

The Experience of GP Services

A trends analysis report by Healthwatch Waltham Forest



27 January 2020

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 January 2019 - 31 December 2019

Index and overview of findings

Data Source (Page 3)

This report is based on the experience of 527 people. Feedback has been obtained from a variety of sources, including Enter and View and comments posted online (NHS, Care Opinion and social media).

Top Trends (Pages 4-5)

Feedback suggests that people are broadly satisfied with customer service (staff attitude and quality), but less so on service access. Overall sentiment is 56% positive, 42% negative and 2% neutral.

Appointment Booking and Waiting (Pages 6-9)

The ability to obtain timely appointments is a problem for many, with accounts of congested telephone lines and waits of days (or more) to see a clinician. Feedback also suggests that people would like shorter waiting times, and greater levels of privacy in reception.

Clinical Treatment and Staff Attitude (Pages 10-13)

Experiences indicate the vast majority of people receive good quality, compassionate treatment and care, however many would like greater levels of support.

Administration and Communication (Pages 14-17)

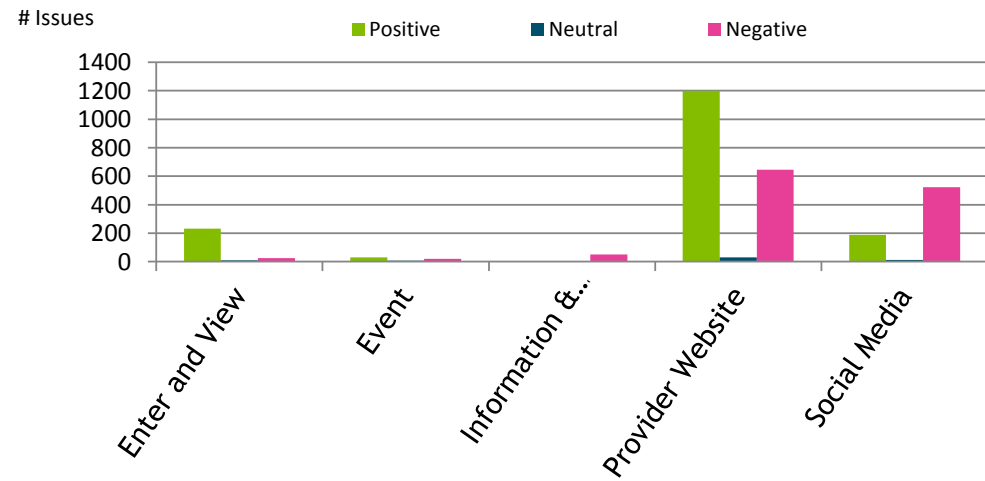
Comments suggest people would like greater levels of communication and support from administrative staff. Some people also experience difficulty in obtaining test results.

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.

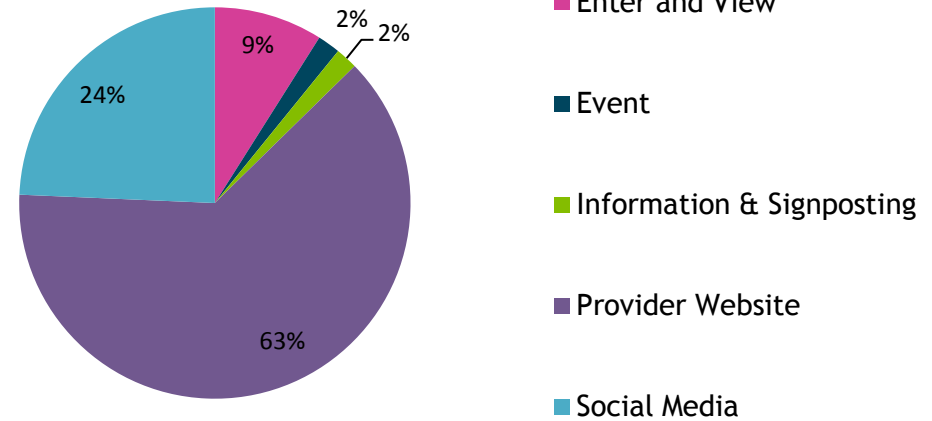
1. Data Source: Where did we collect the feedback?



