The Experience of GP Services: Network 7

A trends analysis report by Healthwatch Tower Hamlets
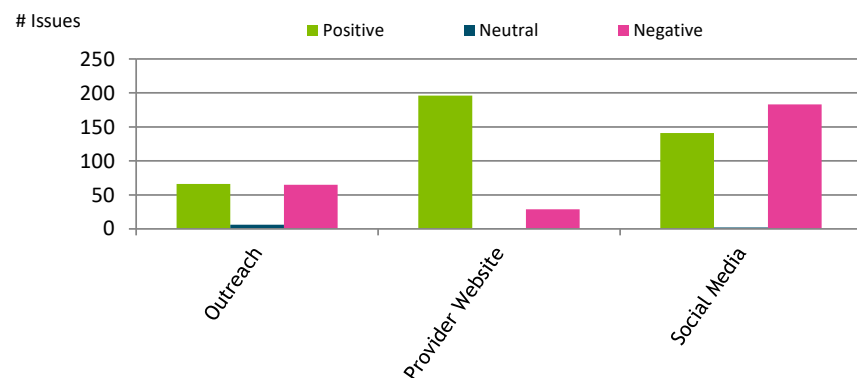

Community*Insight*

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.

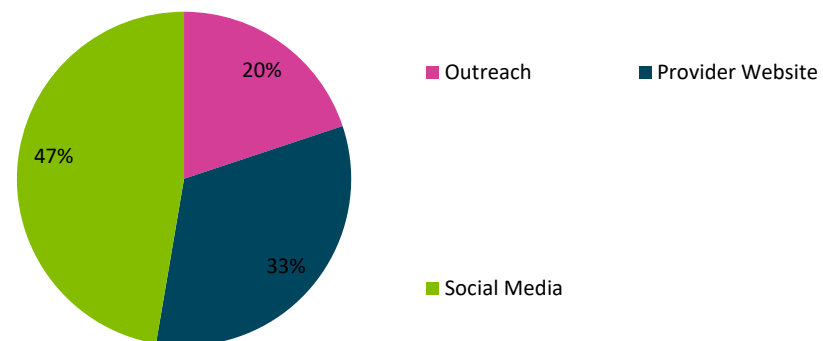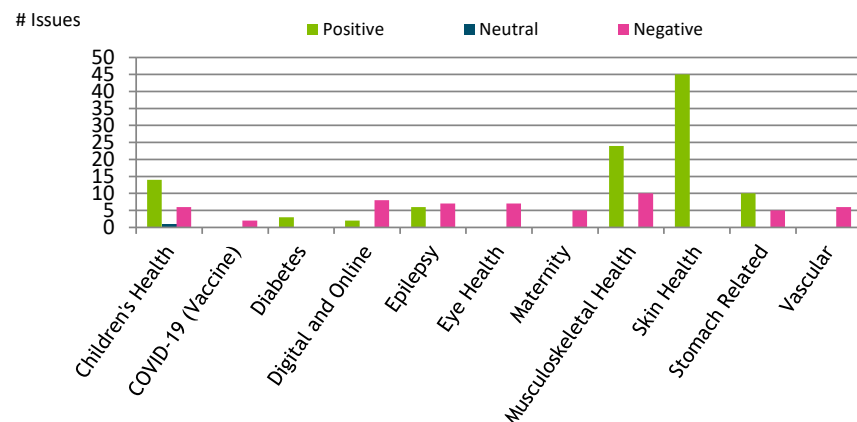*Qualitative Feedback, 1 July 2024 - 30 June 2025*

healthwatch
Tower Hamlets

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues (0–250) for Outreach, Provider Website, and Social Media.

Sources providing the most comments overall

Pie chart:
- Outreach 20%
- Provider Website 33%
- Social Media 47%

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues (0–50) for Children's Health, COVID-19 (Vaccine), Diabetes, Digital and Online, Epilepsy, Eye Health, Maternity, Musculoskeletal Health, Skin Health, Stomach Related, and Vascular.

Medical conditions/topics receiving the most comments overall

Pie chart:
- Children's Health 13%
- COVID-19 (Vaccine) 1%
- Diabetes 2%
- Digital and Online 6%
- Epilepsy 8%
- Eye Health 5%
- Maternity 3%
- Musculoskeletal Health 21%
- Skin Health 28%
- Stomach Related 9%
- Vascular 4%
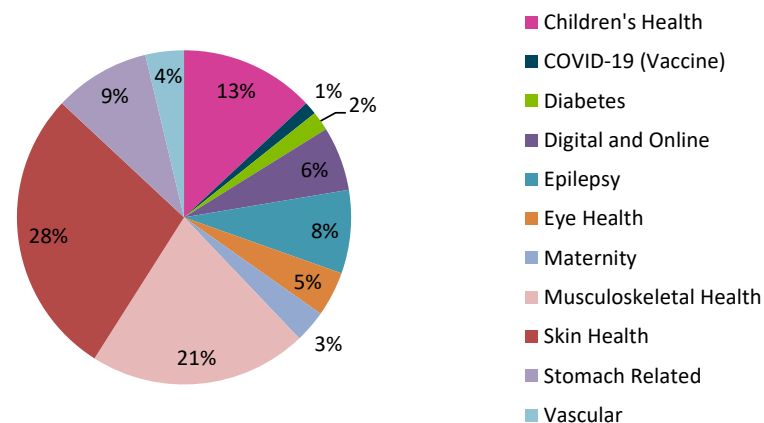
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 689 issues from 162 people

