GP Services in North East London (NEL)

Trends Analysis Report

Community*Insight*

4 April 2023

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of GP services in selected boroughs.

Reporting Period: 1 April 2022 - 31 March 2023

Report Index

Data Source (Page 3)

Identifies the origin of the data, by source and borough.

Top Trends (Page 4-5)

Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.

Satisfaction Levels (Pages 6-7)

Tracks satisfaction of service aspects over time, and by borough.

Equalities (Page 8)

Monitors experience by demographic groupings.

Experiences by Borough (Pages 9-16)

Explores trends by individual borough.

Data Table (Pages 17-18)
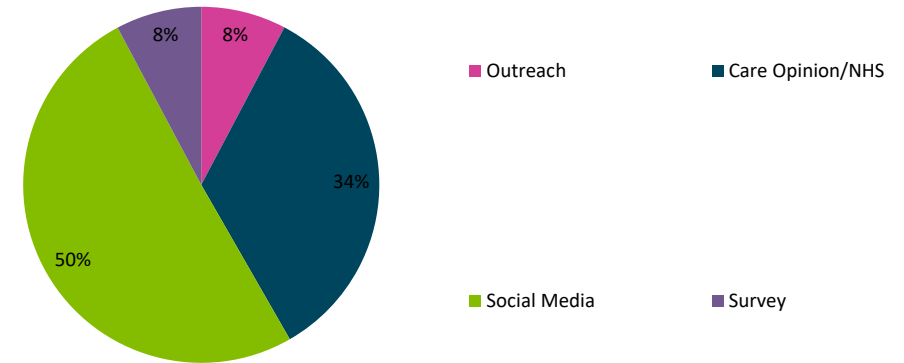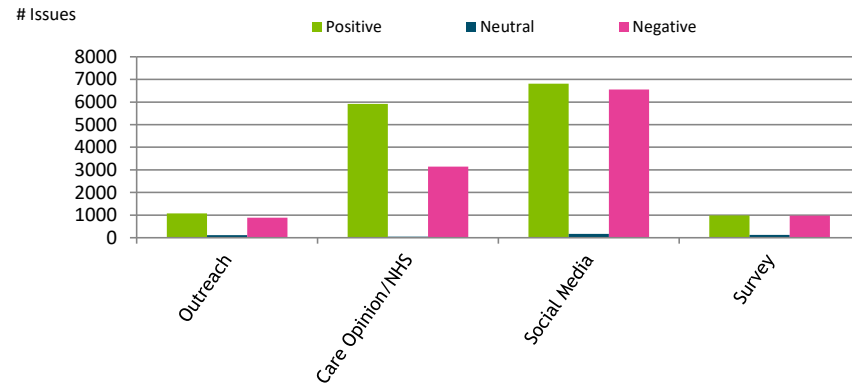
The numbers underpinning the trends.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1.1 Source: 27280 issues from 6060 people

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Outreach, Care Opinion/NHS, Social Media, Survey

Pie chart:
- Outreach — 8%
- Care Opinion/NHS — 34%
- Social Media — 50%
- Survey — 8%

Sources providing the most comments overall

1.2 Feedback by Borough

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Barking, City, Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest

Pie chart:
- Barking — 6%
- City — 0%
- Hackney — 29%
- Havering — 5%
- Newham — 12%
- Redbridge — 9%
- Tower Hamlets — 20%
- Waltham Forest — 19%
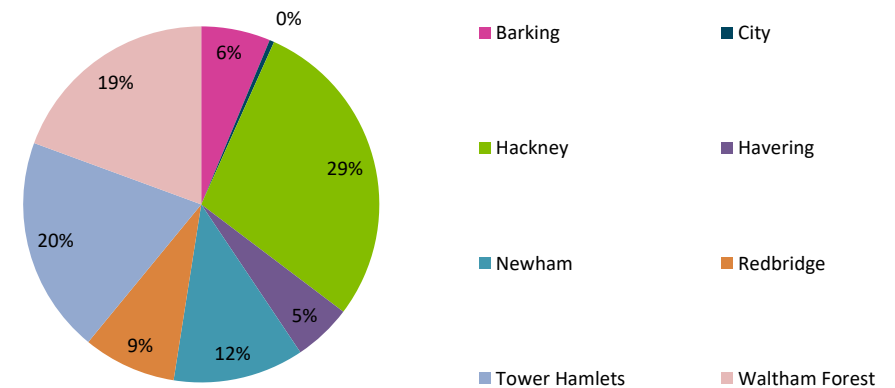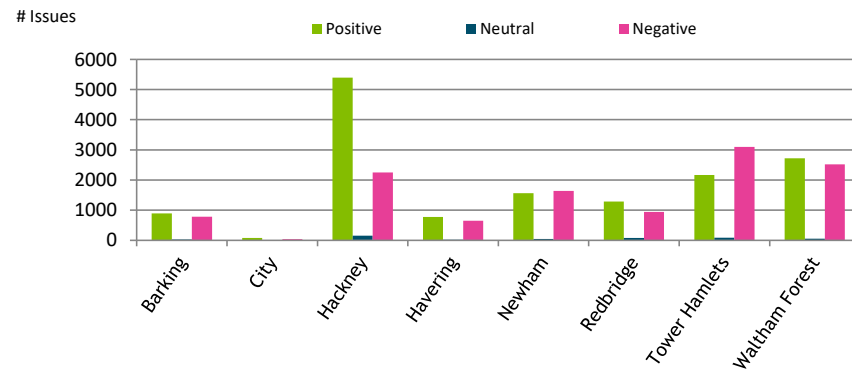
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive | Neutral | Negative
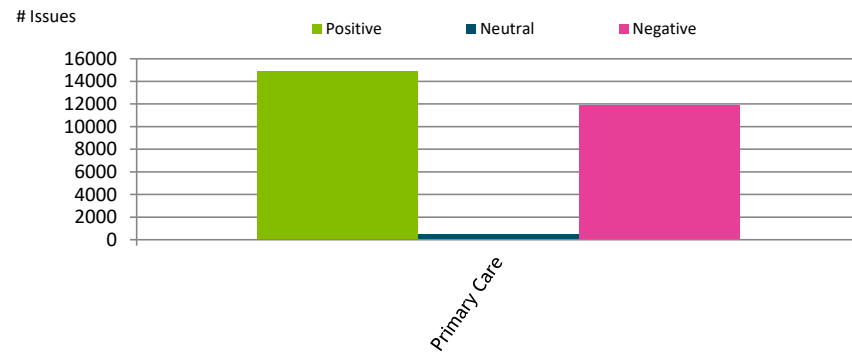
Service sectors receiving the most comments overall