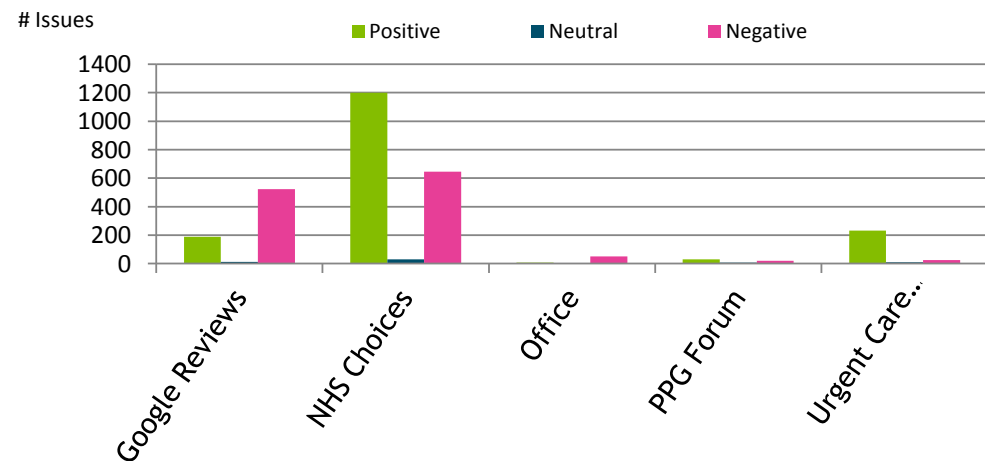
1.1 Source



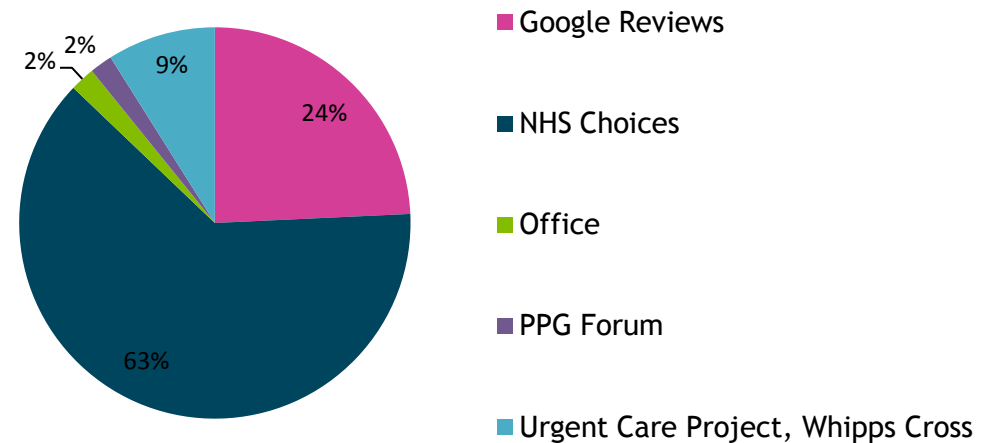
Sources providing the most comments overall



1.2 Origin



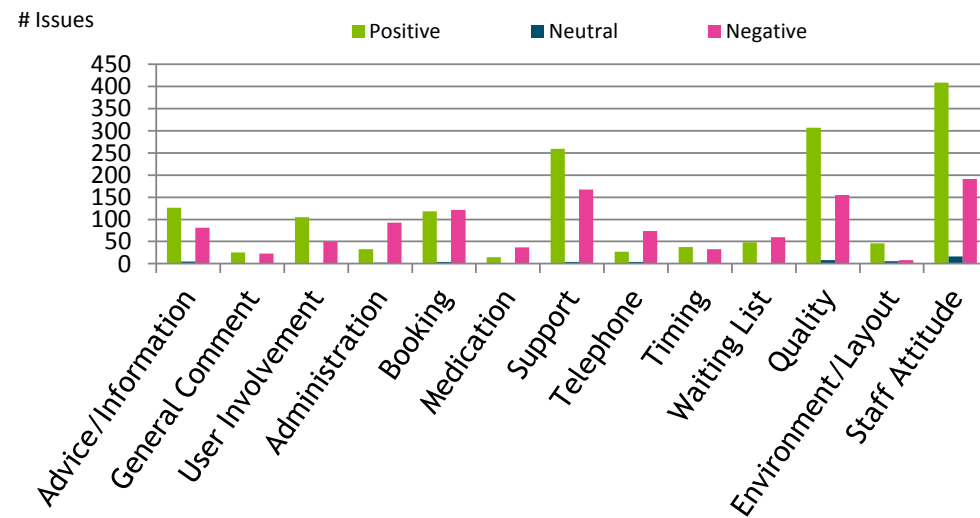
Origins providing the most comments overall



