The Experience of GP Services

A trends analysis report by Healthwatch Harrow, 22 July 2022

CommunityInsight

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 local GP services.

Reporting Period: 1 July 2021 - 30 June 2022

healthwatch
Harrow

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 699 people. Feedback has been obtained from a variety of sources, including outreach, surveys and comments posted online (NHS, Care Opinion and social media).

Top Themes (Page 5)

The vast majority of people receive good quality treatment and care, with good levels of involvement, comments suggest. According to feedback, patients would like greater levels of service access, communication, empathy and support.

Overall sentiment is 48% positive and 52% negative.

> Trends...
>
> *According to feedback, overall satisfaction has declined marginally by 1% this quarter.*
>
> *GP Direct and Bacon Lane Surgery receive a notable volume and ratio of positive comments, while Mollison Way Surgery and Roxbourne Medical Centre receive a notable volume and ratio of negative feedback.*

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...
>
> *This quarter, complaints are up by 9% on telephone access, by 4% on booking and by 2% on waiting lists.*
>
> *On service access, sentiment at most practices is negative overall. The Pinn Medical Centre and Honeypot Medical Centre receive a notable volume and ratio of negative feedback.*

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate the vast majority of people receive good quality treatment and nursing care, with good levels of involvement. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are down by 2% on support, similarly by 2% on quality and by 1% on staff attitude.

GP Direct and Bacon Lane Surgery receive a notable volume and ratio of positive comments.

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. The ability to register is also cited as an issue.

Trends...

Complaints about administration have decreased by 12% this quarter, while increasing by 13% on communication.
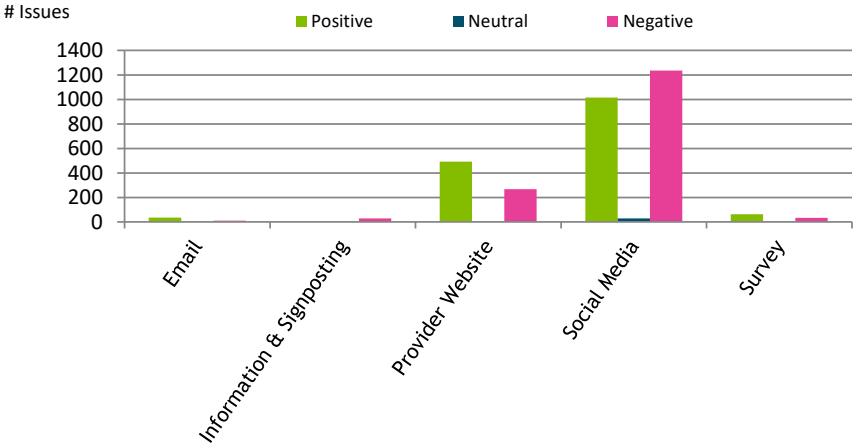
The Pinn Medical Centre, Honeypot Medical Centre and Roxbourne Medical Centre receive a notable volume and ratio of negative feedback, while comments about GP Direct are broadly complimentary.

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.
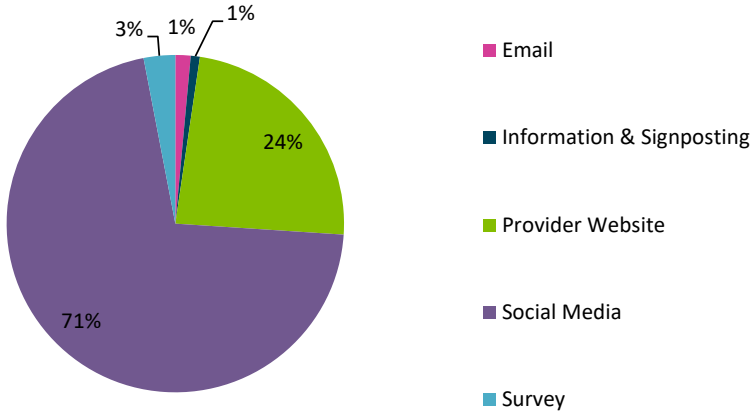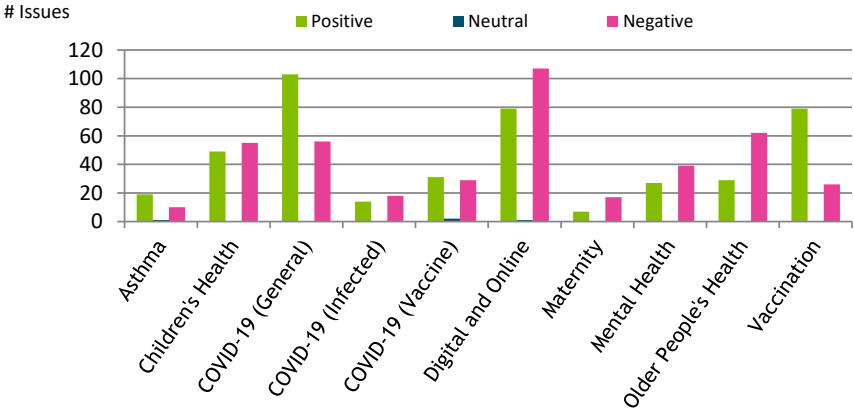
1.1 Source

Issues

Legend: Positive | Neutral | Negative
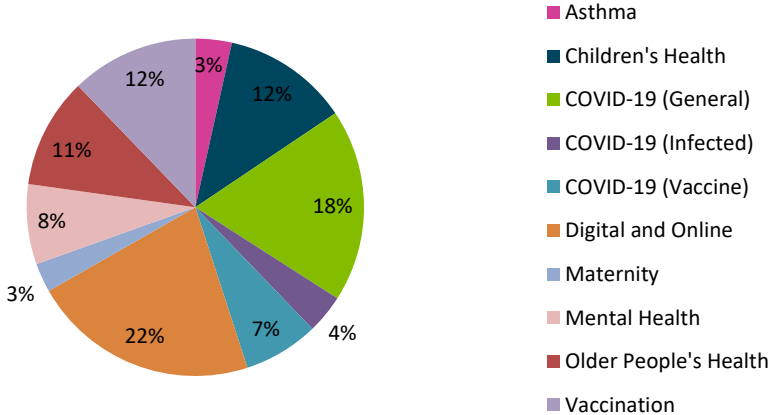

Bar chart showing # Issues (0–1400) by source: Email, Information & Signposting, Provider Website, Social Media, Survey