Issues

Legend: Positive, Neutral, Negative

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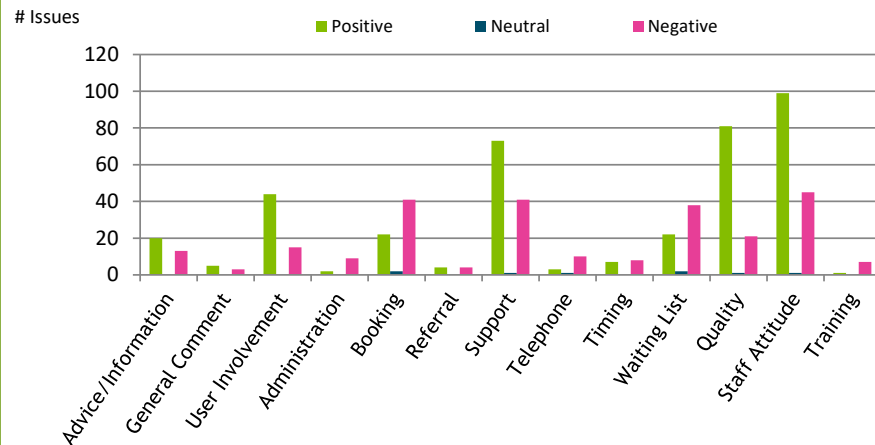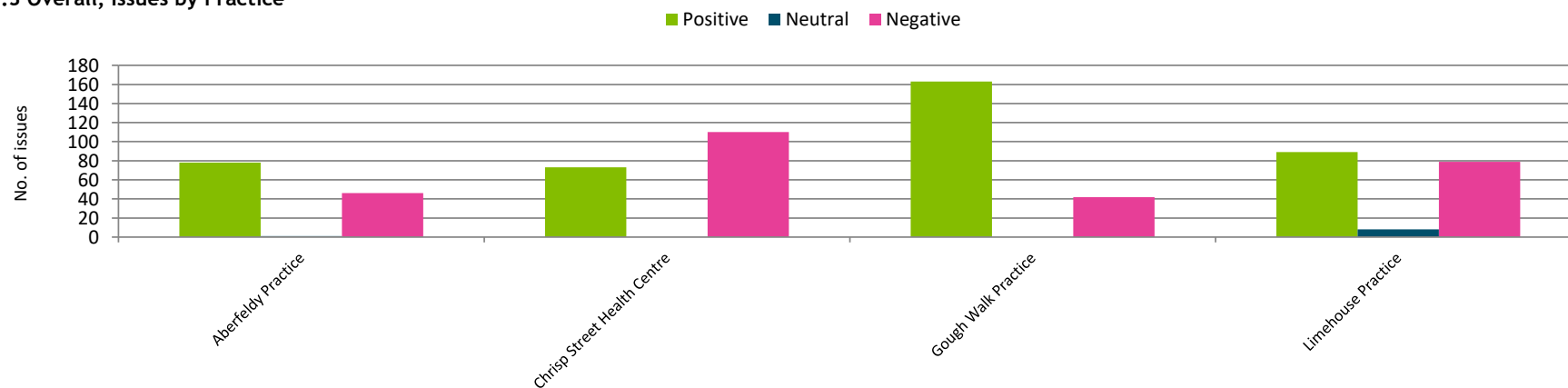
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Network	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%
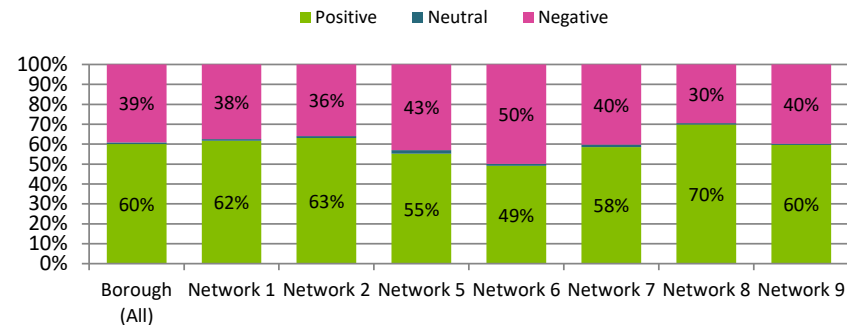
Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Aberfeldy Practice, Chrisp Street Health Centre, Gough Walk Practice, Limehouse Practice