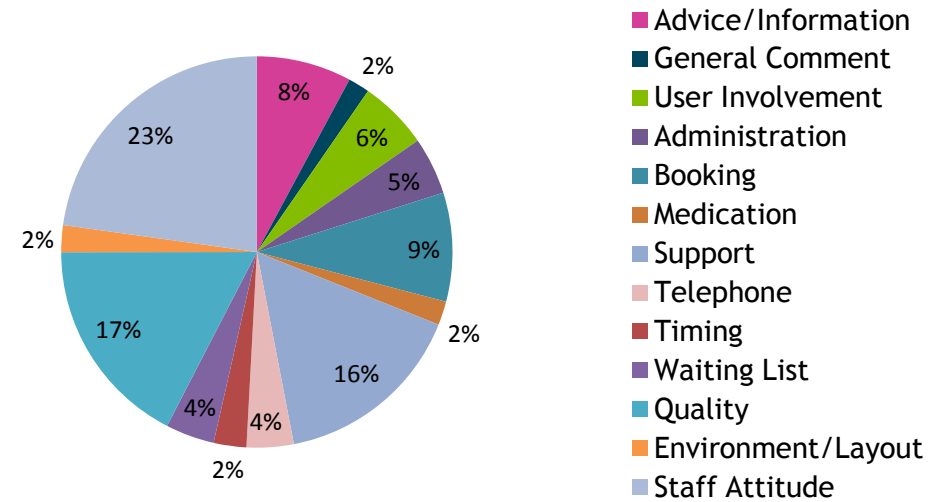
2. Top Trends: Which service aspects are people most commenting on?



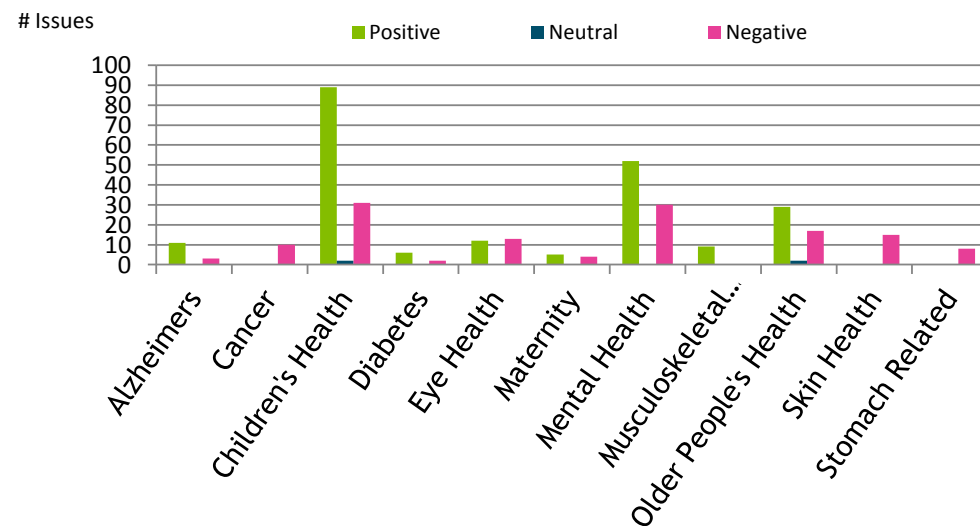
2.1 Service aspects: 2984 issues from 527 people



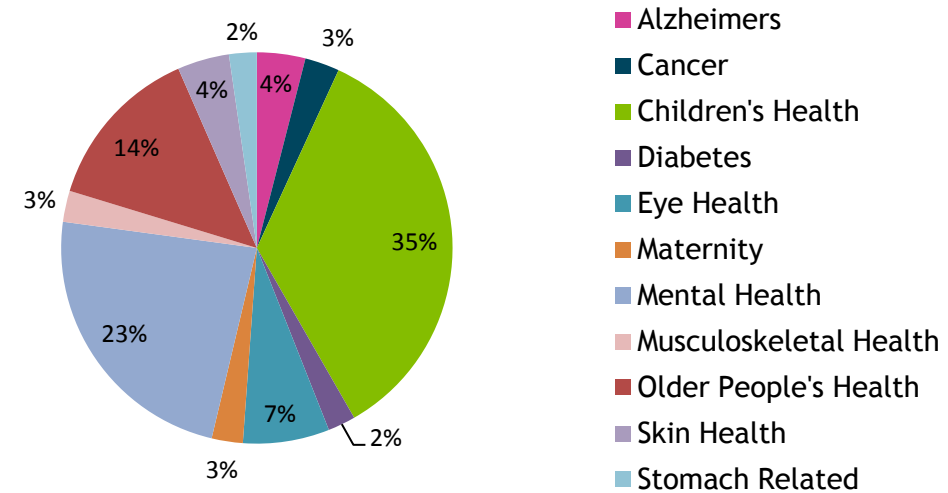
Issues receiving the most comments overall. See pages 18-19 for issue descriptions



