## The Experience of GP Services

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



## Index and overview of findings

## Data Source (Page 4)

This report is based on the experience of 1,759 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. According to feedback, patients would like greater levels of service access, communication, empathy, involvement and support.

Overall sentiment is 60% positive, 39% negative and 1% neutral, feedback suggests.

Trends...

According to feedback, overall satisfaction has improved by 8% this quarter.

Harford Health Centre, Blithedale Health Centre, Barkantine Practice and Wellington Way Health Centre 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 inproved by 7% this quarter, according to comments. Complaints are down by 10% on booking processes and by 8% on waiting times, while up by 6% on telephone access.

Feedback suggests satisfaction at most practices is noticeably negative overall.

### Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment & nursing care, however user involvement is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are down by 7% on treatment and care, and staff attitude.

Barkantine Practice, Blithedale Health Centre, Harford Health Centre and Wellington Way Health Centre receive a notable volume and ratio of positive feedback.

### 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 7% on administration and by 1% on communication.

Barkantine Practice, Harford Health Centre and Wellington Way Health Centre receive a notable volume and ratio of positive feedback.

**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

## \*



#### 2.1 Overall Themes and Sentiment



#### 2.2 Service Access

#### 2.2.1 Service Access: 1564 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 450 100% 90% 400 80% 350 80% 70% 60% 50% 40% 30% 20% 10% 51% 579 63% 300 68% 66% 66% 76% 250 200 150 48% 100 40% 34% 32% 30% 32% 26% 22% 50 0% 0 Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 Contraction of the second seco 800 1110 800 (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 180 160 140 No. of issues 120 100 80 60 40 20 Goodman's fields Medica Provide 0 Bettral Geen Health Centre Bitterae Heath Centre Brontesty Bon Heath Centre Christ Street Health Centre City Suble Medica Goup Dockards weired centre Hater Gove Media Centre ST Autensteam Centre 51 Kathenie Sook Pratice 5. Pauls Wol Media Cante Stours Pace Medical Centre Sitton's Weatheast Centre weingen weiteath centre Cabe Street Surgery Gold Walk Practice Hatod Health Contre unice street Practice 5-5ephersheath centre The Mission Practice the spitatelds partie Wapping Goup Practice AbertedyPractice Abion Health Centre Grove Road Surgery isand Medical Contre Limehouse Practice Ruston Street Chric Tredesa Pratice ++ 913ce Practices receiving the most comments overall

#### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 2415 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 800 100% 90% 13% 700 23% 25% 29% 80% 37% 600 70% 60% 50% 40% 30% 20% 10% 0% 500 400 87% 79% 77% 779 74% 78' 300 70% 62% 200 100 Neticities which we 0 A Line of the second se the second second teres and a second recently the second The start is the s Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 Solo of Contraction o in the second Partie Line (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 400 350 300 No. of issues 250 200 150 100 50 0 Goodman's feels Medica Provide Hater Gove Media Centre Bettrad Geen Health Centre Broniel Di Bon Heath Centre Chrisp streat health centre 51 Auteus least centre 5. Kathenie 3004 Protice 5-Pauls man media Centre 5-5eephers heath Centre Stouts Pace Medial Centre Sitton's Warteautreautre weine on the Health centre Bitterae teath centre CIN SHIPE Medica GOUR Dothers Wedia Centre Gough Walk Restire Hafod Health Centre Hand Medical Centre ublee Steel Protice Wapping GOUP Rotice wapping Health Clinic AbertedyPractice Abion Health Centre cabe Street Surgery Grove Road Surgery Limehouse Practice Ruston Steet Linic The Mission Practice The spitated Produce Tredesa Pratice tt place Practices receiving the most comments overall

#### 2.4 Staff Attitude

#### 2.4.1 Staff Attitude: 1538 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 700 100% 90% 21% 600 229 34% 31% 80% 500 70% 60% 50% 40% 30% 20% 10% 0% 400 73% 300 79% 72% 78% 74% 72% 65% 68% 200 100 0 es es to initial str Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 inition of the second Miles (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 180 160 140 No. of issues 120 100 80 60 40 20 0 Goodman's feels Medical Practice 5. Kathenie's Doll Procine Weingon Water Heath Cartre Bettral Geen Health Centre Bitterae teath centre Brontey pr Bon Heath Centre Chrisp streat health centre Hater Gove Media Centre 51 Auteus least centre 5-Pauls Way Media Cante 5.5 eentees health centre Store Race Media Centre Sitton's Warteath Centre Abion Health Centre CIN SHIRE MERICA GOUR Dochands Medical Centre Hafod Health Centre ublee Steel Produce wapping Health Clinic AbertedyPractice cabe Street Surgery Goue Walk Practice Grove Road Surgery isand Medical Centre Limehouse Practice Ruston Steet Linic The Mission Practice The spitated Produce Tredesa Practice Wapping GOUP Datice Island Health #Place Practices receiving the most comments overall

#### 2.5 Administration

#### 2.5.1 Administration: 924 issues detected 2.5.2 Administration, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 300 100% 90% 250 80% 46% 54% 53% 70% 60% 50% 40% 30% 20% 10% 0% 57% 58% 61% 200 63% 150 100 53% 47% 43% 42% 43% 43% 36% 37% 50 0 est Period Addining and a start and a start a sta Comon States opt option of the second Tolog a tile of the second secon and the second s 17 Million Person and a series of the ser Sugar Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 Mennesseriest (All) Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 80 70 60 No. of issues 50 40 30 20 10 0 Goodman's feels Medical Practice Bitterae teath centre Brontey pr Bon Heath Centre Chille Street Health Centre Hater Gove Media Centre 51 Autows Heath Centre 51 Kathenie 3004 Protice 5-Pauls man media Centre 5-5eephers health centre Stouts Pace Medical Centre Sitton's Warteautreautre weiner weiter the train centre Bettrad Geenteath Centre CIN SHIPE Medica GOUR Dothers Wedical Centre Hand Medical Centre ublee Steel Produce The Mission Practice AbionHeattheatte GOUE WALL PROTICE Grove Road Surgery Hatod Heath Centre Limehouse Practice Ruson Steet Lime The spitated Produce Tredesa Practice Wapping GOUP Datice AbertedyPractice cabe steel superv ++ 913ce