2.2 Service Type

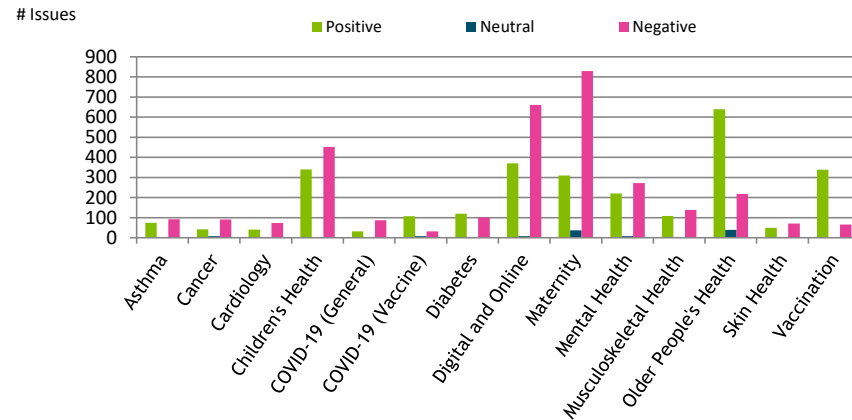# Issues

Legend: Positive | Neutral | Negative
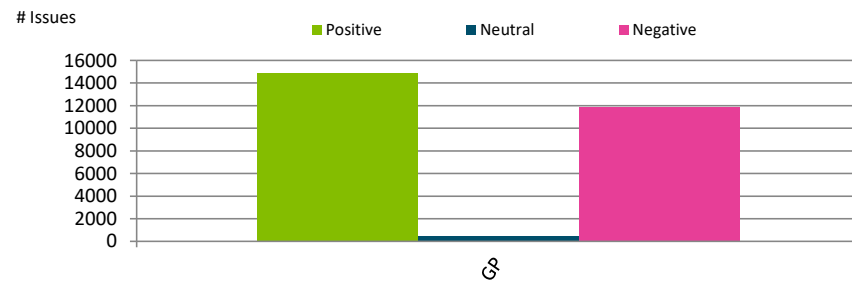
Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

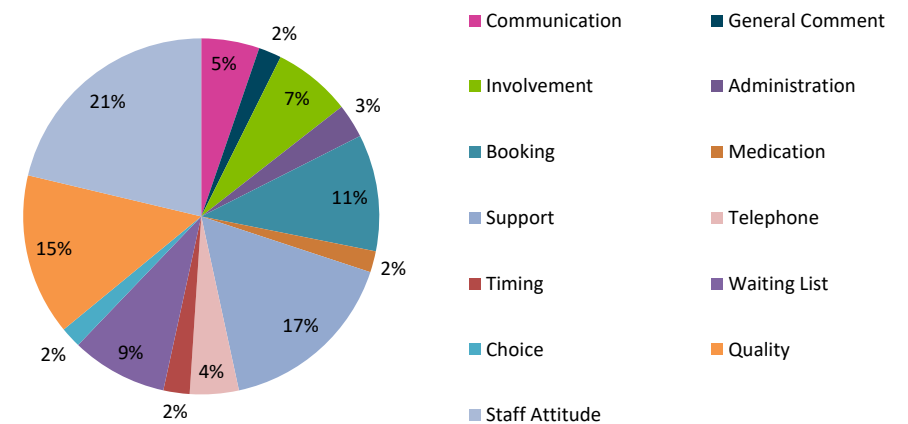### 3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Asthma, Cancer, Cardiology, Children's Health, COVID-19 (General), COVID-19 (Vaccine), Diabetes, Digital and Online, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Skin Health, Vaccination

Medical conditions/topics receiving the most comments overall

Pie chart values:
- Asthma — 3%
- Cancer — 2%
- Cardiology — 2%
- Children's Health — 13%
- COVID-19 (General) — 2%
- COVID-19 (Vaccine) — 2%
- Diabetes — 4%
- Digital and Online — 17%
- Maternity — 19%
- Mental Health — 8%
- Musculoskeletal Health — 4%
- Older People's Health — 15%
- Skin Health — 2%
- Vaccination — 7%

3.2 Top Trends: 27280 issues from 6060 people

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Communication, General Comment, Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart values:
- Communication — 5%
- General Comment — 2%
- Involvement — 7%
- Administration — 3%
- Booking — 11%
- Medication — 2%
- Support — 17%
- Telephone — 4%
- Timing — 2%
- Waiting List — 9%
- Choice — 2%
- Quality — 15%
- Staff Attitude — 21%
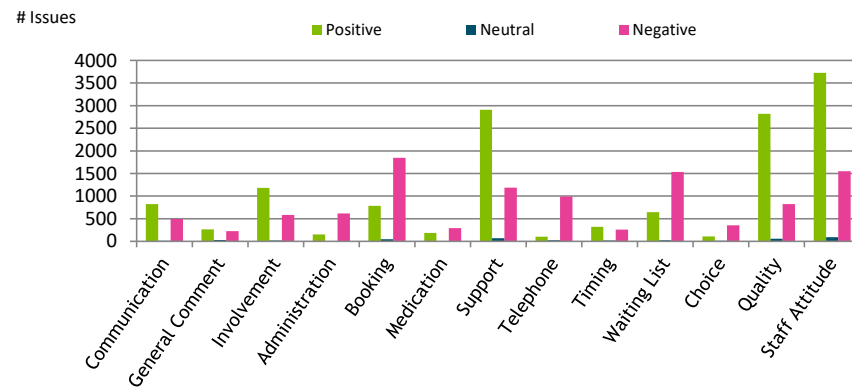
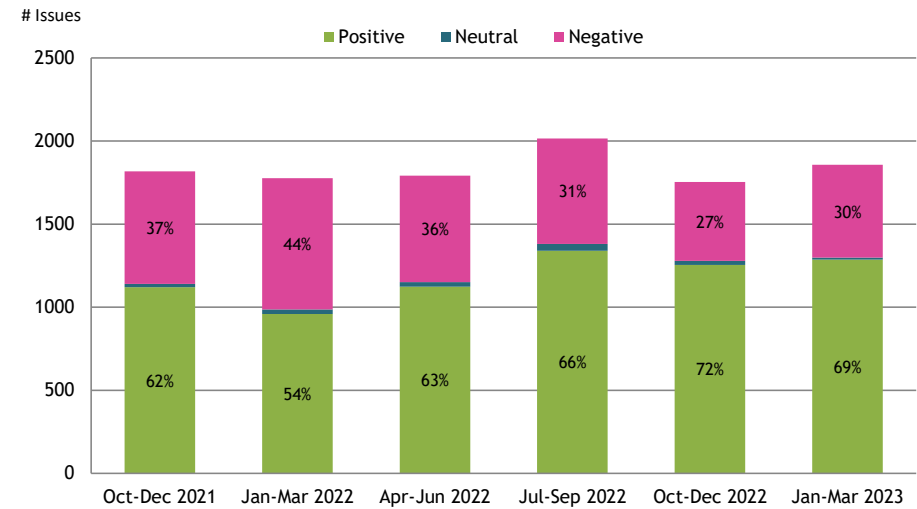## 4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

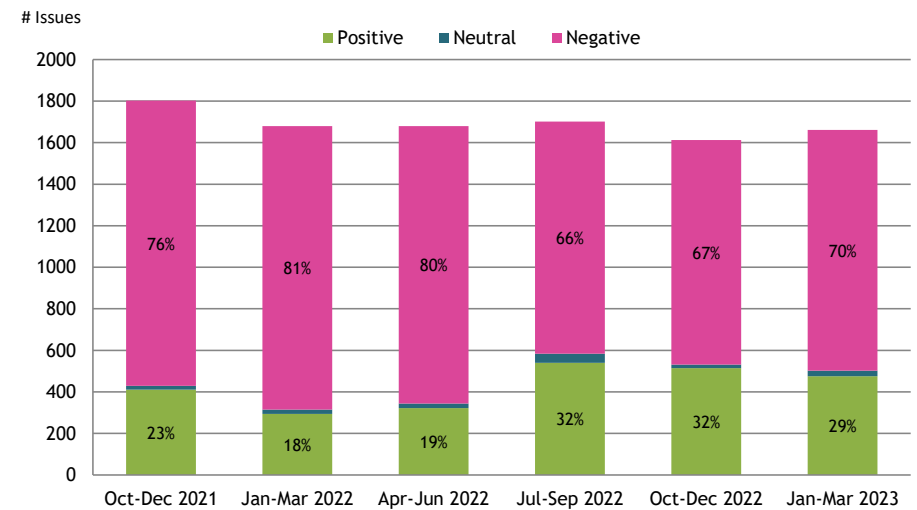Legend: Positive, Neutral, Negative

Quarter	Negative	Positive
Oct-Dec 2021	51%	47%
Jan-Mar 2022	56%	42%
Apr-Jun 2022	51%	47%
Jul-Sep 2022	41%	56%
Oct-Dec 2022	40%	58%
Jan-Mar 2023	43%	56%

