## The Experience of GP Services: Network 5

A trends analysis report by Healthwatch Tower Hamlets



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



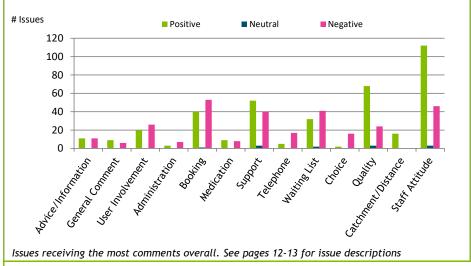
### 1. Data Source and Conditions/Topics



#### 1.1 Source # Issues Negative Positive Neutral 250 200 Outreach Provider Website 150 100 42% 48% 50 0 Solid March Police, Helsing Contraction of the second Social Media Sources providing the most comments overall 1.2 Stated medical conditions/topics Cancer # Issues 2% Positive Neutral Negative 35 Children's Health 7% 30 Diabetes 25 20 6% Digital and Online 15 10 5 0 Ear Health/Hearing 4% 8% Maternity Jee Her is is a set of the set of and the second s 10% Mental Health 34% Musculoskeletal Health 4% Older People's Health Skin Health Medical conditions/topics receiving the most comments overall

#### 2.1 Overall Themes and Sentiment

#### 2.1.1 Overall, Top Trends: 727 issues from 157 people

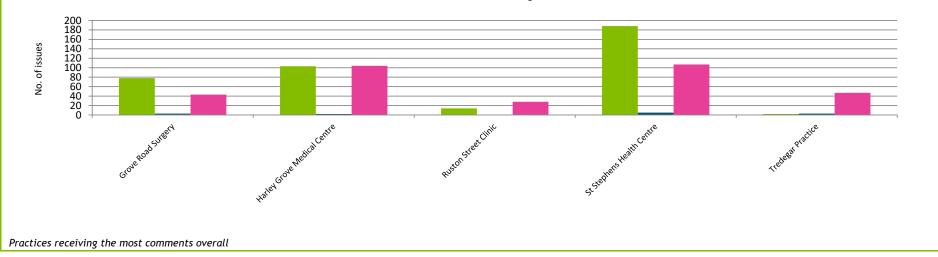


#### 2.1.2 Overall, Sentiment by Primary Care Network Positive Neutral Negative 100% 90% 80% 34% 42% 43% 43% 45% 43% 80% 70% 60% 50% 40% 30% 20% 10% 0% 50% F 66% 56% 55% 57% 53% 55% 54% 49% Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All)

2.1.3 Overall, Issues by Practice

■ Positive ■ Neutral ■ Negative

Sentiment by PCN



### 2.2 Service Access

Practices receiving the most comments overall

#### 2.2.1 Service Access: 194 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 45 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 40 35 58% 30 69% 69% 72% 70% 71% 75% 25 20 15 10 40% 30% 28% 28% 27% 27% 23% 22% 5 0 Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 800 1100 100 Store Start (All) 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 50 45 40 35 30 25 20 15 10 5 No. of issues ŏ Hater Gove Medical Centre st stephens least centre Ruston Street Linic Tredesa Practice Grove Road Surfee

### 2.3 Clinical Treatment and Care

Practices receiving the most comments overall

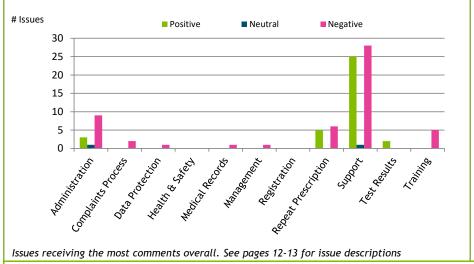
#### 2.3.1 Treatment: 220 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 15% 16% 60 22% 26% 30% 40% 39% 50 40 73% 30 84% 84% 77% 69% 69% 59% 59% 20 10 Logo State 0 in the second se Contraction of the second second Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 Contraction of the second Cloth A contract of the second in the second (All) 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 80 70 60 No. of issues 50 40 30 20 10 0 Ruston Street Clinic 515tephen5treathcentre Tredesa Produce Hates Gove Nedra Centre Grove Road Surfer

## 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 159 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 60 22% 29% 27% 27% 29% 37% 50 40 ຸປ% ~% 30 78% 72% 75% 70% 71% 69% 63% 20 10 0 Person Pe Clinicon, Clinic Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 AN Services (All) 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 60 50 No. of issues 40 30 20 10 0 515Fephersheatth centre halen conevertation the Ruston Street Linic Tredesa Procifice Grove Road Surfeet Practices receiving the most comments overall