2.2 Stated medical conditions



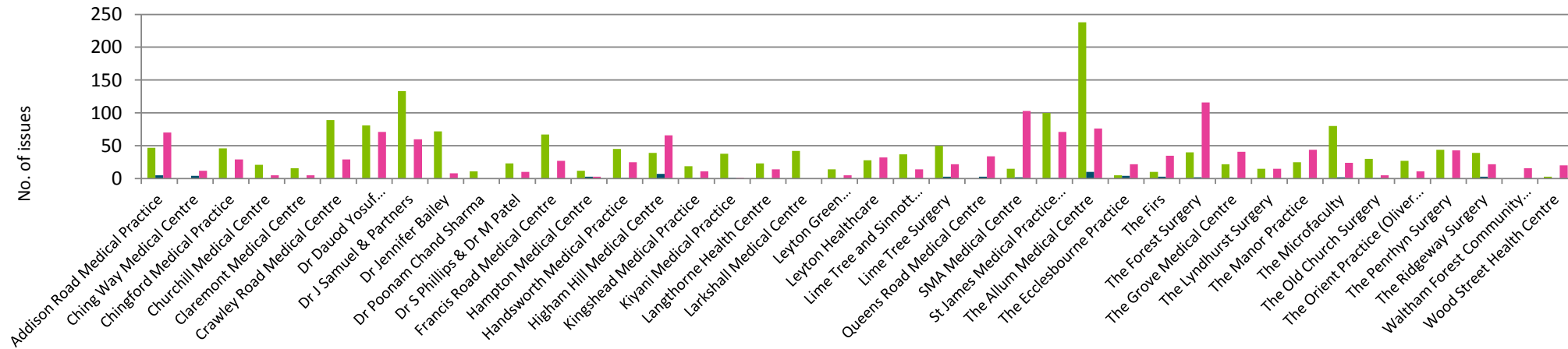
Medical conditions receiving the most comments overall



3. Trends: Which services are people most commenting on?

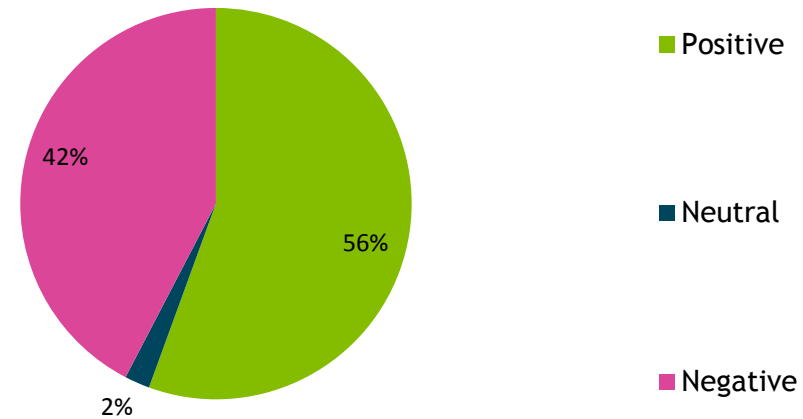
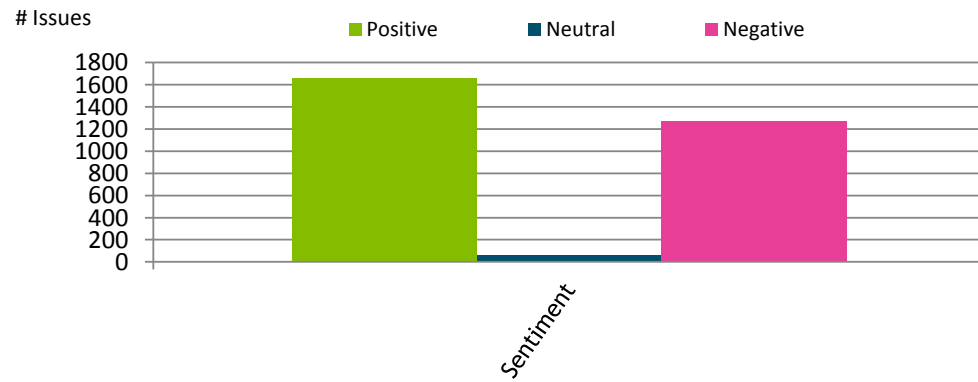