Practices receiving the most comments overall

3

2.2 Service Access

2.2.1 Service Access: 143 issues detected

Issues

Legend: Positive | Neutral | Negative

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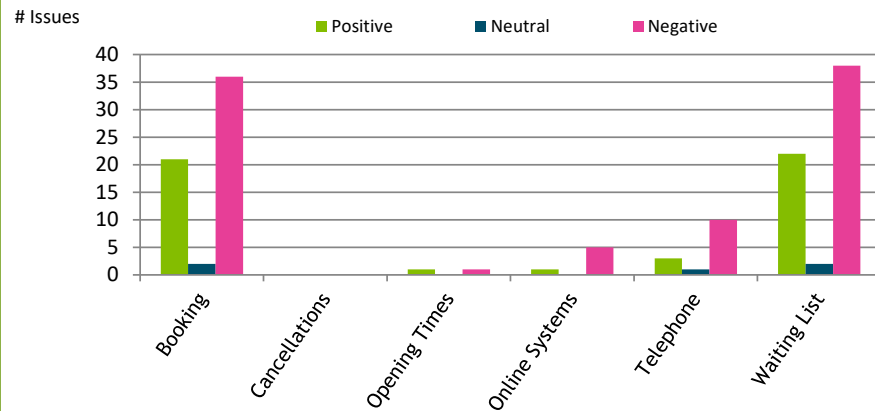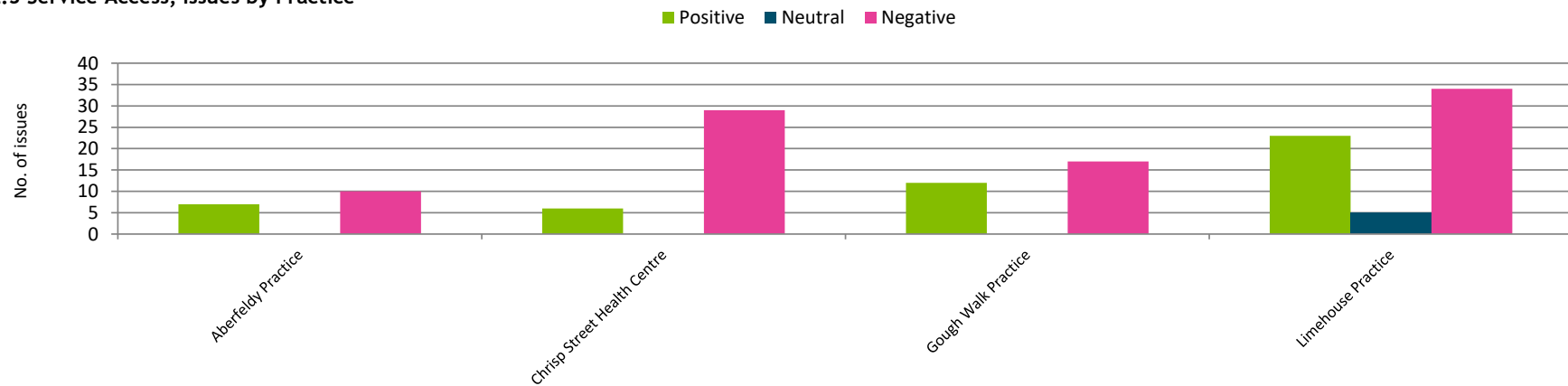
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive | Neutral | Negative

	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%
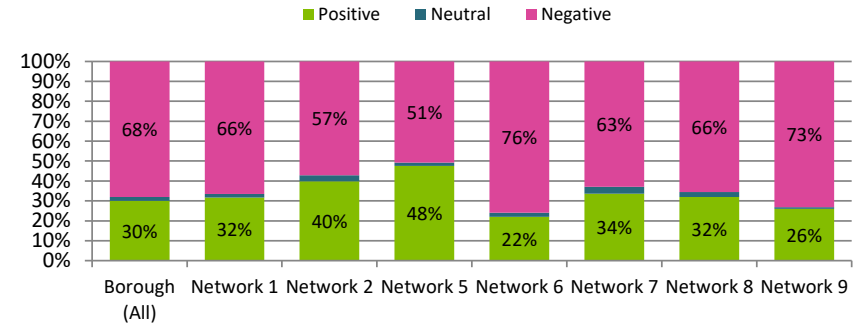
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

Legend: Positive | Neutral | Negative

No. of issues

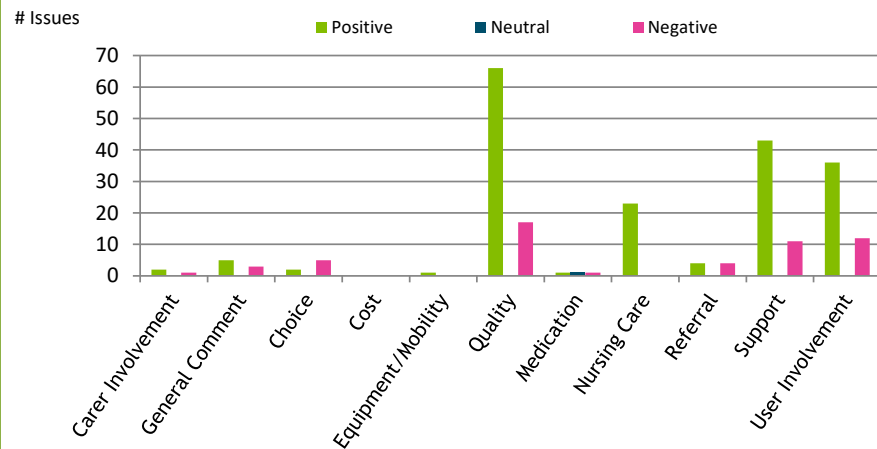X-axis categories: Aberfeldy Practice, Chrisp Street Health Centre, Gough Walk Practice, Limehouse Practice

Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 238 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
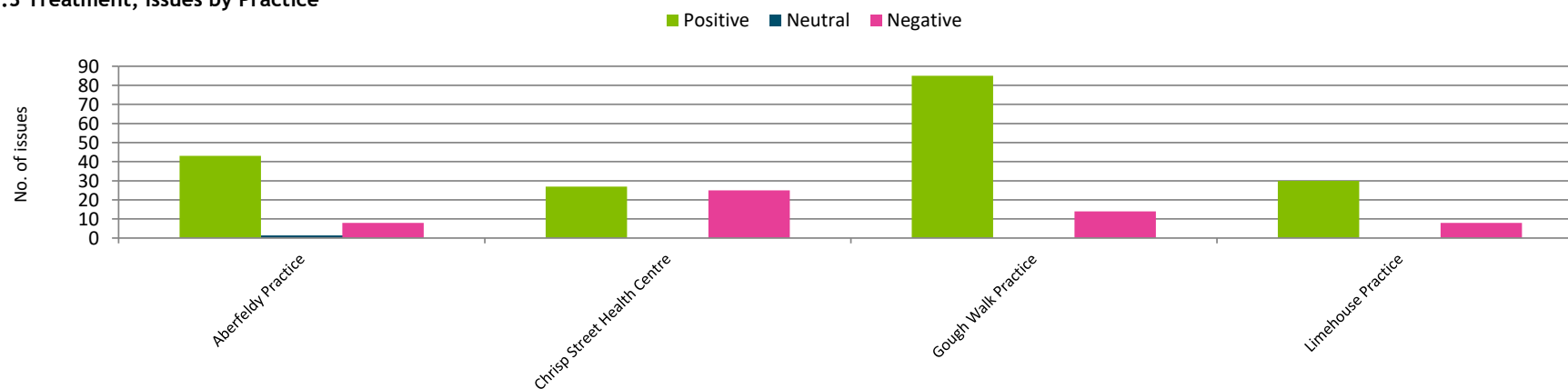
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	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%
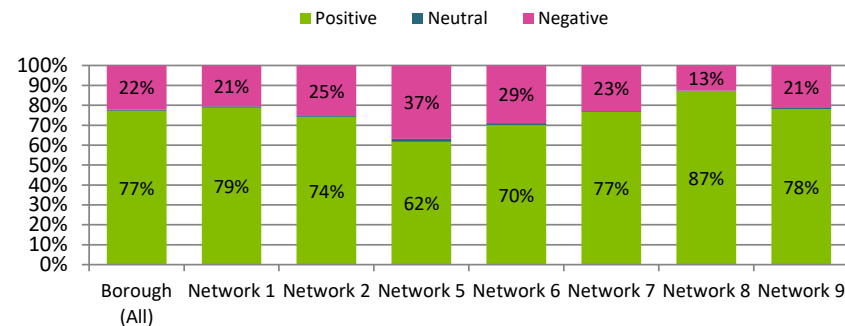
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Aberfeldy Practice, Chrisp Street Health Centre, Gough Walk Practice, Limehouse Practice

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 142 issues detected

Issues

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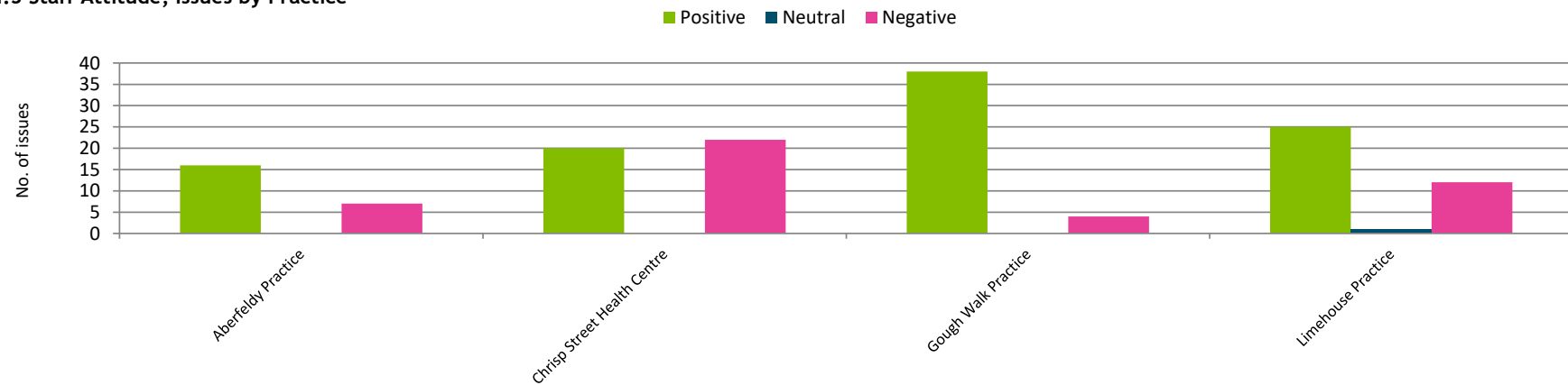
Categories: Receptionists, Clinicians, Nurses
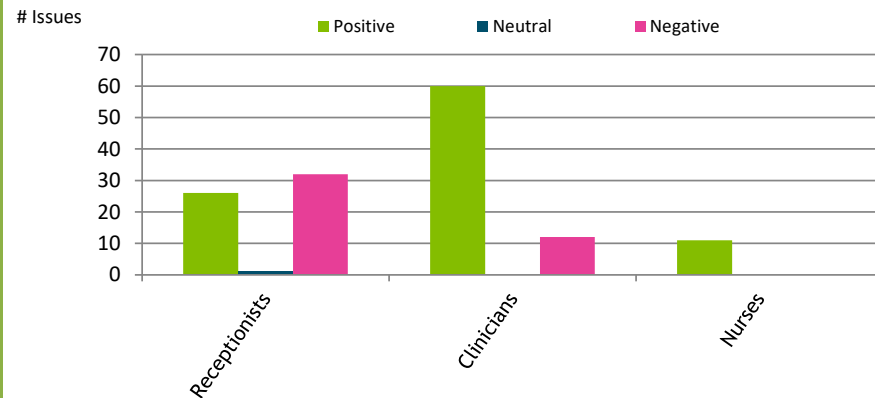
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

