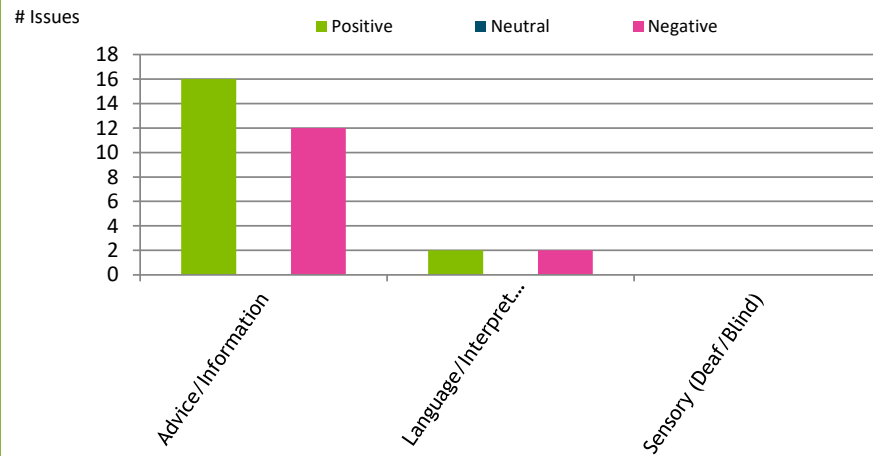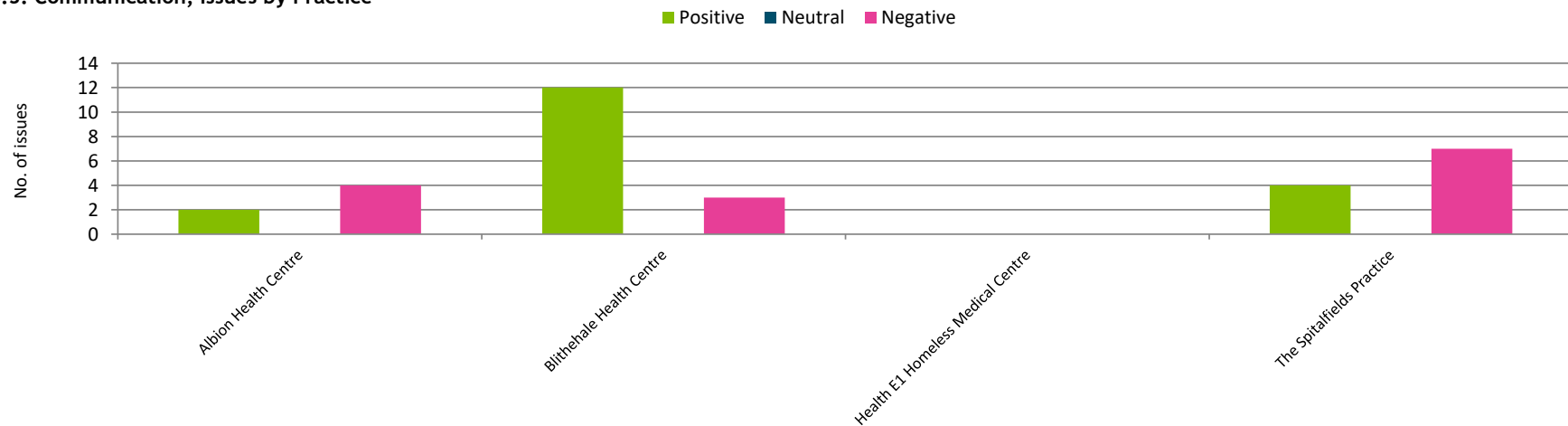
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Network	Positive	Negative
Borough (All)	62%	38%
Network 1	66%	34%
Network 2	56%	44%
Network 5	47%	53%
Network 6	52%	48%
Network 7	57%	43%
Network 8	79%	21%
Network 9	61%	39%
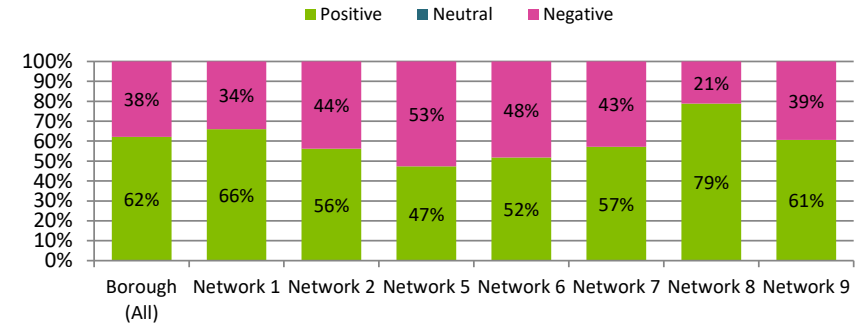
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