3.1 Top Services



Services receiving the most comments overall

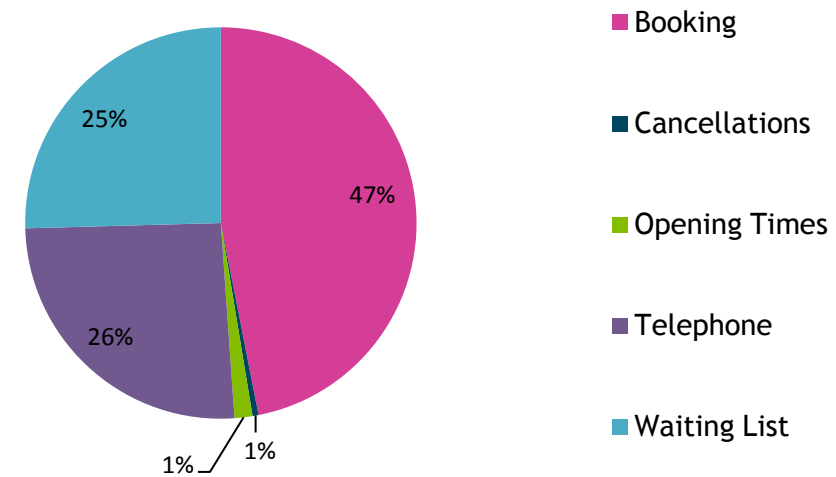
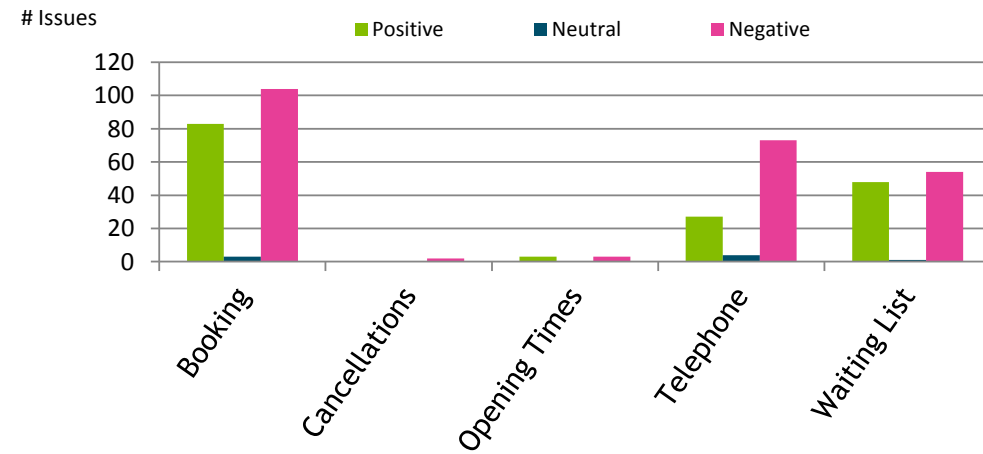
3.1.1 Sentiment: How do people feel as a whole?



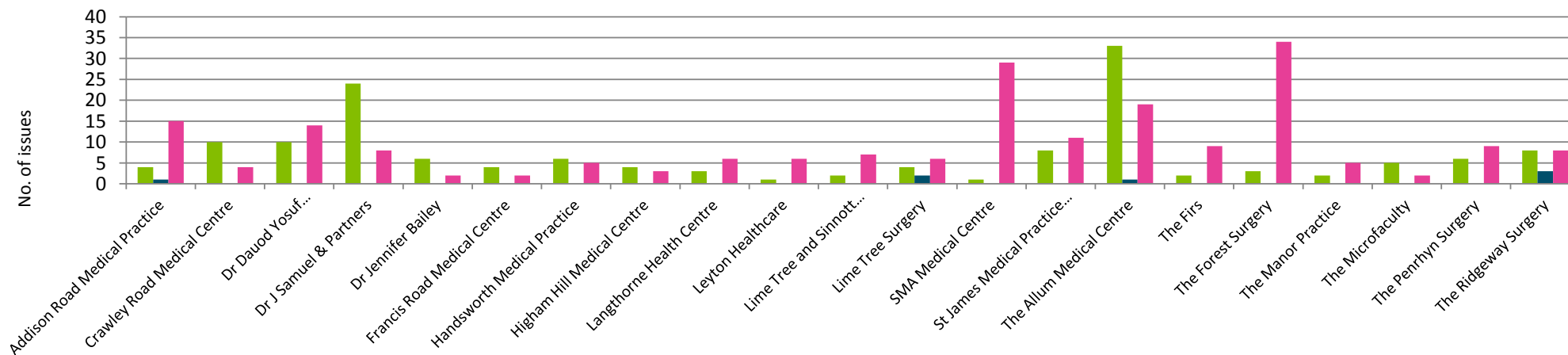
4.1 Service Aspects: Appointment Booking