4.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive, Neutral, Negative

Quarter	Negative	Positive
Oct-Dec 2021	37%	62%
Jan-Mar 2022	44%	54%
Apr-Jun 2022	36%	63%
Jul-Sep 2022	31%	66%
Oct-Dec 2022	27%	72%
Jan-Mar 2023	30%	69%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Quarter	Negative	Positive
Oct-Dec 2021	33%	65%
Jan-Mar 2022	39%	59%
Apr-Jun 2022	33%	64%
Jul-Sep 2022	26%	72%
Oct-Dec 2022	21%	78%
Jan-Mar 2023	24%	76%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Quarter	Negative	Positive
Oct-Dec 2021	76%	23%
Jan-Mar 2022	81%	18%
Apr-Jun 2022	80%	19%
Jul-Sep 2022	66%	32%
Oct-Dec 2022	67%	32%
Jan-Mar 2023	70%	29%

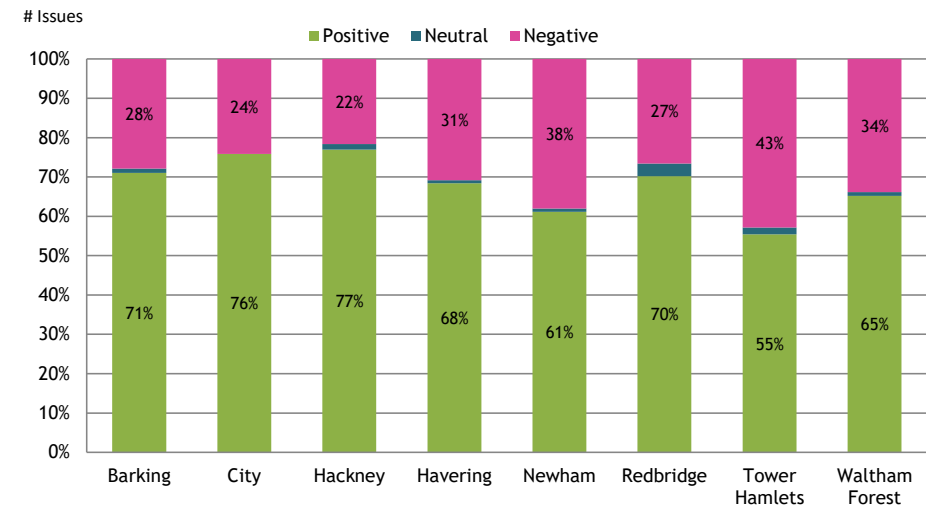## 5. By Borough: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?

Issues

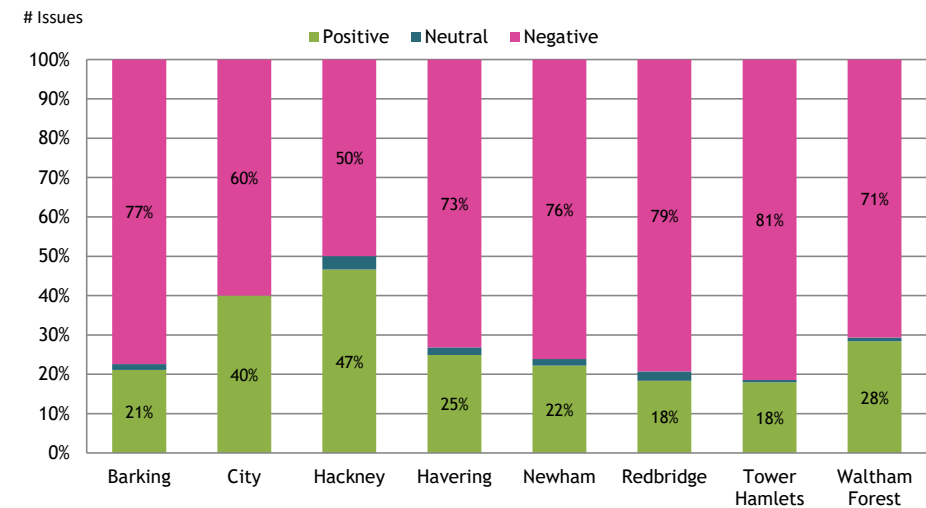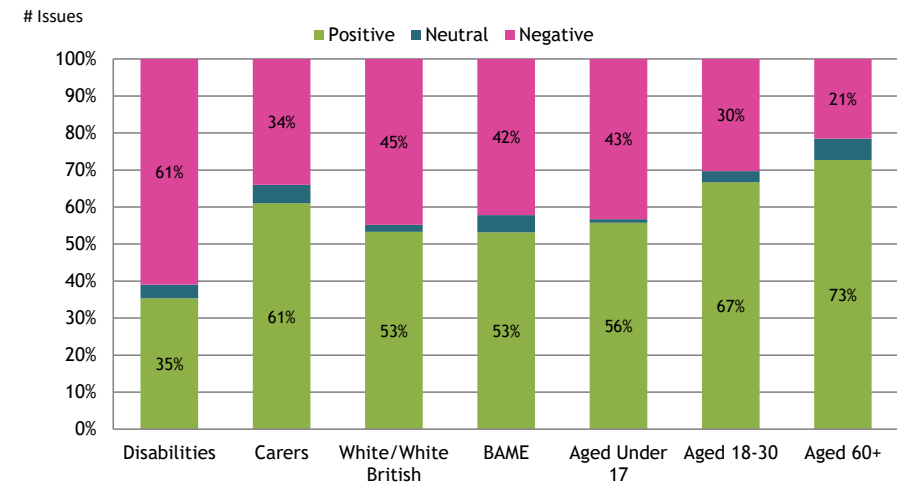Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	52%	46%
City	70%	29%
Hackney	69%	29%
Havering	54%	45%
Newham	48%	50%
Redbridge	56%	41%
Tower Hamlets	40%	58%
Waltham Forest	51%	48%

5.2 How well informed, involved and supported do people feel?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	71%	28%
City	76%	24%
Hackney	77%	22%
Havering	68%	31%
Newham	61%	38%
Redbridge	70%	27%
Tower Hamlets	55%	43%
Waltham Forest	65%	34%

5.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	72%	27%
City	82%	16%
Hackney	83%	15%
Havering	68%	31%
Newham	68%	31%
Redbridge	72%	24%
Tower Hamlets	61%	37%
Waltham Forest	68%	31%

5.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Borough	Positive	Negative
Barking	21%	77%
City	40%	60%
Hackney	47%	50%
Havering	25%	73%
Newham	22%	76%
Redbridge	18%	79%
Tower Hamlets	18%	81%
Waltham Forest	28%	71%