Sources providing the most comments overall

Pie chart:
- Email — 1%
- Information & Signposting — 1%
- Provider Website — 24%
- Social Media — 71%
- Survey — 3%

1.2 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Bar chart showing # Issues (0–120) by condition/topic: Asthma, Children's Health, COVID-19 (General), COVID-19 (Infected), COVID-19 (Vaccine), Digital and Online, Maternity, Mental Health, Older People's Health, Vaccination

Medical conditions/topics receiving the most comments overall

Pie chart:
- Asthma — 3%
- Children's Health — 12%
- COVID-19 (General) — 18%
- COVID-19 (Infected) — 4%
- COVID-19 (Vaccine) — 7%
- Digital and Online — 22%
- Maternity — 3%
- Mental Health — 8%
- Older People's Health — 11%
- Vaccination — 12%

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 3212 issues from 699 people

Issues

Legend: Positive, Neutral, Negative

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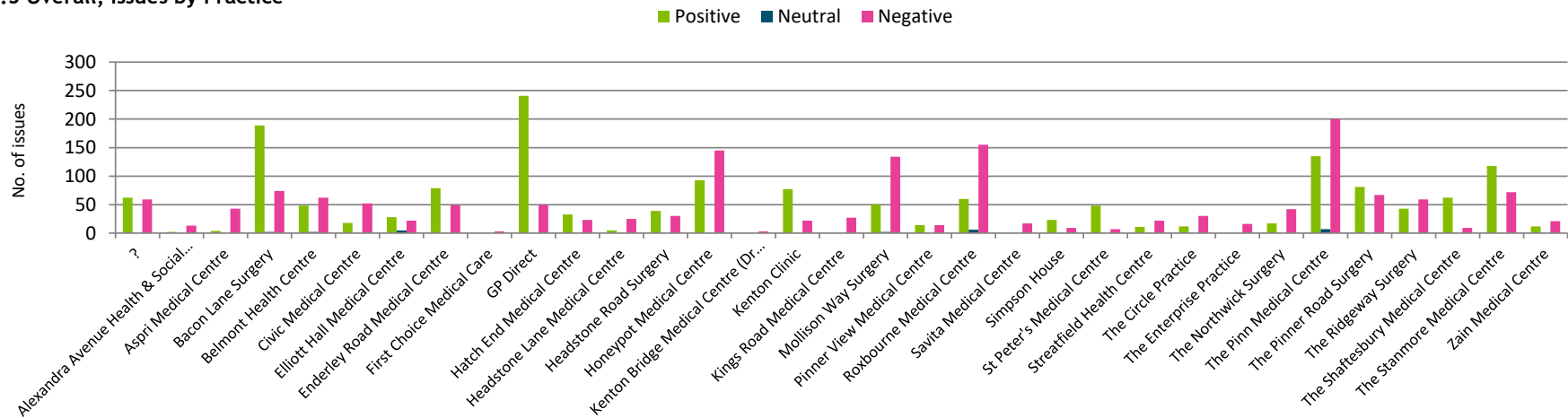
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	50%	49%
Harrow Collaboration Network	46%	53%
Harrow East PCN	48%	51%
Health Alliance PCN	45%	55%
Healthsense	41%	57%
Sphere PCN	69%	30%

Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: ?, Alexandra Avenue Health & Social..., Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Hatch End Medical Centre, Headstone Lane Medical Centre, Headstone Road Surgery, Honeypot Medical Centre, Kenton Bridge Medical Centre (Dr..., Kenton Clinic, Kings Road Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Enterprise Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, Zain Medical Centre

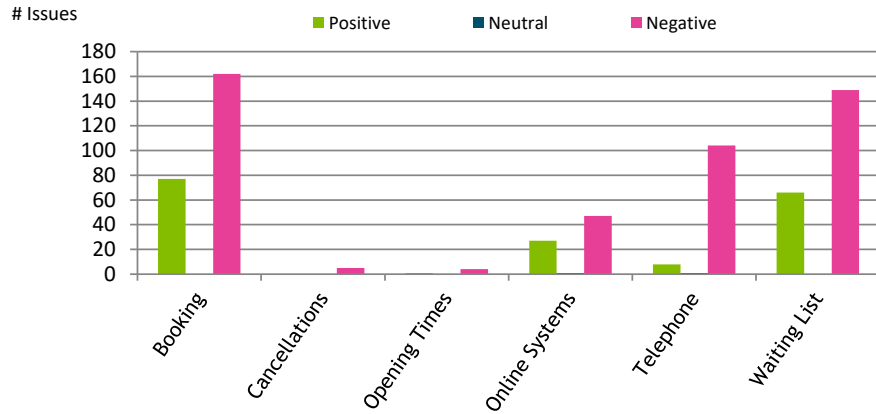*Practices receiving the most comments overall*