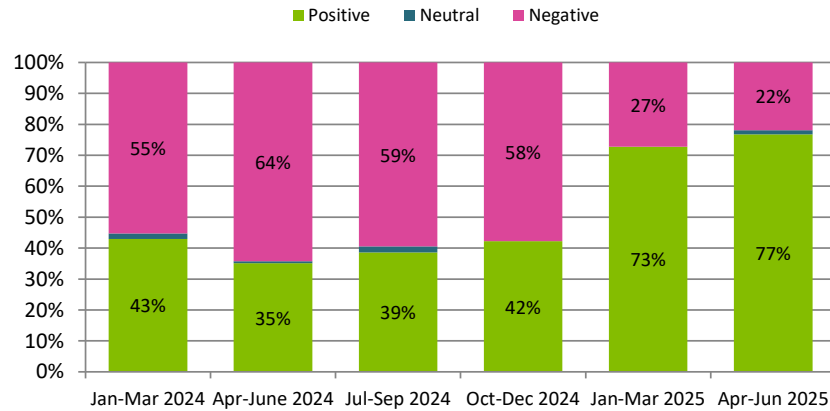| Practice	Positive	Negative
Albion Health Centre	2	4
Blithehale Health Centre	12	3
Health E1 Homeless Medical Centre		
The Spitalfields Practice	4	7

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

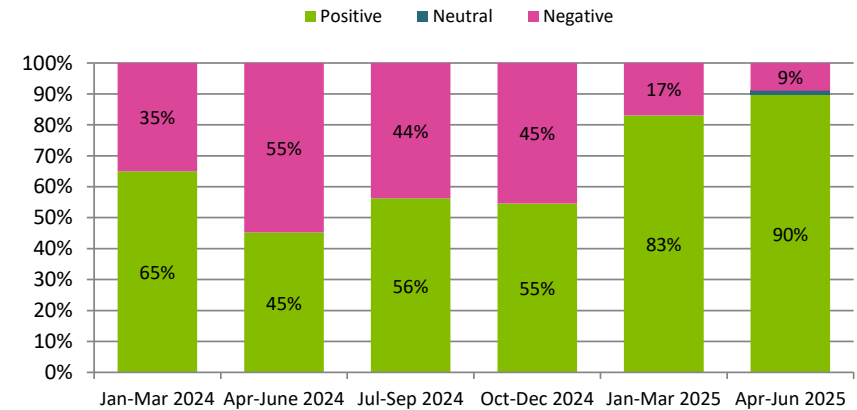|	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Positive	43%	35%	39%	42%	73%	77%
Negative	55%	64%	59%	58%	27%	22%

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
Positive	26%	13%	25%	58%	37%	53%
Negative	69%	87%	71%	42%	63%	42%
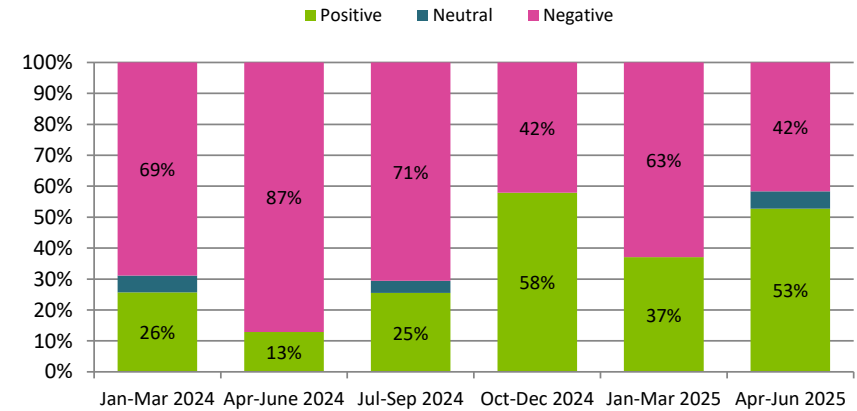
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Positive	57%	44%	48%	48%	82%	88%
Negative	43%	56%	50%	52%	18%	12%