6. Equalities: On the whole, how do people feel about Health and Care services?

6.1 How do people feel about services overall?
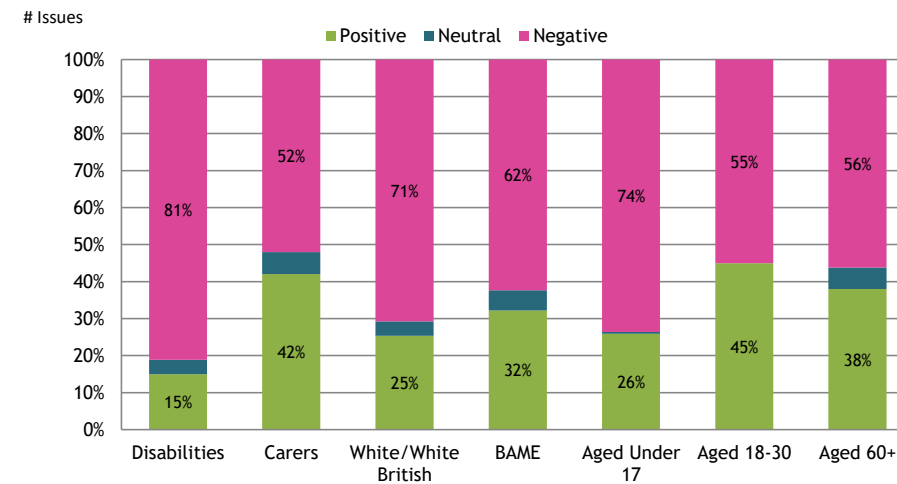
Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	30%	66%
Carers	57%	39%
White/White British	43%	53%
BAME	47%	48%
Aged Under 17	43%	56%
Aged 18-30	60%	38%
Aged 60+	63%	30%

6.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	35%	61%
Carers	61%	34%
White/White British	53%	45%
BAME	53%	42%
Aged Under 17	56%	43%
Aged 18-30	67%	30%
Aged 60+	73%	21%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	50%	47%
Carers	81%	16%
White/White British	68%	30%
BAME	69%	27%
Aged Under 17	60%	39%
Aged 18-30	75%	19%
Aged 60+	79%	13%

6.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	15%	81%
Carers	42%	52%
White/White British	25%	71%
BAME	32%	62%
Aged Under 17	26%	74%
Aged 18-30	45%	55%
Aged 60+	38%	56%

7.1 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Primary Care Service

Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

GP

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Asthma, Children's Health, Diabetes, Diet and Nutrition, Digital and Online, Learning Disability, Maternity, Mental Health, Obesity and Weight, Older People's Health
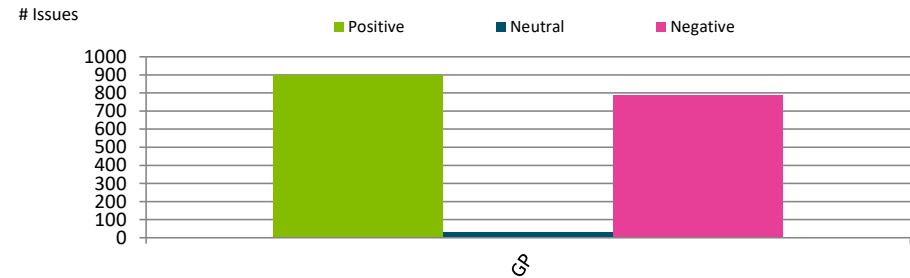
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 1714 issues from 356 people
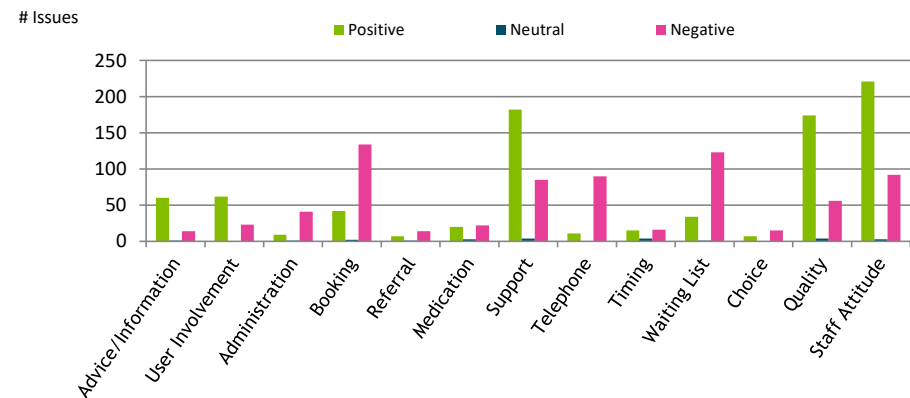
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Advice/Information, User Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

7.5 Service Sector

Issues
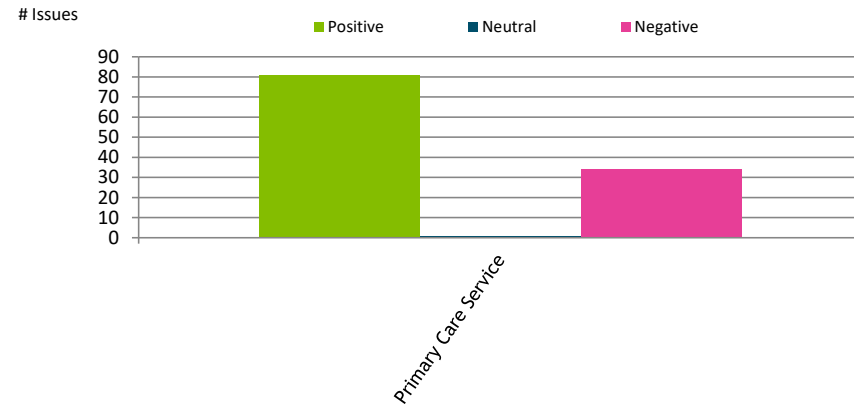
Service sectors receiving the most comments overall

7.6 Service Type
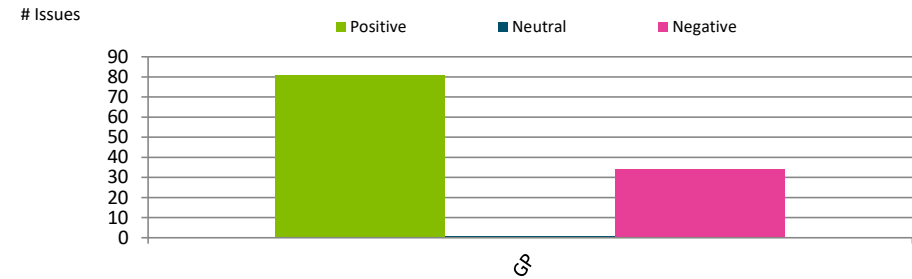
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
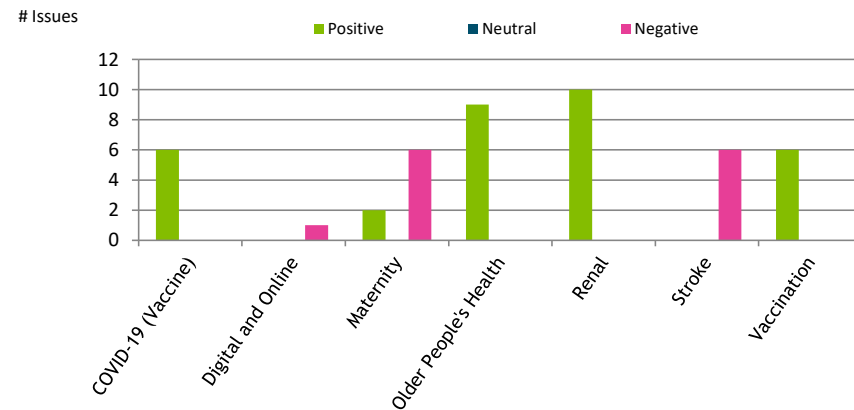
Issues