#### 2.5 Administration

#### 2.5.1 Administration: 90 issues detected



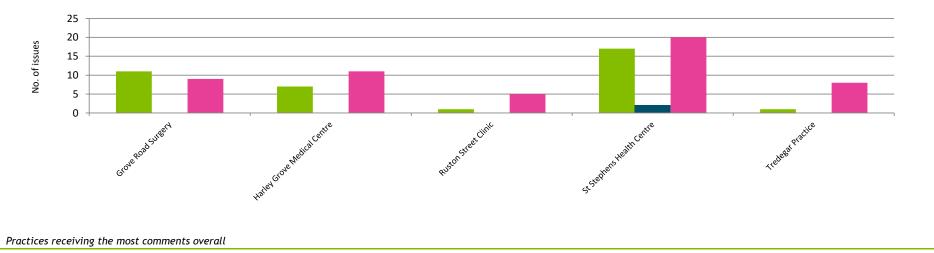
#### 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 49% 53% 58% 58% 62% 60% 65% 47% 47% 41% 40% 41% 37% 37% 35%

Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All)

#### 2.5.3 Administration, Issues by Practice

■ Positive ■ Neutral ■ Negative

Sentiment by PCN



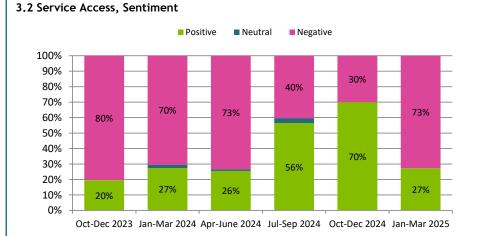
### 2.6 Communication

#### 2.6.1 Communication: 22 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 12 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 10 41% 40% 44% 45% 44% 50% 8 6 779 4 59% 60% 56% 56% 55% 50% 54% 2 0 Cale Contraction of the contract Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All) 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 8 6 No. of issues 4 2 0 Grove Road Surgery RUSION STEEL CHINE ststephensheath centre Tredeen Practice Haley Gove Medical Practices receiving the most comments overall

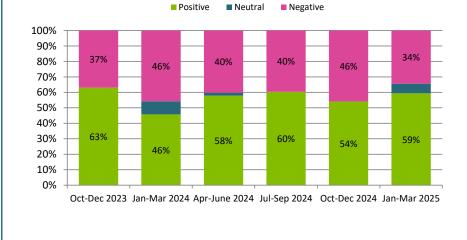
## 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 80% 40% 40% 43% 48% 50% 52% 70% 60% 50% 40% 30% 60% 58% 54% 52% 48% 45% 20% 10% 0% Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025

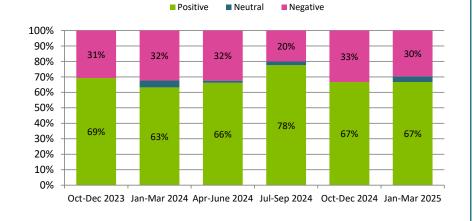
#### 3.1 Overall Sentiment



#### 3.3 Treatment and Care, Sentiment

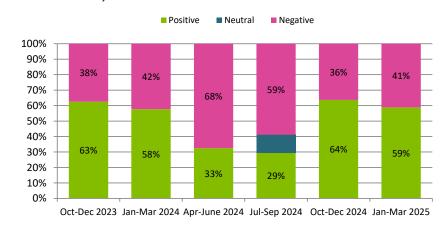


#### 3.4 Staff Attitude, Sentiment

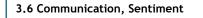


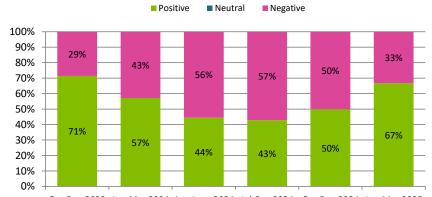
## (*:*%)

## 3. Timeline: 18 Month Tracker



#### 3.5 Administration, Sentiment





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

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## 4. Volume by Primary Care Network