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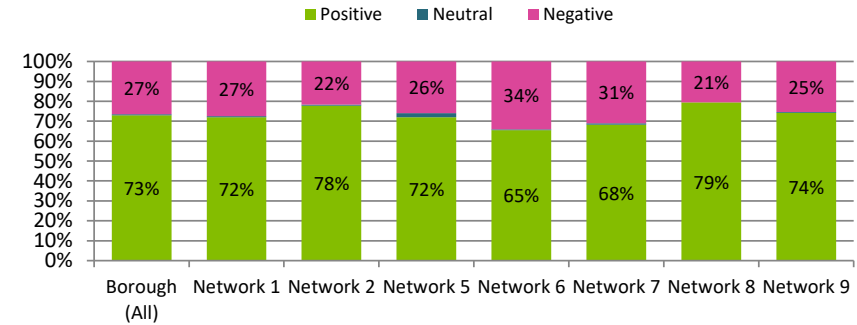
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Categories: Aberfeldy Practice, Chrisp Street Health Centre, Gough Walk Practice, Limehouse Practice

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 86 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
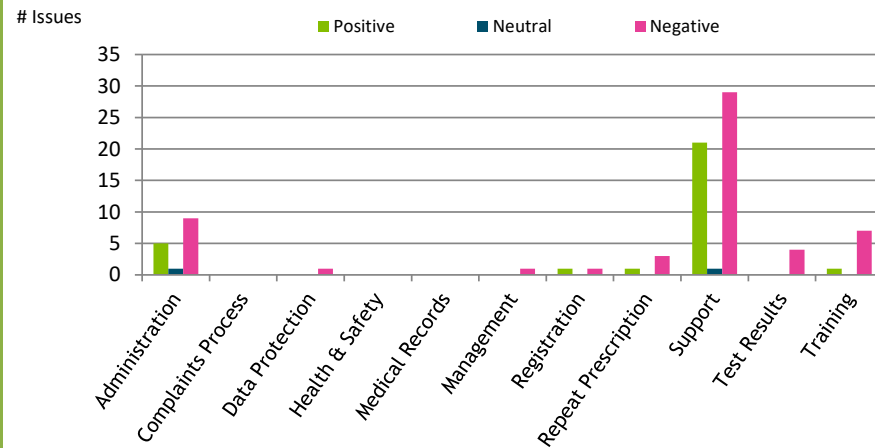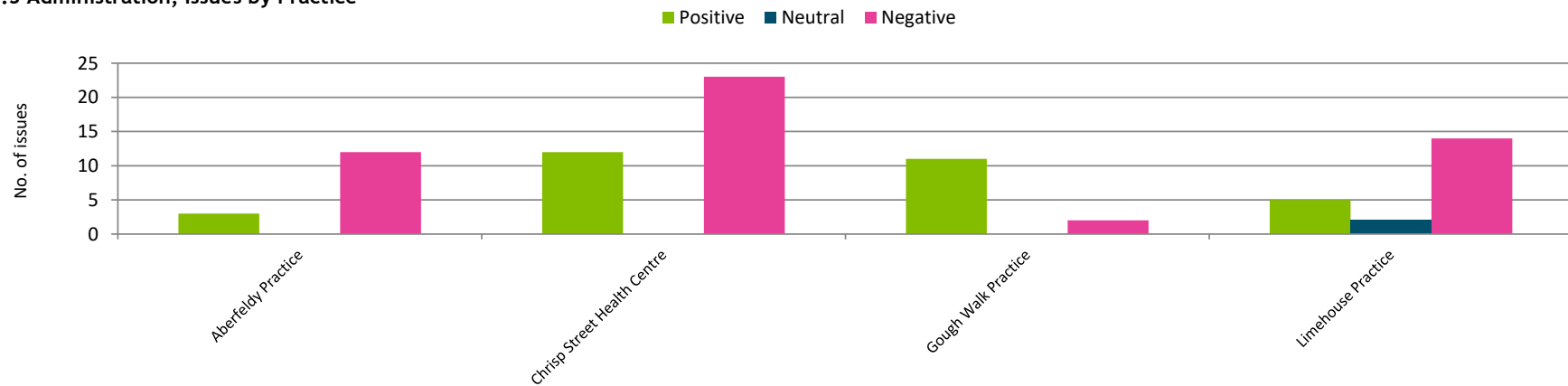
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

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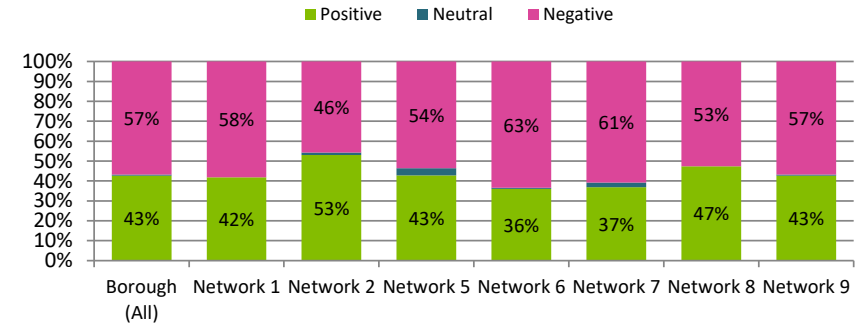
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): Aberfeldy Practice, Chrisp Street Health Centre, Gough Walk Practice, Limehouse Practice