Medical conditions/topics receiving the most comments overall

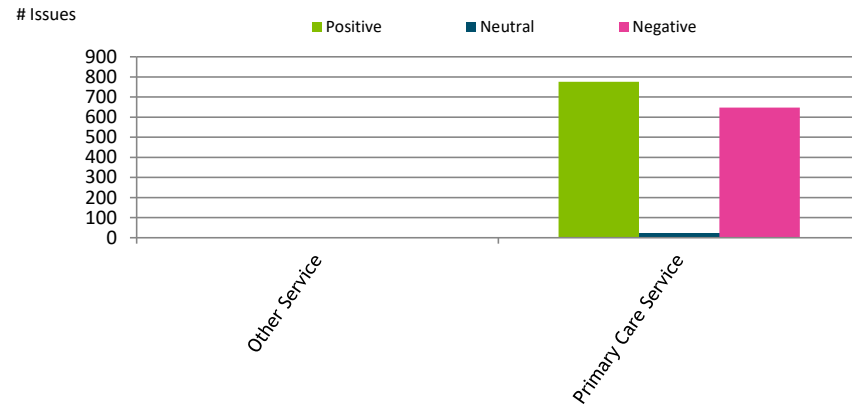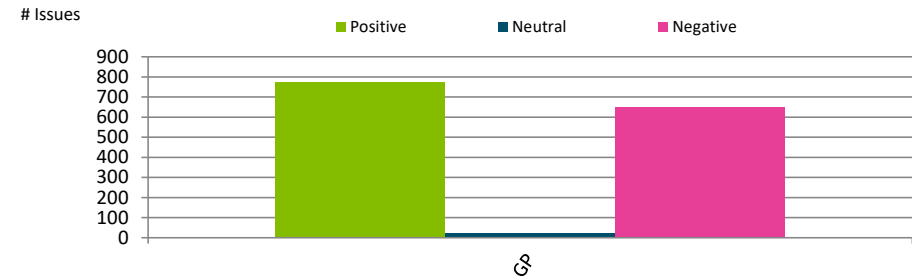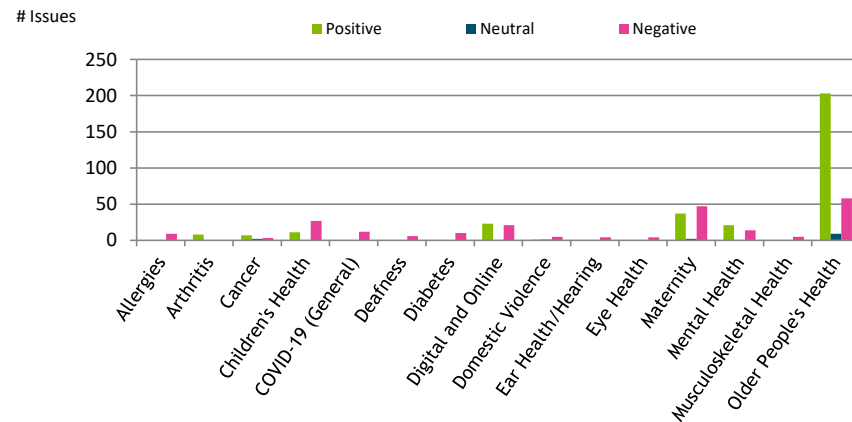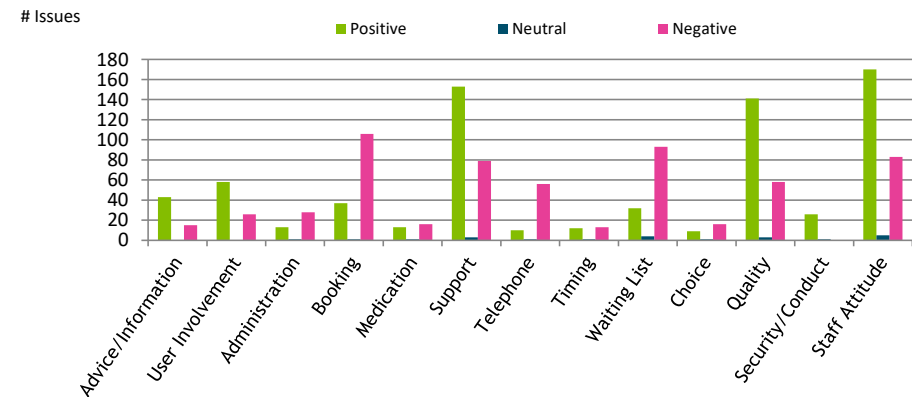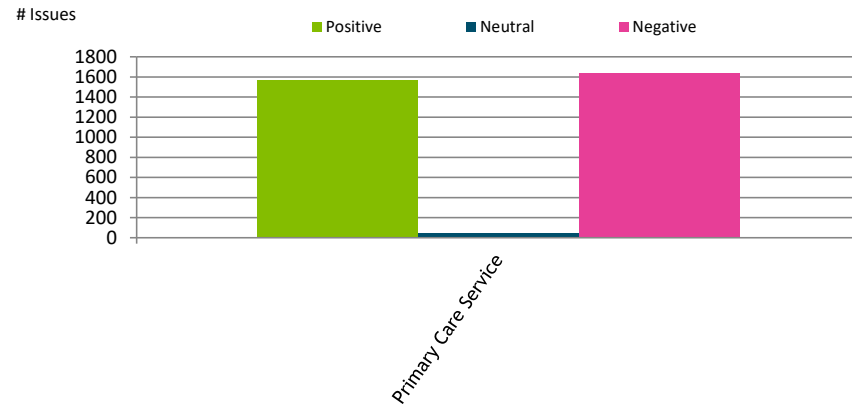**7.8 Top Trends: 116 issues from 28 people**
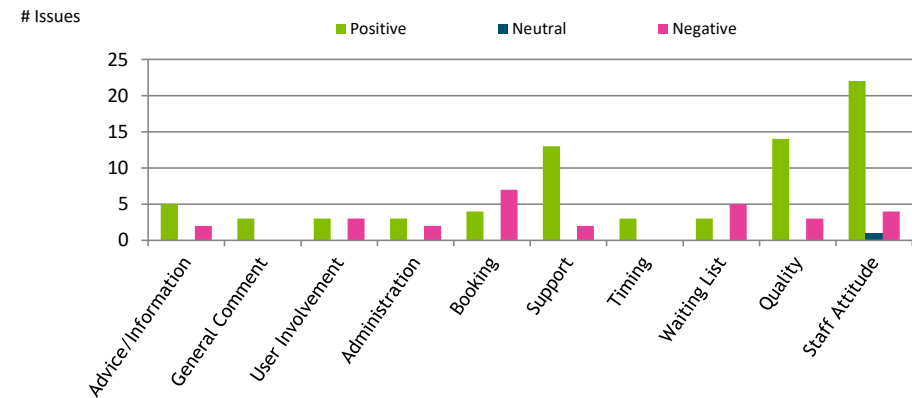
Issues