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2.2 Service Access

2.2.1 Service Access: 652 issues detected

Issues

Legend: Positive, Neutral, Negative

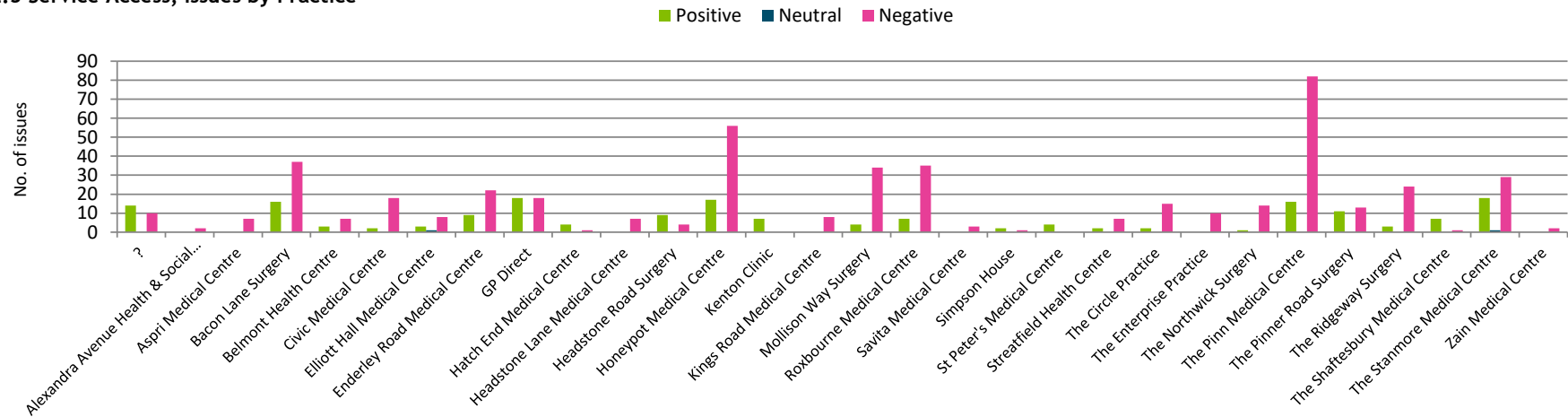Categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List

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)	27%	72%
Harrow Collaboration Network	34%	66%
Harrow East PCN	23%	77%
Health Alliance PCN	25%	74%
Healthsense	18%	82%
Sphere PCN	40%	59%

Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: ?, Alexandra Avenue Health & Social..., Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, GP Direct, Hatch End Medical Centre, Headstone Lane Medical Centre, Headstone Road Surgery, Honeypot Medical Centre, Kenton Clinic, Kings Road Medical Centre, Mollison Way Surgery, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Enterprise Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, Zain Medical Centre

Practices receiving the most comments overall

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2.3 Clinical Treatment and Care

2.3.1 Treatment: 986 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
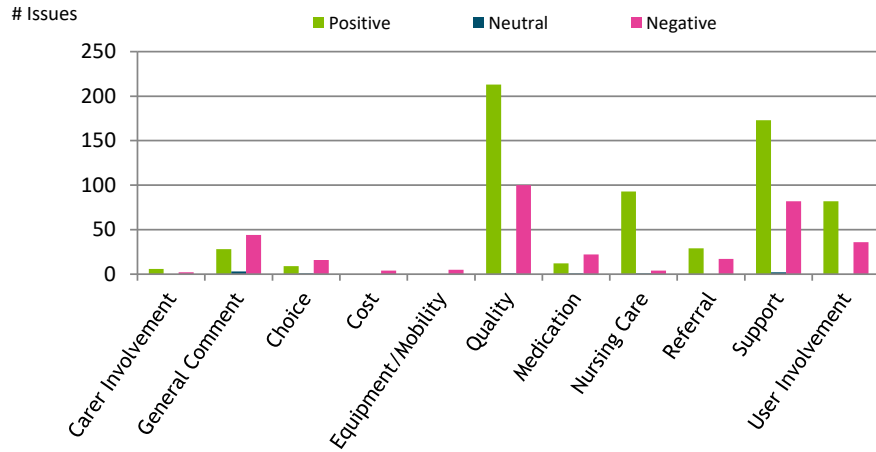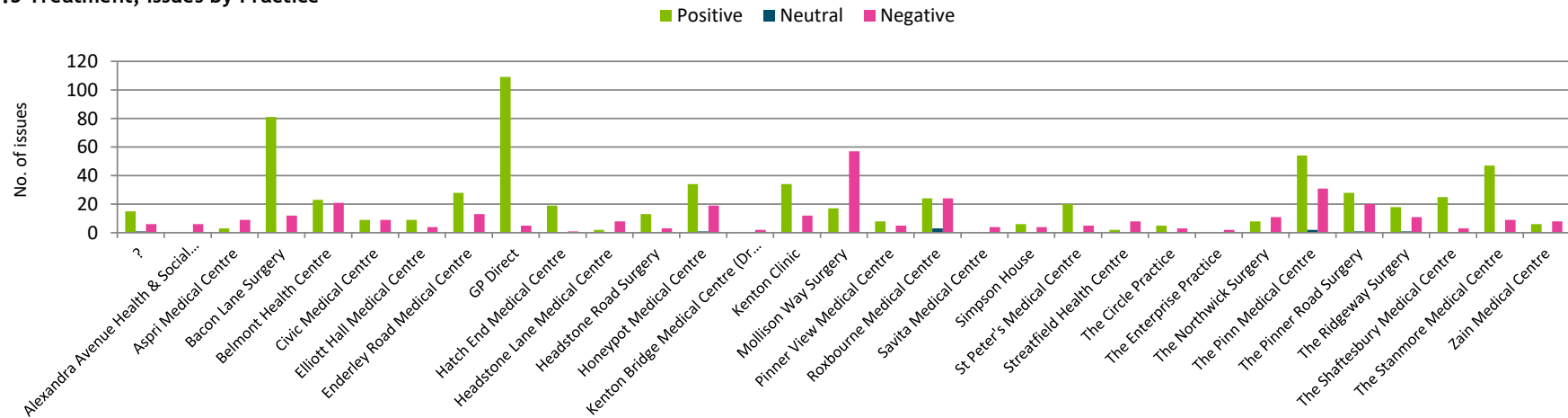
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	65%	34%
Harrow Collaboration Network	60%	39%
Harrow East PCN	60%	40%
Health Alliance PCN	64%	36%
Healthsense	59%	38%
Sphere PCN	83%	17%
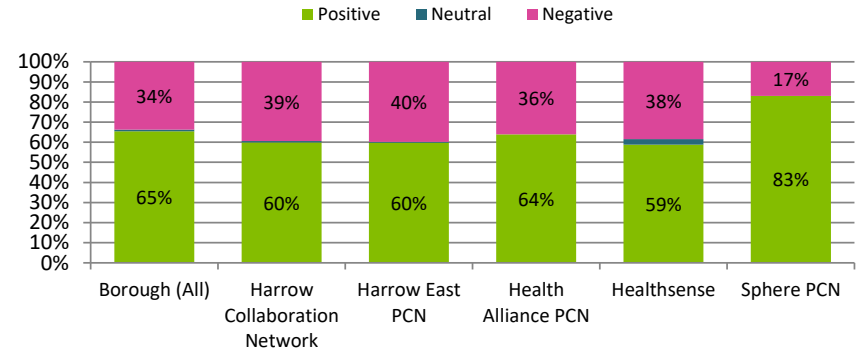
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): ?, Alexandra Avenue Health & Social..., Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, GP Direct, Hatch End Medical Centre, Headstone Lane Medical Centre, Headstone Road Surgery, Honeypot Medical Centre, Kenton Bridge Medical Centre (Dr..., Kenton Clinic, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Enterprise Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, Zain Medical Centre