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 35 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart (# Issues, scale 0–25):
- Advice/Information: Positive 20, Negative 13
- Language/Interpret...: Negative 2
- Sensory (Deaf/Blind): (none)
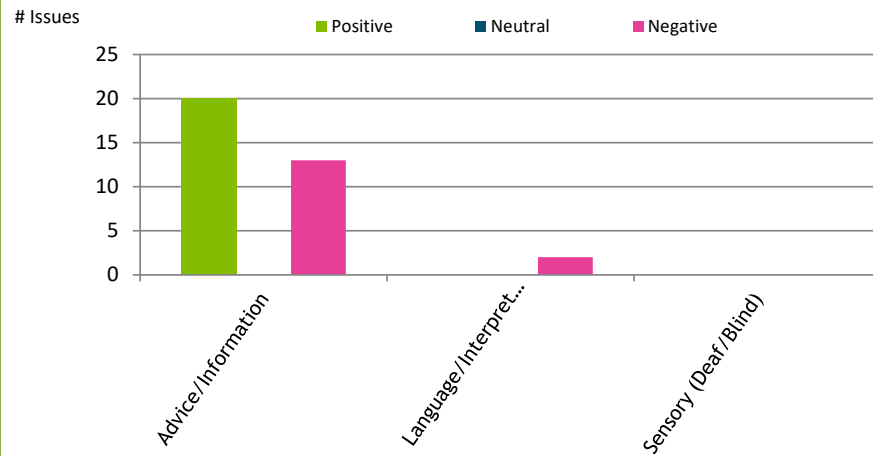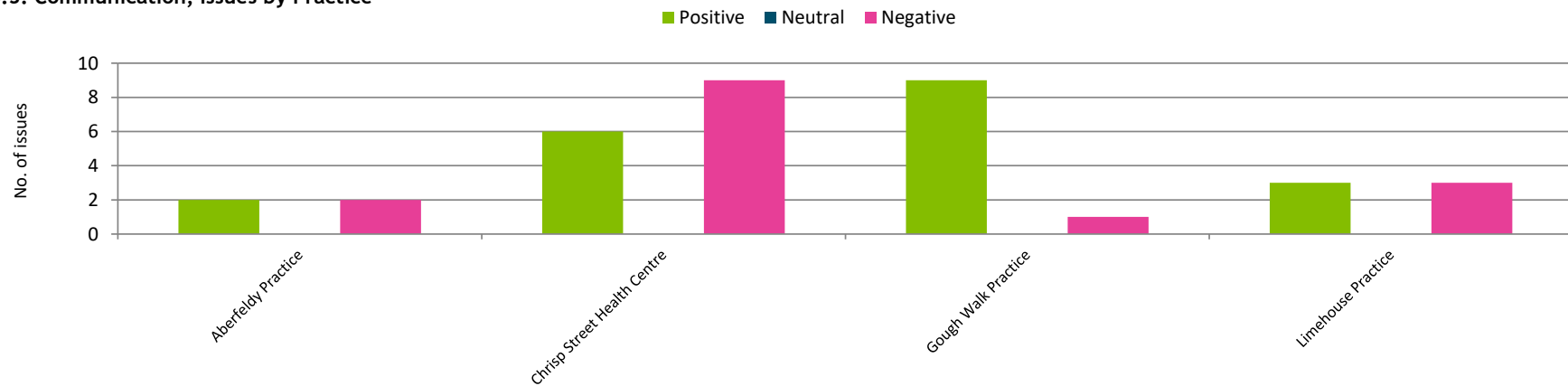
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

100% stacked bar chart:

	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%
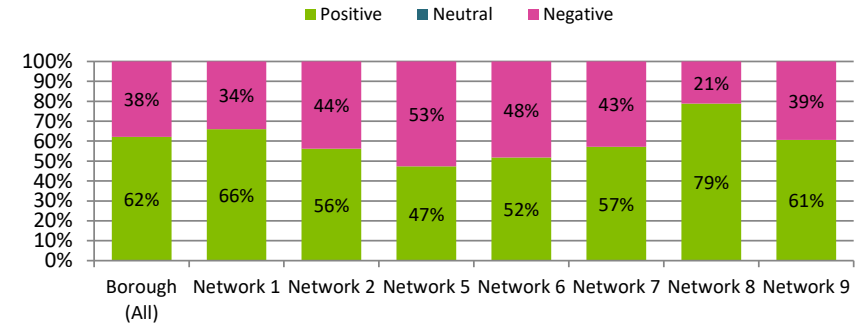
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

Bar chart (No. of issues, scale 0–10):
- Aberfeldy Practice: Positive 2, Negative 2
- Chrisp Street Health Centre: Positive 6, Negative 9
- Gough Walk Practice: Positive 9, Negative 1
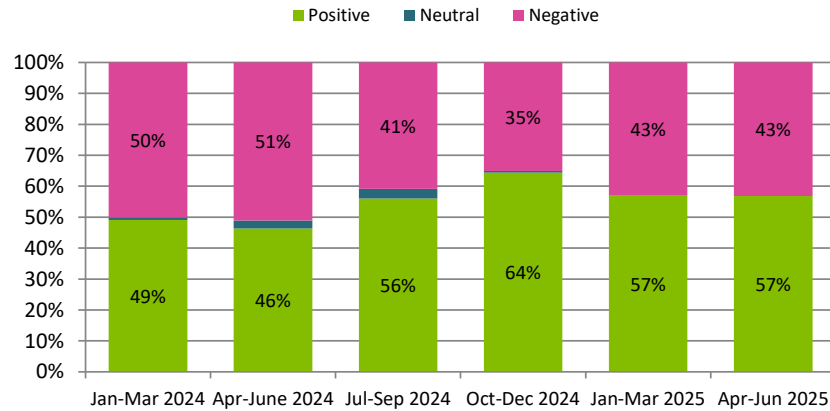- Limehouse Practice: Positive 3, Negative 3