Issues receiving the most comments overall

7.9 Service Sector

Issues
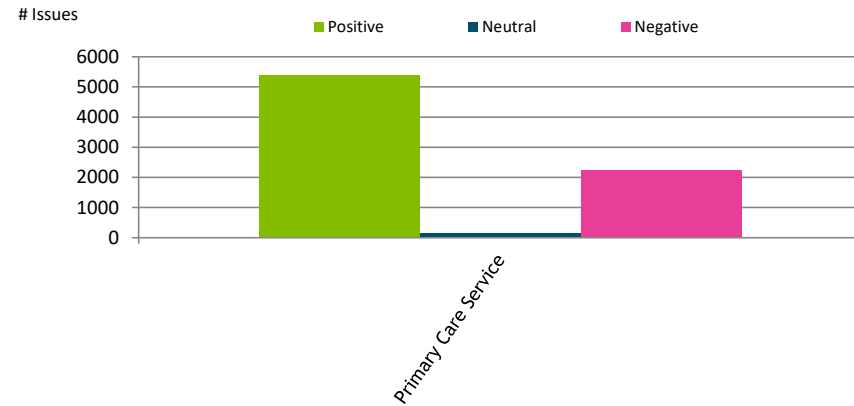
Service sectors receiving the most comments overall
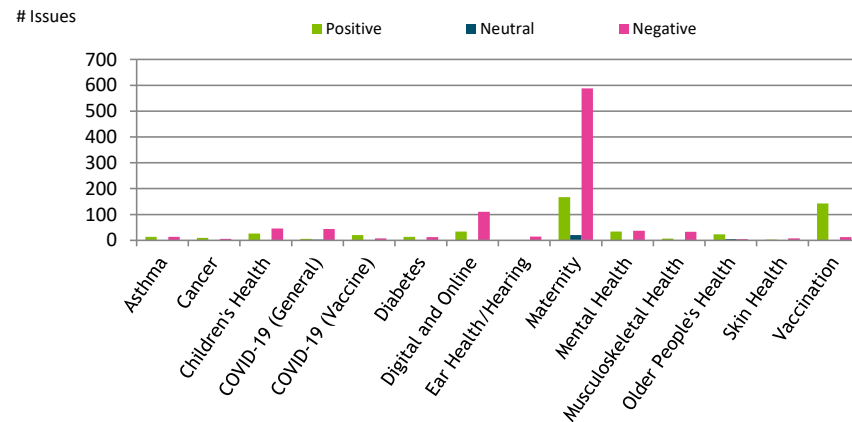
7.10 Service Type
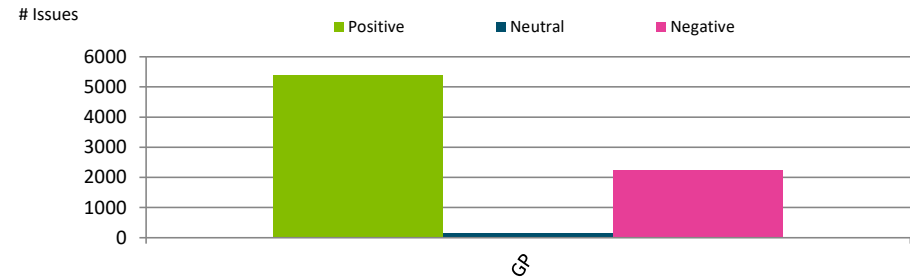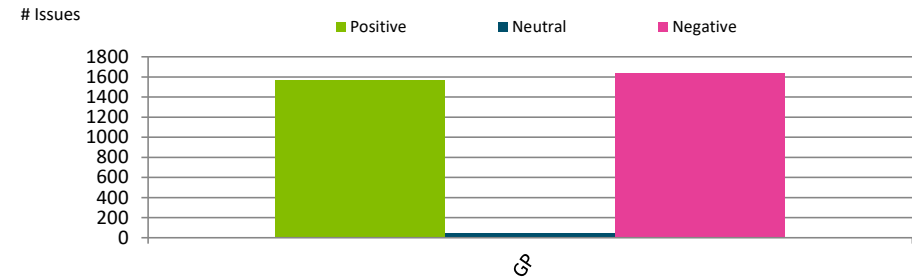
Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics
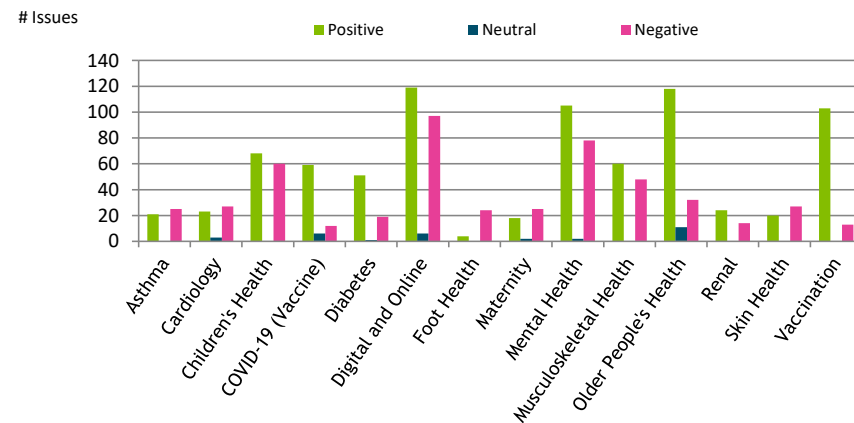
Issues

Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 7799 issues from 1542 people
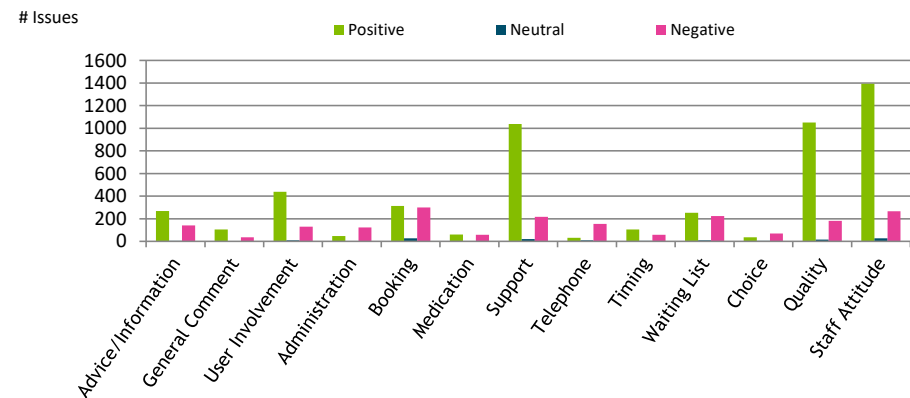
Issues

Issues receiving the most comments overall

11

7.13 Service Sector

Issues

Service sectors receiving the most comments overall

7.14 Service Type

Issues

Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 1447 issues from 286 people

Issues

Issues receiving the most comments overall

7.17 Service Sector

Issues

Service sectors receiving the most comments overall

7.18 Service Type

Issues

Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 3242 issues from 793 people
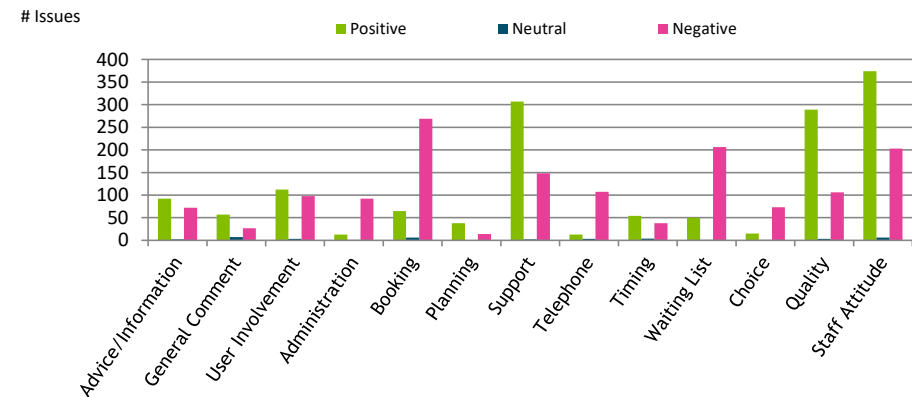
Issues

