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 July 2024 - 30 June 2025



1. Data Source and Conditions/Topics





2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 449 issues from 110 people # Issues Positive Neutral Negative



2.1.2 Overall, Sentiment by Primary Care Network Positive Neutral Negative 100% 90% 80% 30% 36% 38% 39% 43% 40% 80% 70% 60% 50% 40% 30% 20% 10% 0% 50% F 70% 60% 62% 63% 58% 60% 55% 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

2.2.1 Service Access: 122 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 30 100% 90% 80% 25 80% 70% 60% 50% 40% 30% 20% 10% 0% 51% 579 20 63% 68% 66% 66% 76% 15 10 48% 40% 34% 32% 30% 32% 5 26% 22% 0 W altige List Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 800 100 100 100 100 State of the state (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 30 25 No. of issues 20 15 10 5 0 Hafen core well'a centre Ruston Street Lime 51540Hersteathcentre Tredesa Practice Grove Road Suffer Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 132 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 13% 35 21% 23% 25% 29% 37% 30 25 20 87% 79% 77% 77% 789 74% 15 70% 62% 10 5 Not the second Locology Less 0 4000 Marine Contraction of the second Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 Contraction of the second - Action of the second Cloth croice (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 50 45 40 35 30 25 20 15 10 5 No. of issues ŏ Ruston Street Clinic st stephens health centre Tredesa Procifice Hater Gove Medica Centre Grove Road Surfee Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 98 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 35 21% 22% 26% 27% 34% 31% 30 25 20 73% 78% 79% 72% 72% 74% 15 65% 68% 10 5 0 A SISTER STREET Clinicians -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 35 30 25 No. of issues 20 15 10 5 0 5 500 Met Health Centre Tredeea Pratice Grove Road Surgery haien core head a centre Ruston Street Linic Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 59 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% 46% 54% 53% 57% 58% 61% 63% F 53% 47% 43% 43% 42% 43% 36% 37% 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



2.6 Communication

Practices receiving the most comments overall

2.6.1 Communication: 19 issues detected 2.6.2 Communication, Sentiment by Primary Care Network # Issues ■ Positive ■ Neutral ■ Negative Positive Neutral Negative 10 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 9 219 8 34% 38% 43% 44% 48% 53% 7 6 5 4 79% 66% 62% 3 2 56% 619 57% 52% 47% 1 0 Called Contraction of the contra Contraction of the second second 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 Ruston Steel Unic st stephens health centre Tredeen Practice Grove Road Surger Haley Gove Medical

3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 80% 40% 40% 41% 50% 52% 70% 60% 60% 50% 40% 30% 60% 58% 57% 48% 45% 20% 40% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

3.1 Overall Sentiment





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



3.3 Treatment and Care, Sentiment





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

3.4 Staff Attitude, Sentiment

3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment





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

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4. Volume by Primary Care Network





5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues					
<i>(</i>)			Positive	Neutral	Negative	Total		
Patients/Carers	Advice/Information	Communication, including access to advice and information.	9	0	9	18		
	Carer Involvement	Involvement of carers, friends or family members.	0	0	0	0		
	General Comment	A generalised statement (ie; "The doctor was good.")	6	0	6	12		
	User Involvement	Involvement of the service user.	11	0	13	24		
Systems	Administration	Administrative processes and delivery.	4	0	8	12		
	Booking	Ability to book, reschedule or cancel appointments.	28	1	27	56		
	Cancellations	Cancellation of appointment by the service provider.	0	0	3	3		
	Data Protection	General data protection (including GDPR).	0	0	0	0		
	Referral	Referral to a service.	4	0	3	7		
	Medical Records	Management of medical records.	0	0	0	0		
	Medication	Prescription and management of medicines.	1	0	4	5		
	Opening Times	Opening times of a service.	0	0	0	0		
	Planning	Leadership and general organisation.	0	0	0	0		
	Registration	Ability to register for a service.	0	0	0	0		
	Support	Levels of support provided.	35	2	22	59		
	Telephone	Ability to contact a service by telephone.	3	0	6	9		
Values	Timing	Physical timing (ie; length of wait at appointments).	0	0	3	3		
	Waiting List	Length of wait while on a list.	29	1	26	56		
	Choice	General choice.	2	0	7	9		
	Cost	General cost.	0	0	0	0		
	Language	Language, including terminology.	0	0	1	1		
	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.	43	2	14	59		
	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		# Issues			
			Positive	Neutral	Negative	Total
Catchment/Distance	Distance to a service (and catchment area for eligability).		1	0	0	1
Environment/Layout	Physical environment of a service.		0	0	2	2
Equipment	General equipment issues.		0	0	0	0
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.		72	2	26	100
Complaints	Ability to log and resolve a complaint.		0	0	1	1
Staff Training	Training of staff.		0	0	6	6
Staffing Levels	General availability of staff.		0	0	2	2
		Total:	248	8	193	449

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.

CommunityInsight CRM