4.1.1 All Trends



4.1.2 Top Services

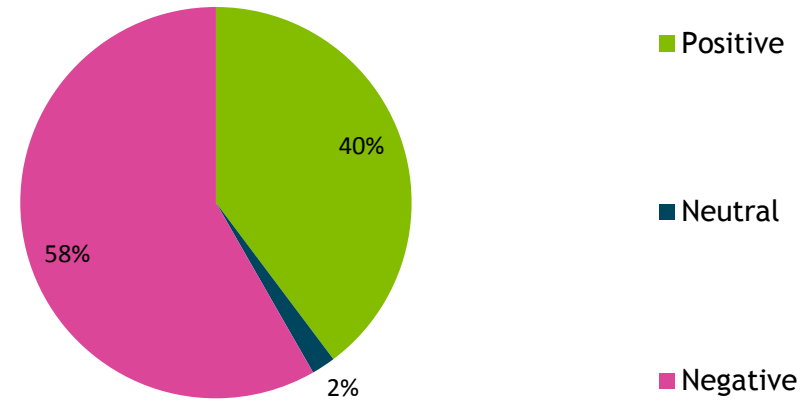
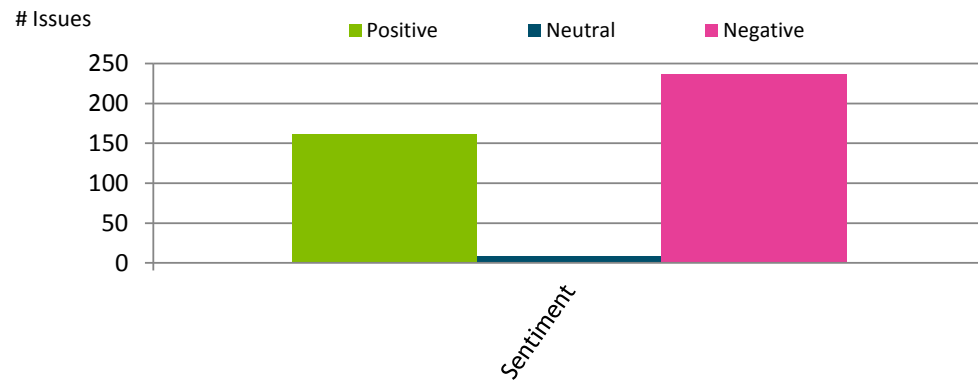


Services receiving the most comments overall

4.1 Service Aspects: Appointment Booking



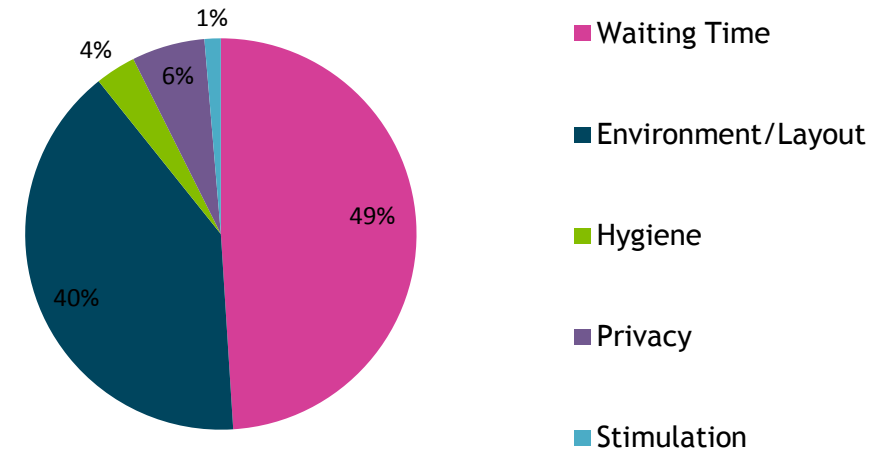
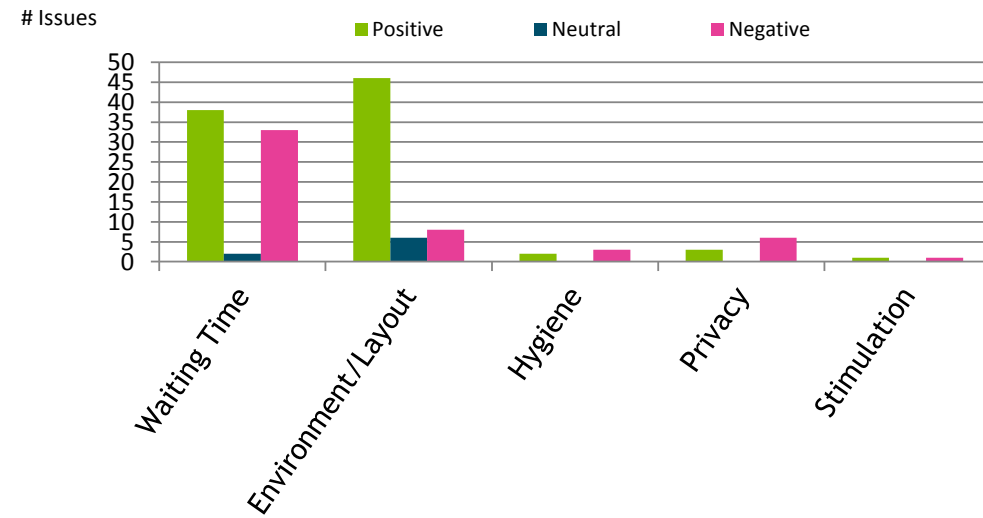
4.1.3 Sentiment