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
Positive	65%	45%	56%	55%	83%	90%
Negative	35%	55%	44%	45%	17%	9%
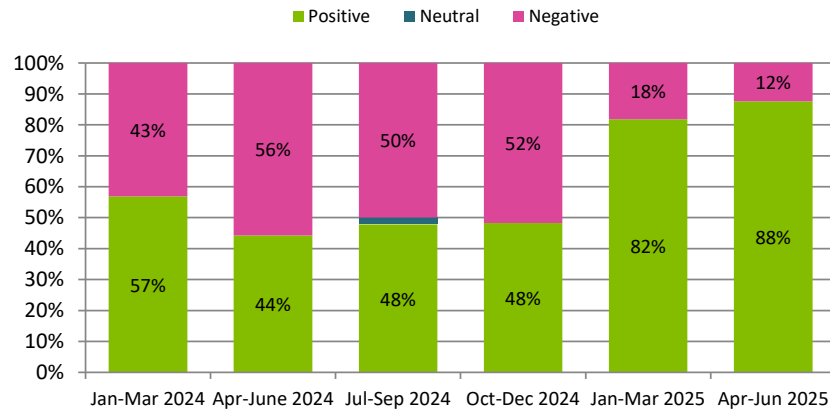
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2024	29%	71%
Apr-June 2024	18%	76%
Jul-Sep 2024	38%	63%
Oct-Dec 2024	23%	77%
Jan-Mar 2025	63%	37%
Apr-Jun 2025	62%	35%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2024	18%	82%
Apr-June 2024	50%	50%
Jul-Sep 2024	25%	75%
Oct-Dec 2024	50%	50%
Jan-Mar 2025	75%	25%
Apr-Jun 2025	63%	38%
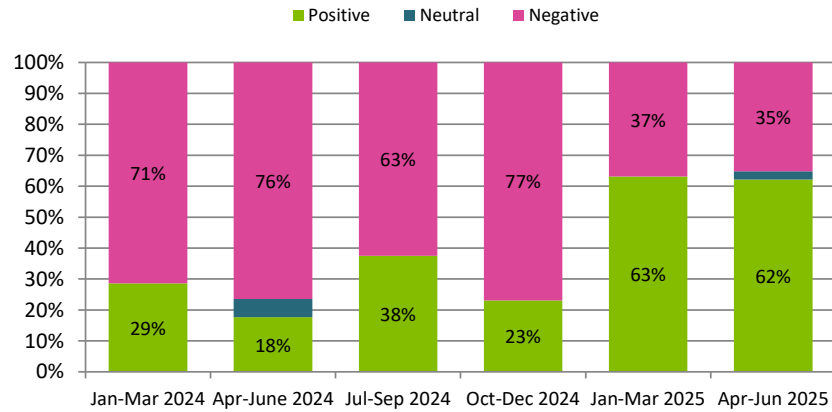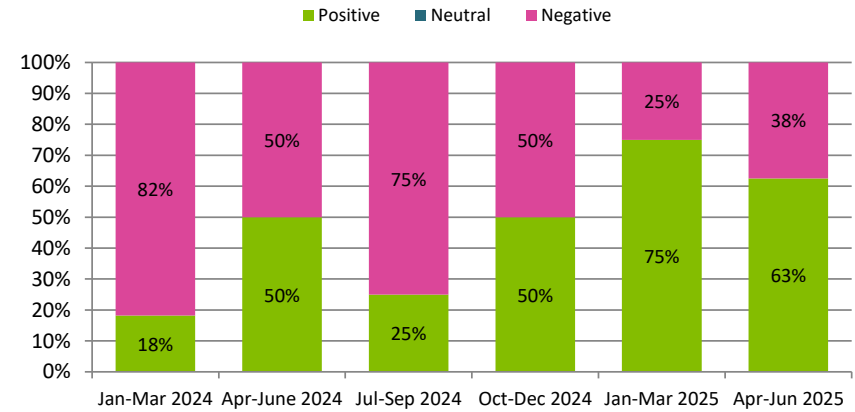
4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: Positive | Neutral | Negative

Bar chart showing # Issues (y-axis 0 to 1400) across Network 1, Network 2, Network 5, Network 6, Network 7, Network 8, Network 9 with Positive and Negative bars.