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 624 issues detected
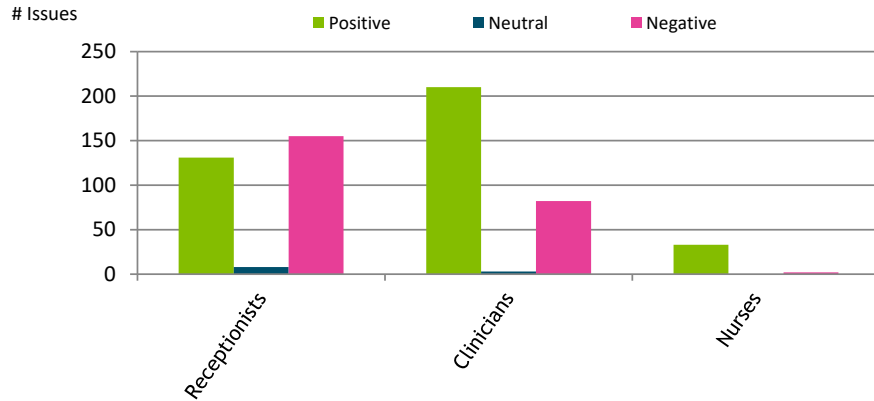
Issues

Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network
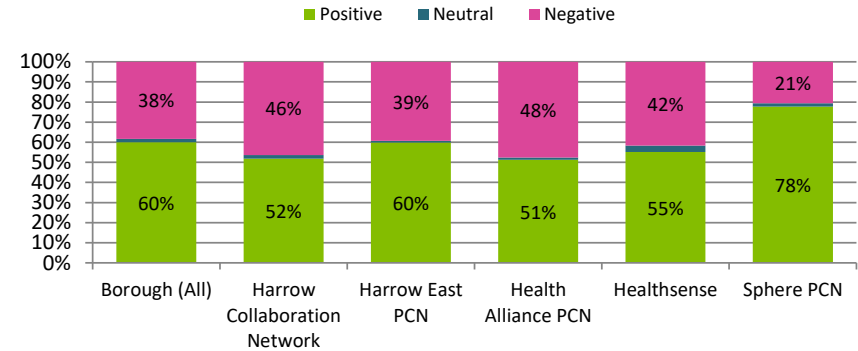
Sentiment by PCN
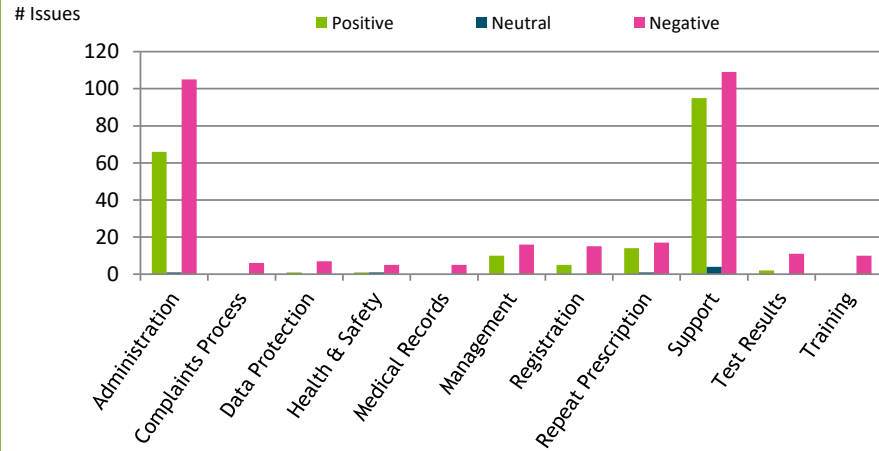
2.4.3 Staff Attitude, Issues by Practice
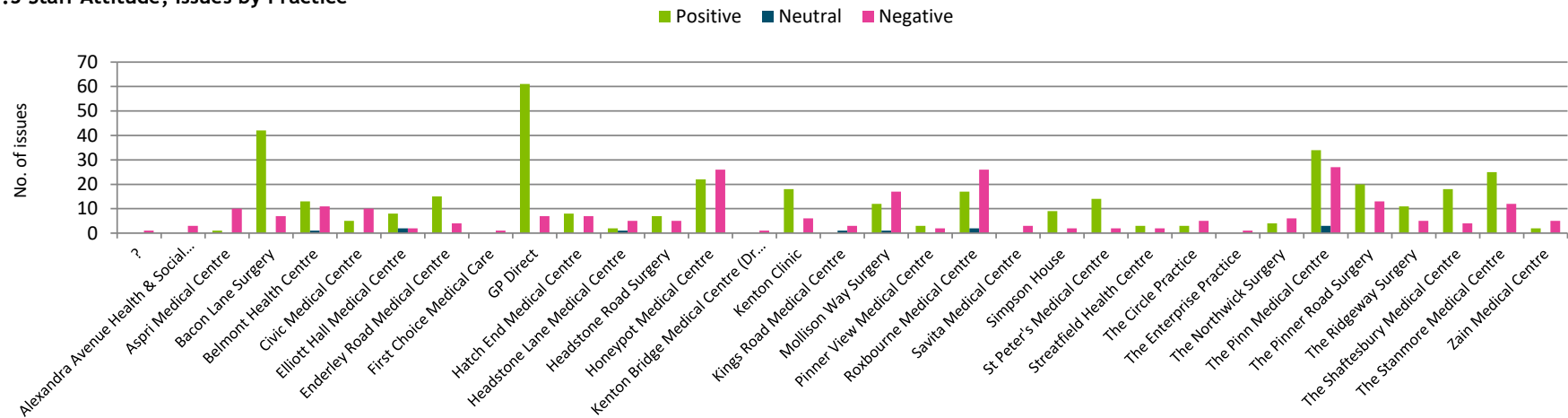
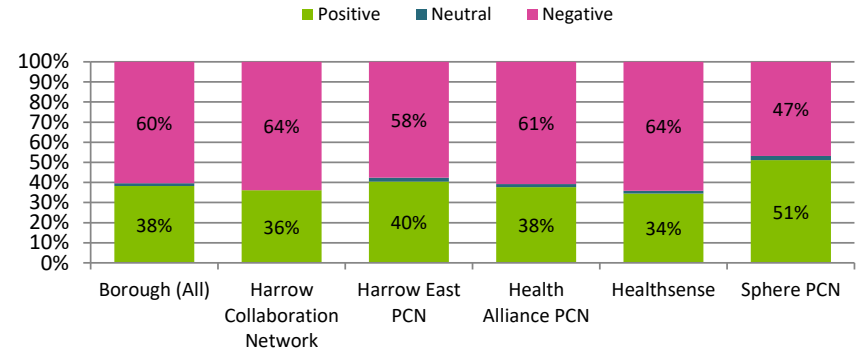*Practices receiving the most comments overall*