Practices receiving the most comments overall

8

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	50%	51%	41%	35%	43%	43%
Positive	49%	46%	56%	64%	57%	57%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

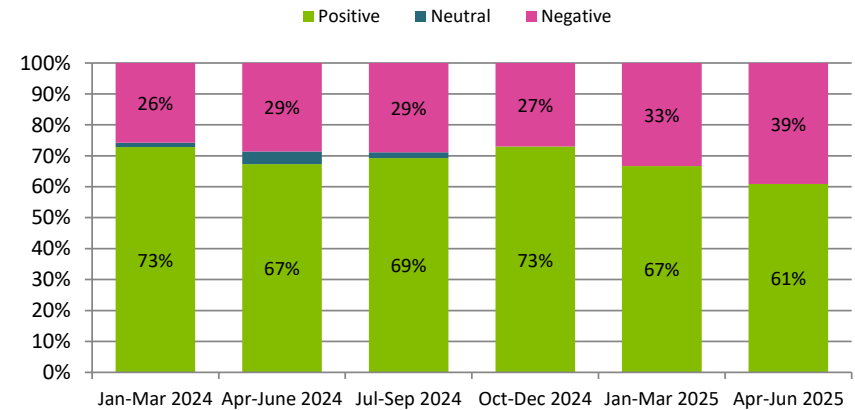|	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	70%	80%	58%	88%	60%	54%
Positive	30%	20%	36%	13%	40%	46%
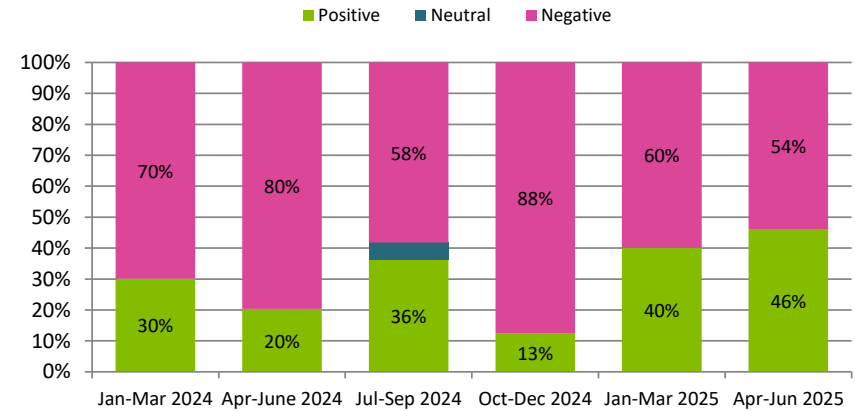
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	41%	50%	16%	18%	38%	21%
Positive	56%	47%	84%	81%	62%	79%

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	26%	29%	29%	27%	33%	39%
Positive	73%	67%	69%	73%	67%	61%
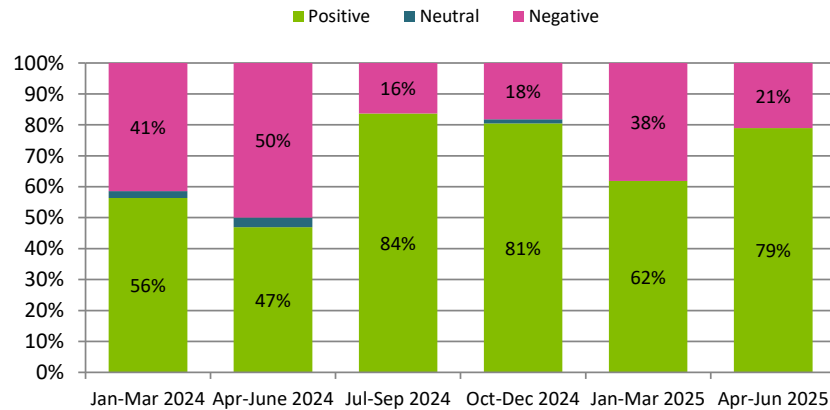
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Jan-Mar 2024	50%	50%
Apr-June 2024	54%	39%
Jul-Sep 2024	50%	44%
Oct-Dec 2024	29%	71%
Jan-Mar 2025	30%	70%
Apr-Jun 2025	18%	82%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Jan-Mar 2024	43%	57%
Apr-June 2024	29%	71%
Jul-Sep 2024	63%	38%
Oct-Dec 2024	89%	11%
Jan-Mar 2025	56%	44%
Apr-Jun 2025	33%	67%
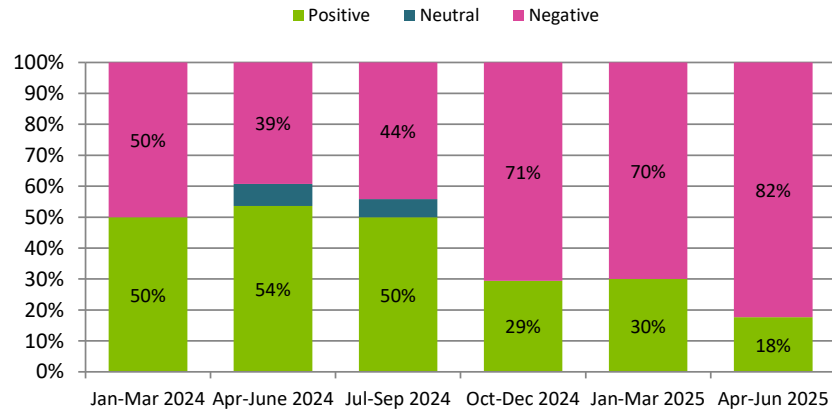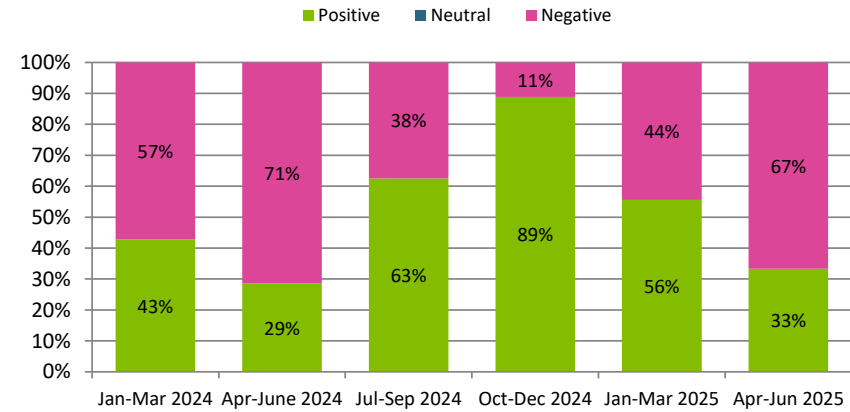
4. Volume by Primary Care Network