Pie chart:
- Network 1: 12%
- Network 2: 10%
- Network 5: 6%
- Network 6: 14%
- Network 7: 9%
- Network 8: 19%
- Network 9: 30%
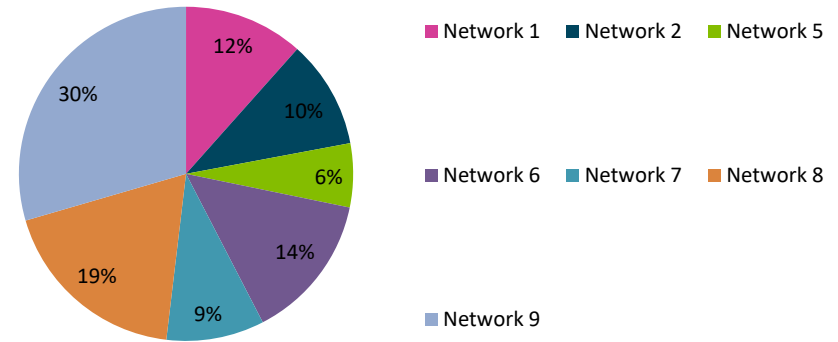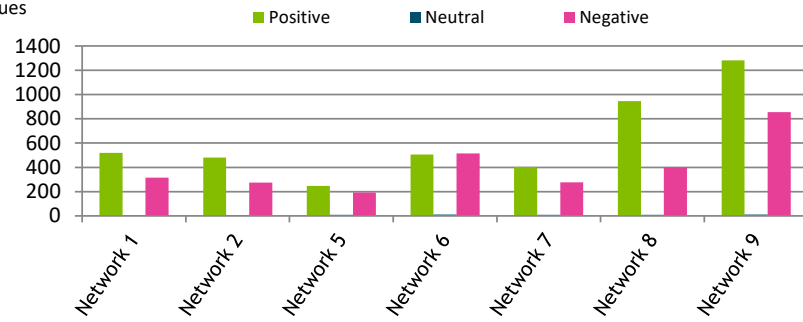
5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	16	0	12	28
	Carer Involvement	*Involvement of carers, friends or family members.*	1	0	1	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	15	1	6	22
	User Involvement	*Involvement of the service user.*	30	0	16	46
Systems	Administration	*Administrative processes and delivery.*	4	0	15	19
	Booking	*Ability to book, reschedule or cancel appointments.*	25	2	34	61
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	2	2
	Data Protection	*General data protection (including GDPR).*	0	0	2	2
	Referral	*Referral to a service.*	7	0	1	8
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	4	0	1	5
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	6	0	1	7
	Registration	*Ability to register for a service.*	0	0	2	2
	Support	*Levels of support provided.*	74	1	29	104
	Telephone	*Ability to contact a service by telephone.*	4	0	10	14
	Timing	*Physical timing (ie; length of wait at appointments).*	7	0	11	18
	Waiting List	*Length of wait while on a list.*	24	2	30	56
Values	Choice	*General choice.*	2	0	4	6
	Cost	*General cost.*	0	0	1	1
	Language	*Language, including terminology.*	2	0	2	4
	Nutrition	*Provision of sustainance.*	0	0	1	1
	Privacy	*Privacy, personal space and property.*	0	0	0	0
	Quality	*General quality of a service, or staff.*	102	0	21	123
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	0	0	2	2
	Environment/Layout	*Physical environment of a service.*	2	0	7	9
	Equipment	*General equipment issues.*	0	0	4	4
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	6	0	2	8
	Mobility	*Physical mobility to, from and within services.*	1	0	1	2
	Travel/Parking	*Ability to travel or park.*	0	0	1	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	1	1
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	147	1	40	188
	Complaints	*Ability to log and resolve a complaint.*	0	0	0	0
	Staff Training	*Training of staff.*	1	0	8	9
	Staffing Levels	*General availability of staff.*	0	0	4	4
	Total:		**480**	**7**	**274**	**761**

Disclaimer:

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