## 5. Data Table: Number of issues

|                 | Issue Name         | Descriptor   |          | # Issues |          |       |  |  |  |
|-----------------|--------------------|--|----------|----------|----------|-------|--|--|--|
| <i>(</i> 0      |                    |  | Positive | Neutral  | Negative | Total |  |  |  |
| Patients/Carers | Advice/Information | Communication, including access to advice and information. | 11       | 0        | 11       | 22    |  |  |  |
|                 | Carer Involvement  | Involvement of carers, friends or family members.          | 0        | 0        | 1        | 1     |  |  |  |
|                 | General Comment    | A generalised statement (ie; "The doctor was good.")       | 9        | 0        | 6        | 15    |  |  |  |
|                 | User Involvement   | Involvement of the service user.                           | 20       | 0        | 26       | 46    |  |  |  |
| Systems         | Administration     | Administrative processes and delivery.                     | 3        | 0        | 7        | 10    |  |  |  |
|                 | Booking            | Ability to book, reschedule or cancel appointments.        | 40       | 1        | 53       | 94    |  |  |  |
|                 | Cancellations      | Cancellation of appointment by the service provider.       | 0        | 0        | 2        | 2     |  |  |  |
|                 | Data Protection    | General data protection (including GDPR).                  | 0        | 0        | 1        | 1     |  |  |  |
|                 | Referral           | Referral to a service.                                     | 5        | 0        | 4        | 9     |  |  |  |
|                 | Medical Records    | Management of medical records.                             | 0        | 0        | 1        | 1     |  |  |  |
|                 | Medication         | Prescription and management of medicines.                  | 9        | 0        | 8        | 17    |  |  |  |
|                 | Opening Times      | Opening times of a service.                                | 1        | 0        | 0        | 1     |  |  |  |
|                 | Planning           | Leadership and general organisation.                       | 0        | 0        | 1        | 1     |  |  |  |
|                 | Registration       | Ability to register for a service.                         | 0        | 0        | 0        | 0     |  |  |  |
|                 | Support            | Levels of support provided.                                | 52       | 3        | 40       | 95    |  |  |  |
|                 | Telephone          | Ability to contact a service by telephone.                 | 5        | 0        | 17       | 22    |  |  |  |
|                 | Timing             | Physical timing (ie; length of wait at appointments).      | 0        | 0        | 6        | 6     |  |  |  |
|                 | Waiting List       | Length of wait while on a list.                            | 32       | 2        | 41       | 75    |  |  |  |
| Values          | Choice             | General choice.  | 2        | 0        | 16       | 18    |  |  |  |
|                 | Cost               | General cost.  | 0        | 0        | 0        | 0     |  |  |  |
|                 | Language           | Language, including terminology.                           | 0        | 0        | 0        | 0     |  |  |  |
|                 | Nutrition          | Provision of sustainance.                                  | 0        | 0        | 0        | 0     |  |  |  |
|                 | Privacy            | Privacy, personal space and property.                      | 0        | 0        | 0        | 0     |  |  |  |
|                 | Quality            | General quality of a service, or staff.                    | 68       | 3        | 24       | 95    |  |  |  |
|                 | Sensory            | Deaf/blind or other sensory issues.                        | 0        | 0        | 0        | 0     |  |  |  |
|                 | Stimulation        | General stimulation, including access to activities.       | 0        | 1        | 0        | 1     |  |  |  |
|                 |                    |  |          |          |          |       |  |  |  |

## 5. Data Table: Number of issues

| Issue Name         | Descriptor  |        | # Issues |         |          |       |  |  |
|--------------------|---|--------|----------|---------|----------|-------|--|--|
|                    | ·   |        | Positive | Neutral | Negative | Total |  |  |
| Catchment/Distance | Distance to a service (and catchment area for eligability). |        | 16       | 0       | 0        | 16    |  |  |
| Environment/Layout | Physical environment of a service.                          |        | 0        | 0       | 2        | 2     |  |  |
| Equipment          | General equipment issues.                                   |        | 0        | 0       | 2        | 2     |  |  |
| Hazard             | General hazard to safety (ie; a hospital wide infection).   |        | 0        | 0       | 1        | 1     |  |  |
| Hygiene            | Levels of hygiene and general cleanliness.                  |        | 0        | 0       | 0        | 0     |  |  |
| Mobility           | Physical mobility to, from and within services.             |        | 0        | 0       | 0        | 0     |  |  |
| Travel/Parking     | Ability to travel or park.                                  |        | 0        | 0       | 1        | 1     |  |  |
| Omission           | General omission (ie; transport did not arrive).            |        | 0        | 0       | 2        | 2     |  |  |
| Security/Conduct   | General security of a service, including conduct of staff.  |        | 0        | 0       | 0        | 0     |  |  |
| Staff Attitude     | Attitude, compassion and empathy of staff.                  |        | 112      | 3       | 46       | 161   |  |  |
| Complaints         | Ability to log and resolve a complaint.                     |        | 0        | 0       | 2        | 2     |  |  |
| Staff Training     | Training of staff.  |        | 0        | 0       | 5        | 5     |  |  |
| Staffing Levels    | General availability of staff.                              |        | 0        | 0       | 3        | 3     |  |  |
|                    |   | Total: | 385      | 13      | 329      | 727   |  |  |

#### Disclaimer:

Environment

Staff

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