2.5 Administration
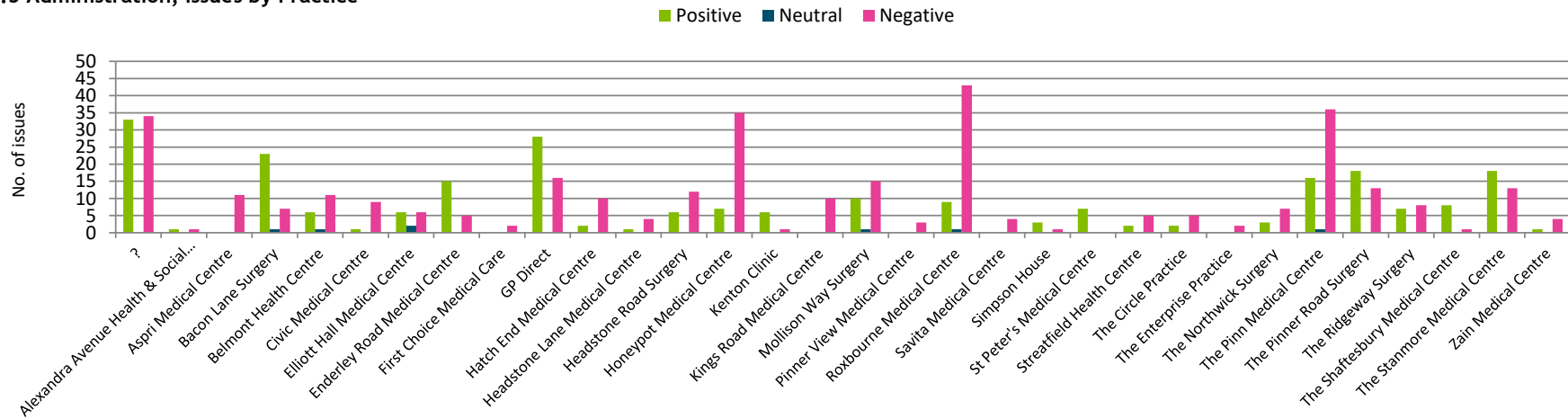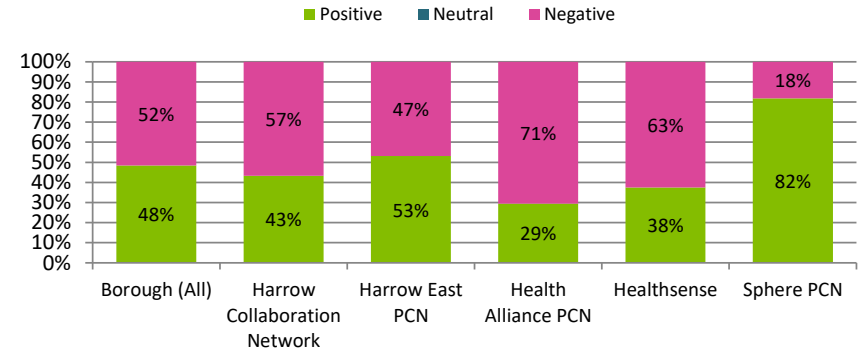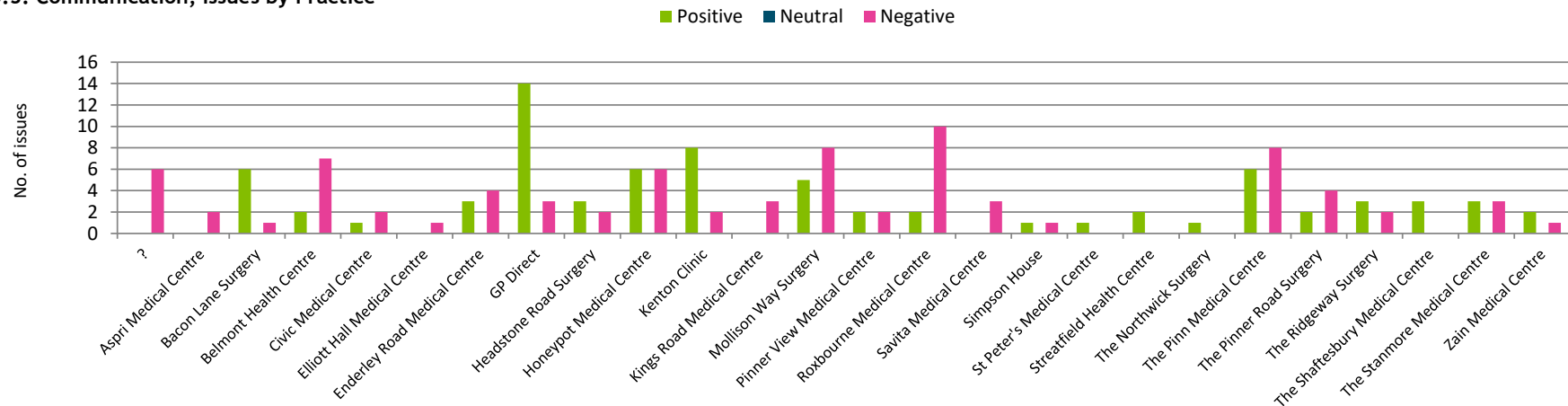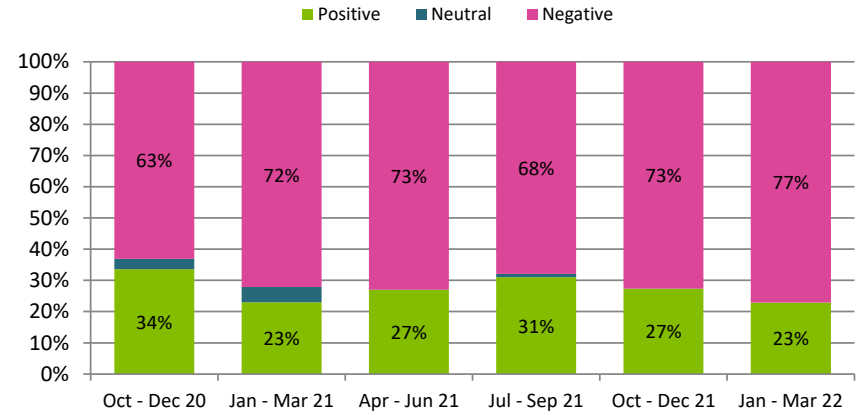
2.5.1 Administration: 507 issues detected