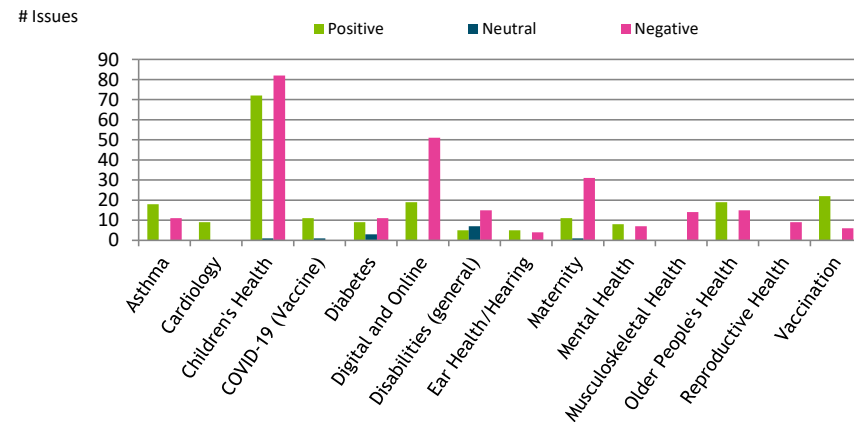*Issues receiving the most comments overall*

7.21 Service Sector

Issues

Service sectors receiving the most comments overall

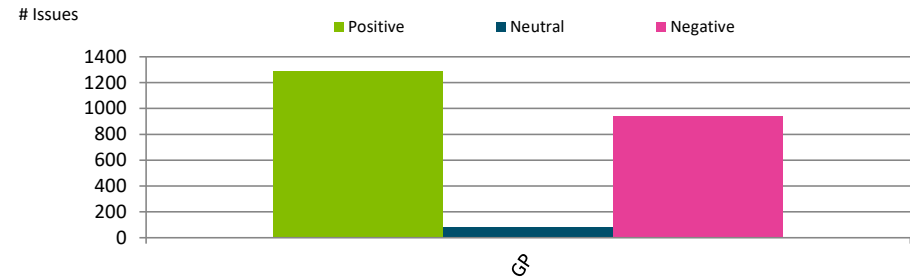**7.22 Service Type**

Issues
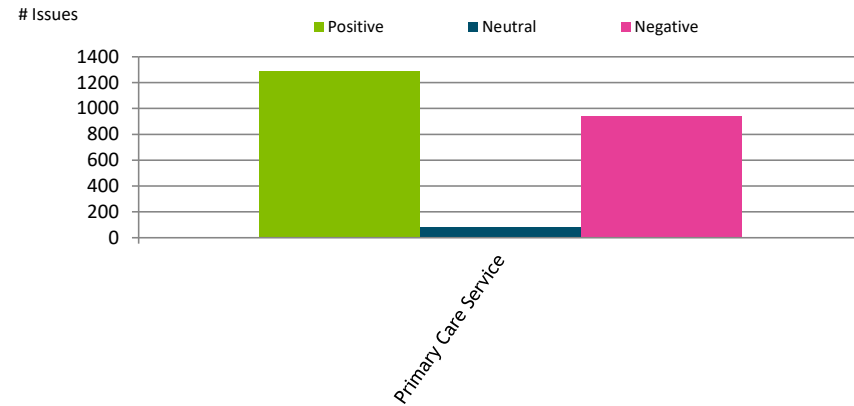
Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 2307 issues from 475 people
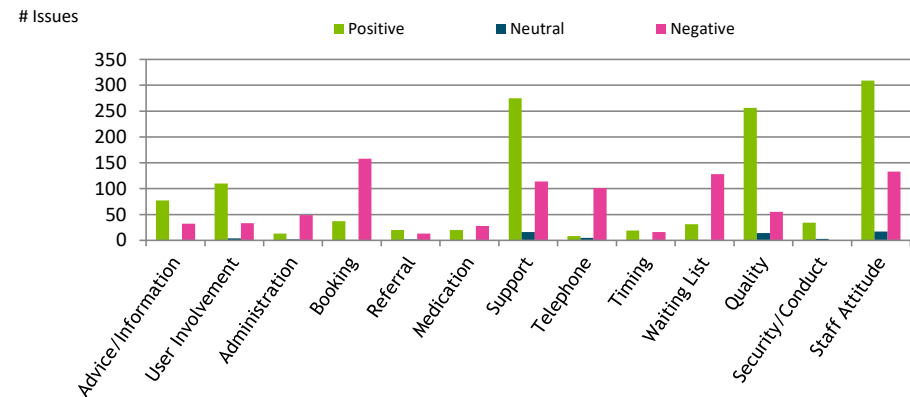
Issues

Issues receiving the most comments overall

7.25 Service Sector

Issues

Service sectors receiving the most comments overall

7.26 Service Type

Issues

Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 5364 issues from 1370 people
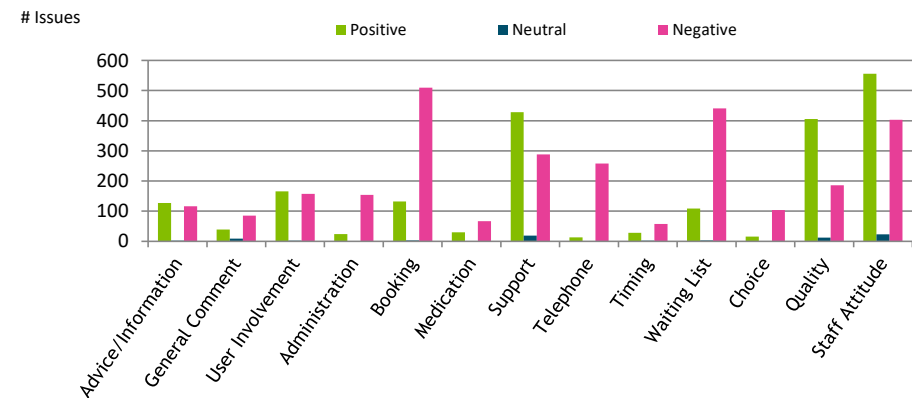
Issues