4.1 PCN

Issues
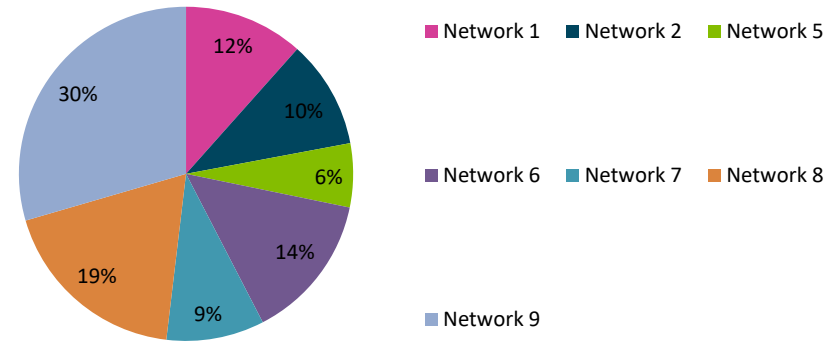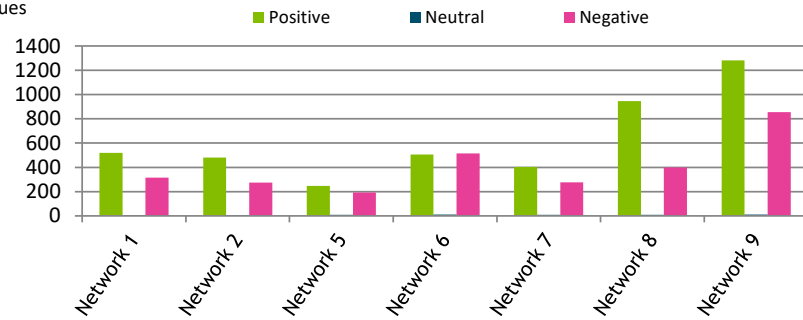
Legend: Positive, Neutral, Negative

Bar chart showing # Issues by Network (y-axis 0 to 1400):
- Network 1
- Network 2
- Network 5
- Network 6
- Network 7
- Network 8
- Network 9

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.*	20	0	13	33
	Carer Involvement	*Involvement of carers, friends or family members.*	2	0	1	3
	General Comment	*A generalised statement (ie; "The doctor was good.")*	5	0	3	8
	User Involvement	*Involvement of the service user.*	44	0	15	59
Systems	Administration	*Administrative processes and delivery.*	2	0	9	11
	Booking	*Ability to book, reschedule or cancel appointments.*	22	2	41	65
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	4	0	4	8
	Medical Records	*Management of medical records.*	0	0	0	0
	Medication	*Prescription and management of medicines.*	2	1	4	7
	Opening Times	*Opening times of a service.*	1	0	1	2
	Planning	*Leadership and general organisation.*	0	0	1	1
	Registration	*Ability to register for a service.*	1	0	1	2
	Support	*Levels of support provided.*	73	1	41	115
	Telephone	*Ability to contact a service by telephone.*	3	1	10	14
	Timing	*Physical timing (ie; length of wait at appointments).*	7	0	8	15
	Waiting List	*Length of wait while on a list.*	22	2	38	62
Values	Choice	*General choice.*	2	0	5	7
	Cost	*General cost.*	0	0	0	0
	Language	*Language, including terminology.*	0	0	2	2
	Nutrition	*Provision of sustainance.*	1	0	0	1
	Privacy	*Privacy, personal space and property.*	0	0	1	1
	Quality	*General quality of a service, or staff.*	81	1	21	103
	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
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	3	0	1	4
	Environment/Layout	*Physical environment of a service.*	4	0	2	6
	Equipment	*General equipment issues.*	1	0	0	1
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	0	3
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
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	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	99	1	45	145
	Complaints	*Ability to log and resolve a complaint.*	0	0	0	0
	Staff Training	*Training of staff.*	1	0	7	8
	Staffing Levels	*General availability of staff.*	0	0	1	1
	Total:		**403**	**9**	**277**	**689**

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