Practices receiving the most comments overall

#### 2.6 Communication

#### 2.6.1 Communication: 388 issues detected 2.6.2 Communication, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 250 100% 90% 200 80% 34% 38% 44% 43% 48% 53% 70% 60% 50% 40% 30% 20% 10% 0% 150 100 79% 66% 62% 61 56% 57% 52% 47% 50 0 And the second s 40, 10,000 10,000 10,000 10,000 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 50 45 40 35 30 25 20 15 10 No. of issues 5 ŏ Goodman's feels Medica Provide Bettral Geen Health Cerve Chrisp Steet Health Centre City Suble Medica GOUR Hater Gove Media Cente 51 Autons Health Centre 5. Parts Won Media Came Sitton's Weatheasth Carte weiner workentrente Bitterae teath centre Brontey Dr Bon Heath Centre Doctions, weeka centre Gouge way practice 51 Kathenie Dok Pratice 5.5eeplets health centre Stours Page Medial Centre Cabe Street Surgery Hatod Health Contre Hand Medical Centre uplee steel Produce The Mission Practice the spitatelds partie Waping Goup Partice Abertedy Practice Abion Health Centre Grove Road Surgery Island Health Limehouse Practice Ruson Street Clinic Tredesa Pratice t<sup>t</sup> Place Practices receiving the most comments overall

### 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 90% 37% 37% 80% 43% 45% 48% 50% 70% 60% 50% 40% 61% 62% 30% 57% 54% 51% 49% 20% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

#### 3.1 Overall Sentiment



#### 3.3 Treatment and Care, Sentiment



#### 3.4 Staff Attitude, Sentiment



## (*:*%)

#### 3. Timeline: 18 Month Tracker

A Year Ago Last Quarter This Quarter

#### 3.5 Administration, Sentiment



#### 3.6 Communication, Sentiment



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



A Year Ago Last Quarter This Quarter



#### 3.13 Staff Attitude, Snapshot





3.10 Waiting List, Snapshot

∞)



A Year Ago Last Quarter This Quarter

#### 3.14 Quality, Snapshot

Positive Neutral Negative



A Year Ago Last Quarter This Quarter

#### 4. Volume by Primary Care Network





### 5. Data Table: Number of issues

Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total	
Advice/Information	Communication, including access to advice and information.		233	0	127	360	
Carer Involvement	Involvement of carers, friends or family members.		18	0	3	21	
General Comment	A generalised statement (ie; "The doctor was good.")		74	3	38	115	
User Involvement	Involvement of the service user.		409	1	135	545	
Administration	Administrative processes and delivery.		30	1	127	158	
Booking	Ability to book, reschedule or cancel appointments.		235	15	456	706	
Cancellations	Cancellation of appointment by the service provider.		0	0	25	25	
Data Protection	General data protection (including GDPR).		0	0	7	7	
Referral	Referral to a service.		53	0	37	90	
Medical Records	Management of medical records.		3	0	10	13	
Medication	Prescription and management of medicines.		33	1	53	87	
Opening Times	Opening times of a service.		1	0	5	6	
Planning	Leadership and general organisation.		15	0	15	30	
Registration	Ability to register for a service.		7	0	13	20	
Support	Levels of support provided.		812	8	353	1173	
Telephone	Ability to contact a service by telephone.		18	4	170	192	
Timing	Physical timing (ie; length of wait at appointments).		82	0	73	155	
Waiting List	Length of wait while on a list.		226	10	415	651	
Choice	General choice.		20	0	38	58	
Cost	General cost.		0	0	8	8	
Language	Language, including terminology.		8	0	17	25	
Nutrition	Provision of sustainance.		2	0	1	3	
Privacy	Privacy, personal space and property.		2	0	4	6	
Quality	General quality of a service, or staff.		862	7	181	1050	
Sensory	Deaf/blind or other sensory issues.		0	0	3	3	
Stimulation	General stimulation, including access to activities.		0	0	1	1	

# Values

Patients/Carers

Systems

### 5. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor		# Issues					
			Positive	Neutral	Negative	Total		
Catchment/Distance	Distance to a service (and catchment area for eligability).		16	1	4	21		
Environment/Layout	Physical environment of a service.		24	0	17	41		
Equipment	General equipment issues.		4	0	7	11		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	2	2		
Hygiene	Levels of hygiene and general cleanliness.		26	0	3	29		
Mobility	Physical mobility to, from and within services.		1	0	1	2		
Travel/Parking	Ability to travel or park.		0	0	2	2		
Omission	General omission (ie; transport did not arrive).		0	0	20	20		
Security/Conduct	General security of a service, including conduct of staff.		0	0	5	5		
Staff Attitude	Attitude, compassion and empathy of staff.		1165	8	408	1581		
Complaints	Ability to log and resolve a complaint.		2	0	12	14		
Staff Training	Training of staff.		6	0	45	51		
Staffing Levels	General availability of staff.		1	0	14	15		
		Total:	4388	59	2855	7302		

CommunityInsight CRM