Issues receiving the most comments overall

7.29 Service Sector

Service sectors receiving the most comments overall
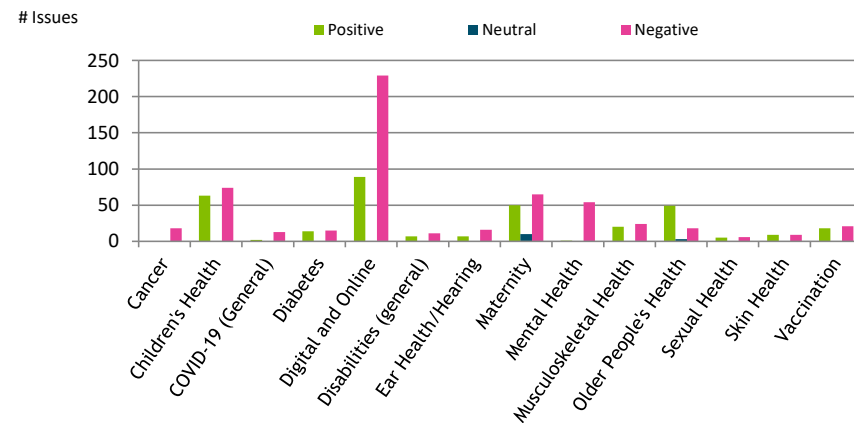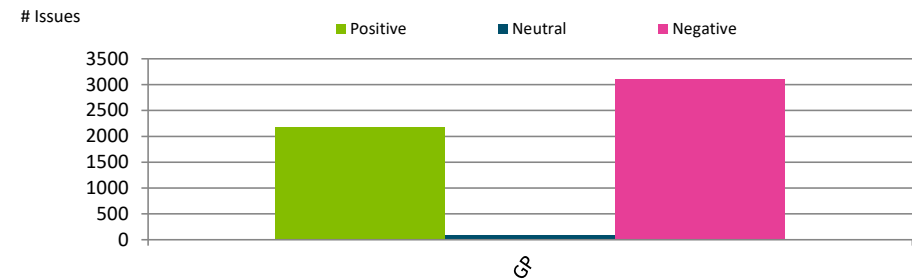
7.30 Service Type

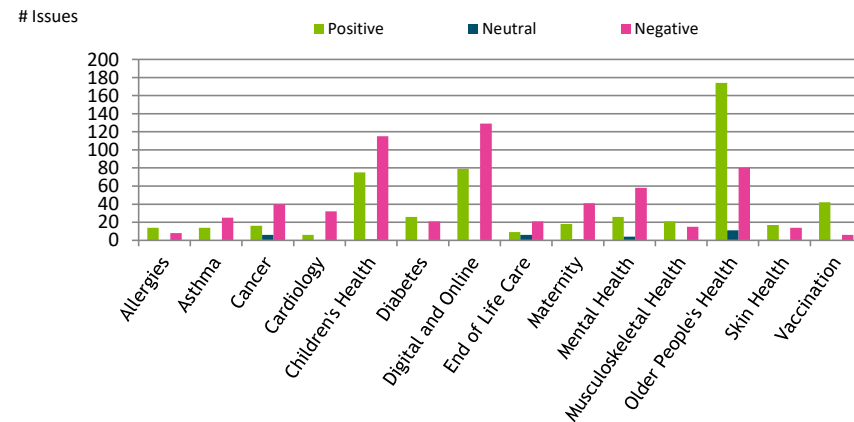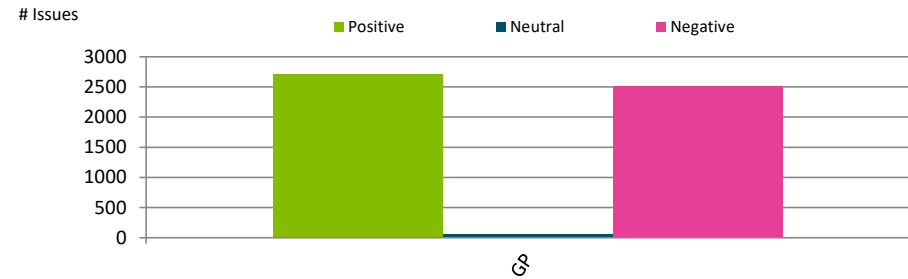*Service type receiving the most comments overall*

7.31 Stated medical conditions/topics

Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 5292 issues from 1210 people

Issues receiving the most comments overall

16
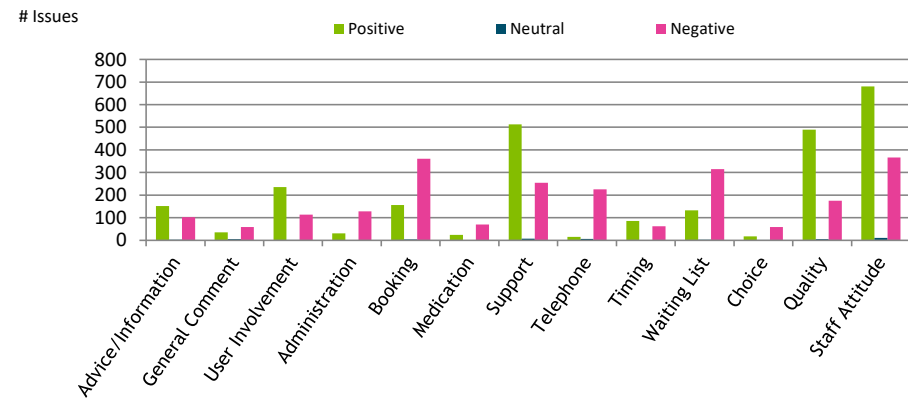
8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	824	14	494	1332
	Carer Involvement	*Involvement or influence of carers and family members.*	130	3	43	176
	Peer Involvement	*Involvement or Influence of friends.*	1	1	0	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	262	32	228	522
	User Involvement	*Involvement or influence of the service user.*	1184	19	584	1787
Systems	Administration	*Administrative processes and delivery.*	153	10	617	780
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	785	44	1844	2673
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	61	61
	Data Protection	*General data protection (including GDPR).*	1	0	25	26
	Referral	*Referral to a service.*	153	13	150	316
	Medical Records	*Management of medical records.*	62	3	52	117
	Medication	*Prescription and management of medicines.*	187	6	292	485
	Opening Times	*Opening times of a service.*	19	3	42	64
	Planning	*Leadership and general organisation.*	129	1	87	217
	Registration	*Ability to register for a service.*	33	6	64	103
	Support	*Levels of support provided.*	2909	70	1187	4166
	Telephone	*Ability to contact a service by telephone.*	101	25	993	1119
	Timing	*Physical timing (ie; length of wait at appointments).*	321	18	261	600
	Waiting List	*Length of wait while on a list.*	645	23	1534	2202
Values	Choice	*General choice.*	110	11	355	476
	Cost	*General cost.*	2	0	33	35
	Language	*Language, including terminology.*	31	7	64	102
	Nutrition	*Provision of sustainance.*	3	0	3	6
	Privacy	*Privacy, personal space and property.*	4	0	35	39
	Quality	*General quality of a service, or staff.*	2819	56	821	3696
	Sensory	*Deaf/blind or other sensory issues.*	3	0	7	10
	Stimulation	*General stimulation, including access to activities.*	12	2	4	18

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	11	5	24	40
	Environment/Layout	*Physical environment of a service.*	75	3	34	112
	Equipment	*General equipment issues.*	7	1	24	32
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	6	1	9	16
	Hygiene	*Levels of hygiene and general cleanliness.*	57	0	6	63
	Mobility	*Physical mobility to, from and within services.*	2	0	9	11
	Travel/Parking	*Ability to travel or park.*	5	0	10	15
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	100	100
	Security/Conduct	*General security of a service, including conduct of staff.*	93	5	9	107
	Staff Attitude	*Attitude, compassion and empathy of staff.*	3724	92	1550	5366
	Complaints	*Ability to log and resolve a complaint.*	6	1	62	69
	Staff Training	*Training of staff.*	12	2	122	136
	Staffing Levels	*General availability of staff.*	3	6	74	83
	Total:		**14884**	**483**	**11913**	**27280**

*Community**Insight** CRM*