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

PCN	Positive	Negative
Borough (All)	38%	60%
Harrow Collaboration Network	36%	64%
Harrow East PCN	40%	58%
Health Alliance PCN	38%	61%
Healthsense	34%	64%
Sphere PCN	51%	47%

Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): ?, Alexandra Avenue Health & Social..., Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, First Choice Medical Care, GP Direct, Hatch End Medical Centre, Headstone Lane Medical Centre, Headstone Road Surgery, Honeypot Medical Centre, Kenton Clinic, Kings Road Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Circle Practice, The Enterprise Practice, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, Zain Medical Centre

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 157 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, Language/Interpre…, Sensory (Deaf/Blind)
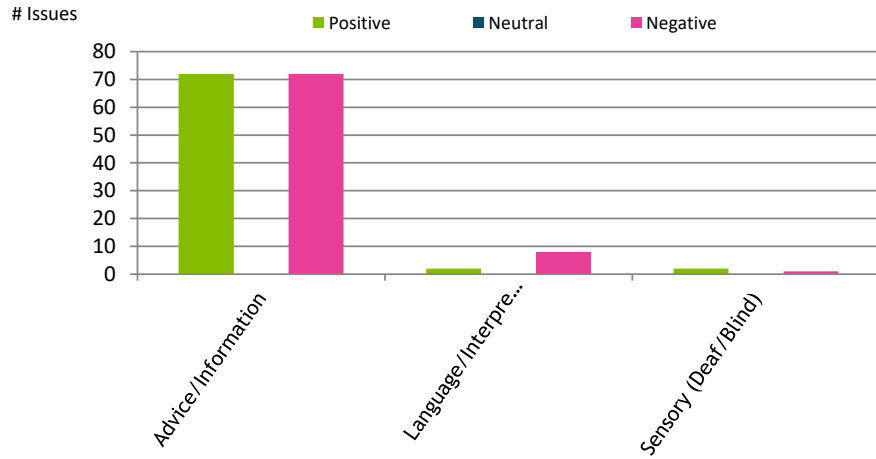
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	48%	52%
Harrow Collaboration Network	43%	57%
Harrow East PCN	53%	47%
Health Alliance PCN	29%	71%
Healthsense	38%	63%
Sphere PCN	82%	18%

Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): ?, Aspri Medical Centre, Bacon Lane Surgery, Belmont Health Centre, Civic Medical Centre, Elliott Hall Medical Centre, Enderley Road Medical Centre, GP Direct, Headstone Road Surgery, Honeypot Medical Centre, Kenton Clinic, Kings Road Medical Centre, Mollison Way Surgery, Pinner View Medical Centre, Roxbourne Medical Centre, Savita Medical Centre, Simpson House, St Peter's Medical Centre, Streatfield Health Centre, The Northwick Surgery, The Pinn Medical Centre, The Pinner Road Surgery, The Ridgeway Surgery, The Shaftesbury Medical Centre, The Stanmore Medical Centre, Zain Medical Centre

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

	Oct - Dec 20	Jan - Mar 21	Apr - Jun 21	Jul - Sep 21	Oct - Dec 21	Jan - Mar 22
Negative	43%	49%	46%	50%	50%	52%
Positive	54%	49%	52%	49%	49%	48%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