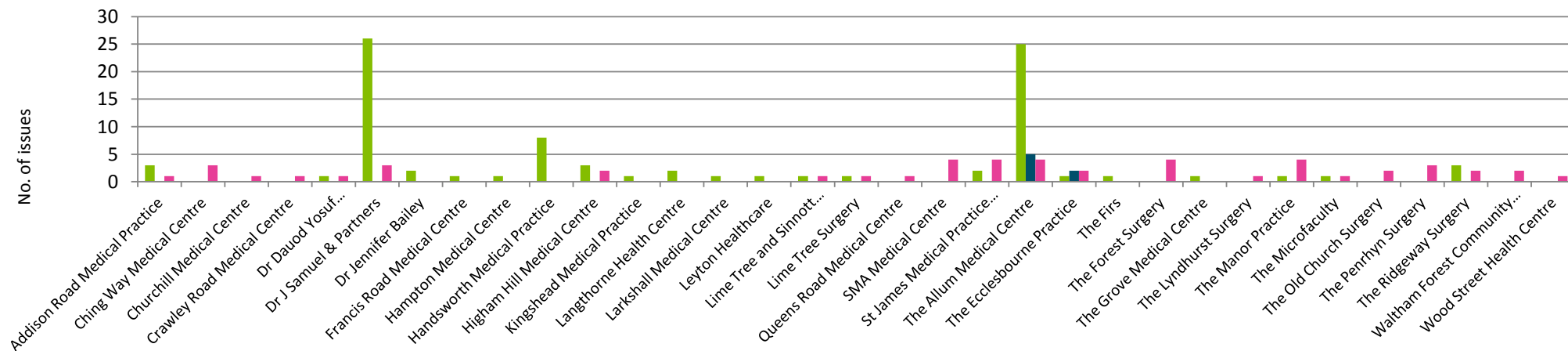
4.2 Service Aspects: Wait at Appointment