	Oct - Dec 20	Jan - Mar 21	Apr - Jun 21	Jul - Sep 21	Oct - Dec 21	Jan - Mar 22
Negative	63%	72%	73%	68%	73%	77%
Positive	34%	23%	27%	31%	27%	23%
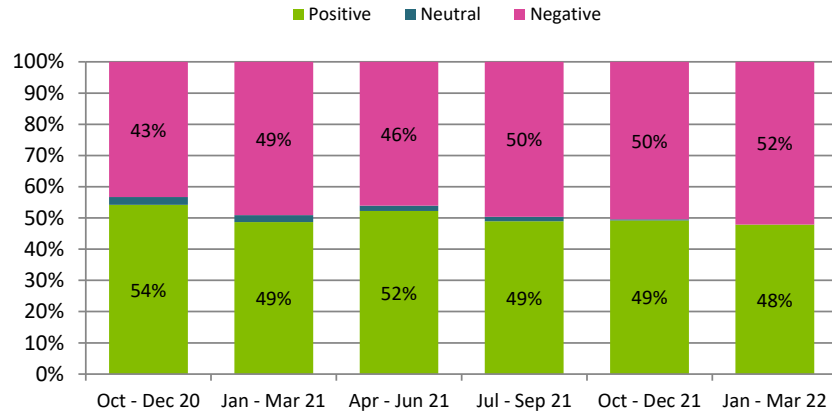
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Oct - Dec 20	Jan - Mar 21	Apr - Jun 21	Jul - Sep 21	Oct - Dec 21	Jan - Mar 22
Negative	28%	33%	30%	36%	33%	44%
Positive	70%	66%	69%	63%	66%	57%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Oct - Dec 20	Jan - Mar 21	Apr - Jun 21	Jul - Sep 21	Oct - Dec 21	Jan - Mar 22
Negative	33%	37%	37%	41%	38%	37%
Positive	64%	61%	60%	56%	62%	63%
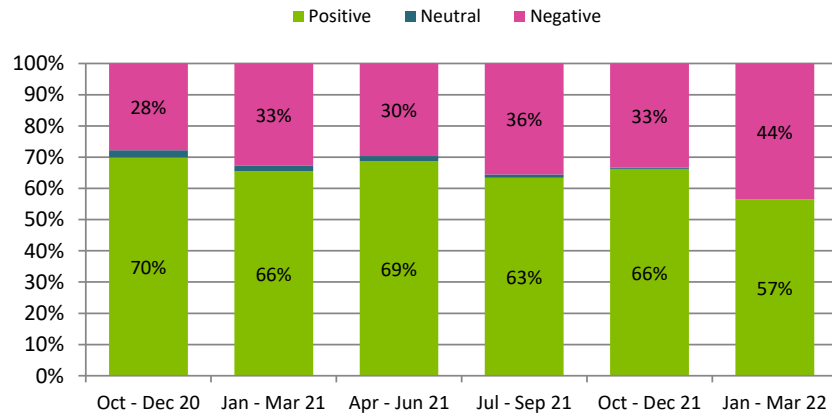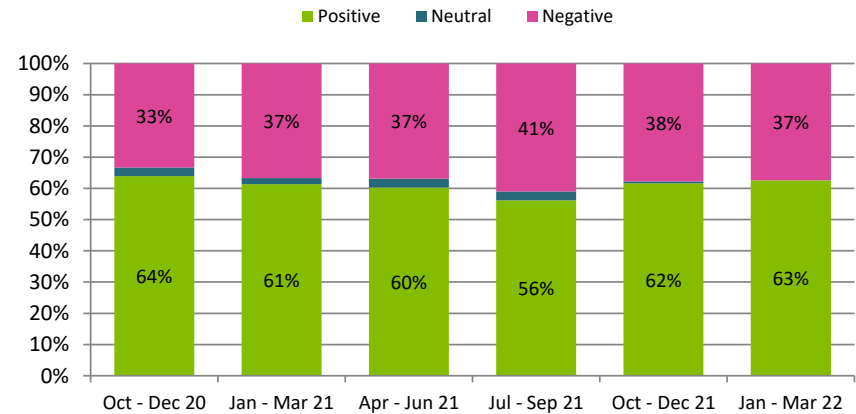
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: Positive, Neutral, Negative

	Oct - Dec 20	Jan - Mar 21	Apr - Jun 21	Jul - Sep 21	Oct - Dec 21	Jan - Mar 22
Negative	61%	66%	58%	62%	65%	53%
Positive	36%	32%	40%	35%	35%	47%

3.6 Communication, Sentiment

Legend: Positive, Neutral, Negative

	Oct - Dec 20	Jan - Mar 21	Apr - Jun 21	Jul - Sep 21	Oct - Dec 21	Jan - Mar 22
Negative	55%	51%	64%	55%	50%	63%
Positive	41%	46%	36%	45%	50%	38%

3.7 Booking, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	67%	71%	75%
Positive	24%	29%	25%

3.8 Telephone, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	43%	86%	95%
Positive	54%	14%	5%

3.9 Online Access, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	53%	56%	70%
Positive	44%	44%	30%
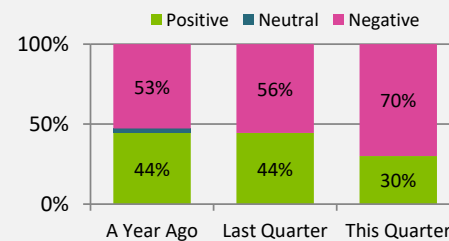
3.10 Waiting List, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	73%	70%	72%
Positive	26%	30%	28%
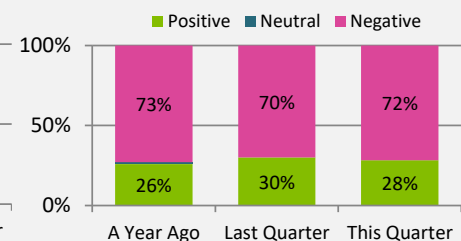
3.11 Involvement Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	29%	33%	41%
Positive	71%	67%	59%

3.12 Support, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	43%	40%	38%
Positive	54%	60%	62%
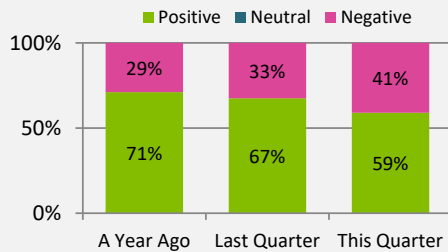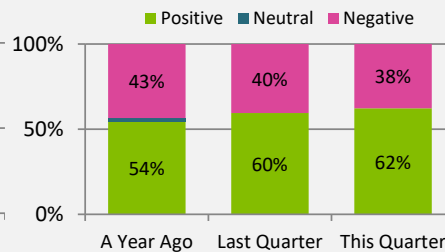
3.13 Staff Attitude, Snapshot
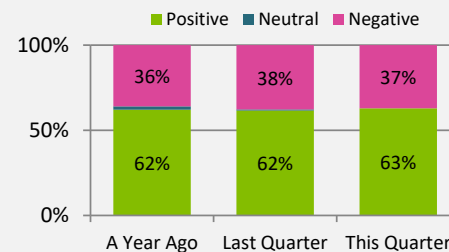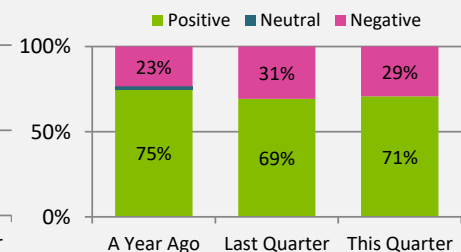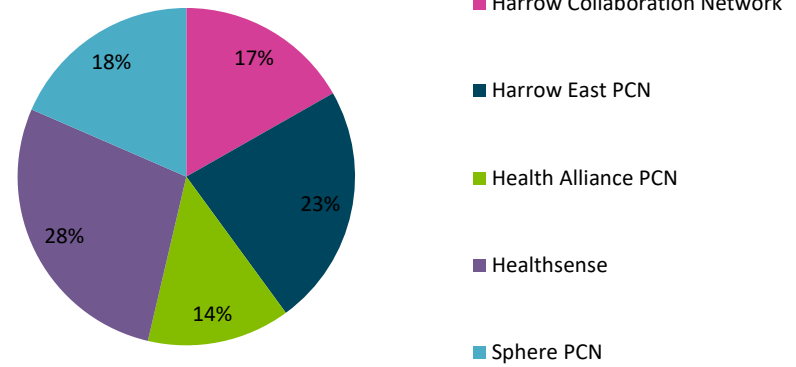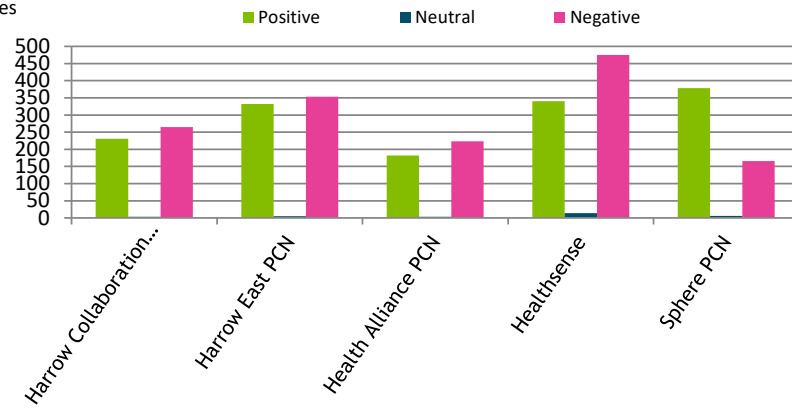
Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	36%	38%	37%
Positive	62%	62%	63%

3.14 Quality, Snapshot

Legend: Positive, Neutral, Negative

	A Year Ago	Last Quarter	This Quarter
Negative	23%	31%	29%
Positive	75%	69%	71%

4.1 PCN

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Harrow Collaboration..., Harrow East PCN, Health Alliance PCN, Healthsense, Sphere PCN

Pie chart:
- Harrow Collaboration Network — 17%
- Harrow East PCN — 23%
- Health Alliance PCN — 14%
- Healthsense — 28%
- Sphere PCN — 18%

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	72	0	72	144
	Carer Involvement	*Involvement of carers, friends or family members.*	9	0	4	13
	General Comment	*A generalised statement (ie; "The doctor was good.")*	38	3	48	89
	User Involvement	*Involvement of the service user.*	98	0	41	139
Systems	Administration	*Administrative processes and delivery.*	21	1	99	121
	Booking	*Ability to book, reschedule or cancel appointments.*	109	1	210	320
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	5	5
	Data Protection	*General data protection (including GDPR).*	1	0	7	8
	Referral	*Referral to a service.*	29	0	17	46
	Medical Records	*Management of medical records.*	0	0	5	5
	Medication	*Prescription and management of medicines.*	26	2	39	67
	Opening Times	*Opening times of a service.*	1	0	5	6
	Planning	*Leadership and general organisation.*	14	0	16	30
	Registration	*Ability to register for a service.*	38	0	42	80
	Support	*Levels of support provided.*	308	6	196	510
	Telephone	*Ability to contact a service by telephone.*	8	1	104	113
	Timing	*Physical timing (ie; length of wait at appointments).*	45	2	45	92
	Waiting List	*Length of wait while on a list.*	68	0	156	224
Values	Choice	*General choice.*	9	1	19	29
	Cost	*General cost.*	0	0	5	5
	Language	*Language, including terminology.*	2	0	8	10
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	1	0	6	7
	Quality	*General quality of a service, or staff.*	310	2	119	431
	Sensory	*Deaf/blind or other sensory issues.*	2	0	1	3
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	1	0	1	2
	Environment/Layout	*Physical environment of a service.*	9	1	13	23
	Equipment	*General equipment issues.*	1	0	5	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	1	5	7
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	4	7
	Mobility	*Physical mobility to, from and within services.*	0	0	1	1
	Travel/Parking	*Ability to travel or park.*	1	0	0	1
Staff	Omission	*General omission (ie; transport did not arrive).*	1	0	17	18
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	377	11	241	629
	Complaints	*Ability to log and resolve a complaint.*	0	0	6	6
	Staff Training	*Training of staff.*	0	0	10	10
	Staffing Levels	*General availability of staff.*	1	0	4	5
	Total:		**1604**	**32**	**1576**	**3212**

CommunityInsight CRM