4.2.1 All Trends



4.2.2 Top Services

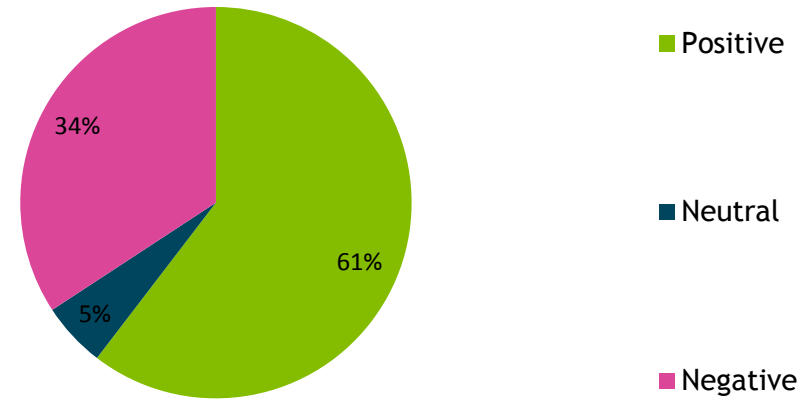
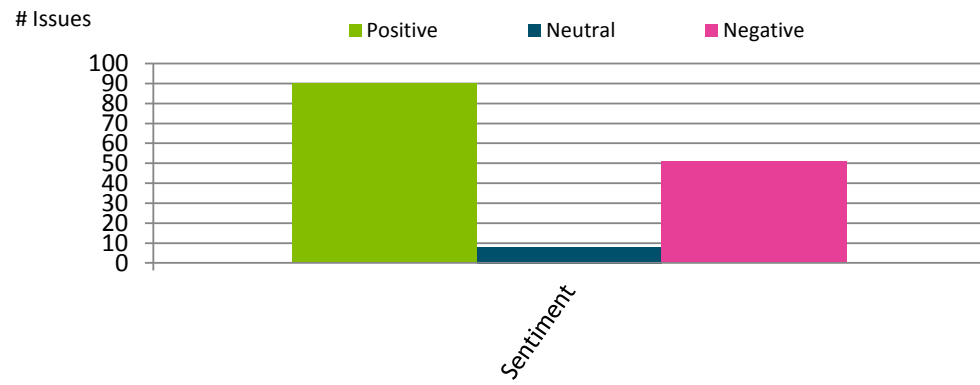


Services receiving the most comments overall

4.2 Service Aspects: Wait at Appointment



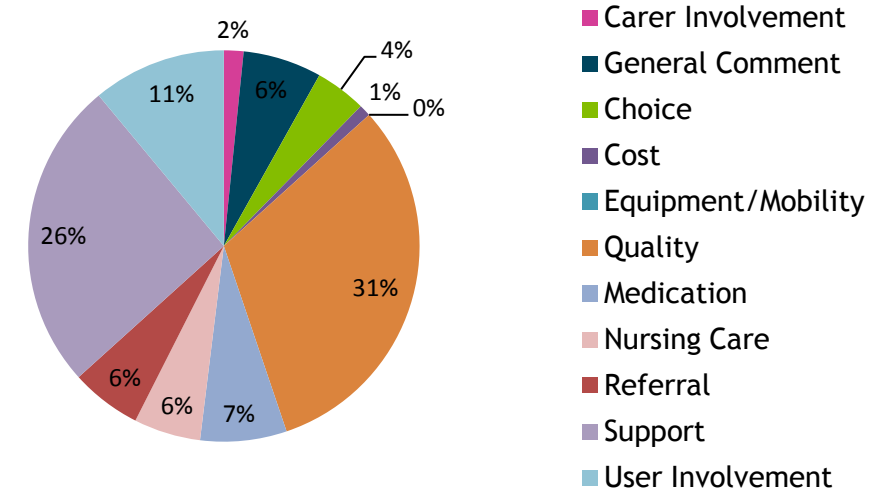
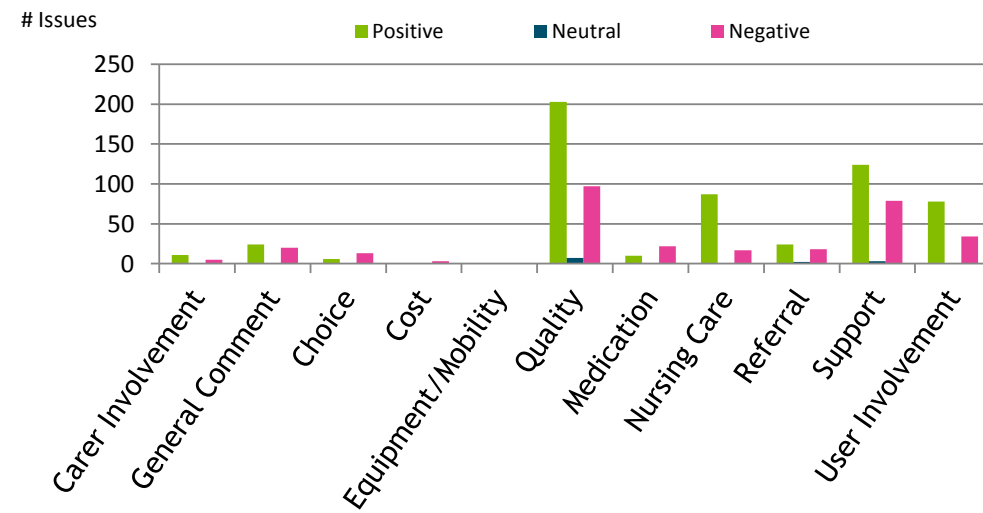
4.2.3 Sentiment



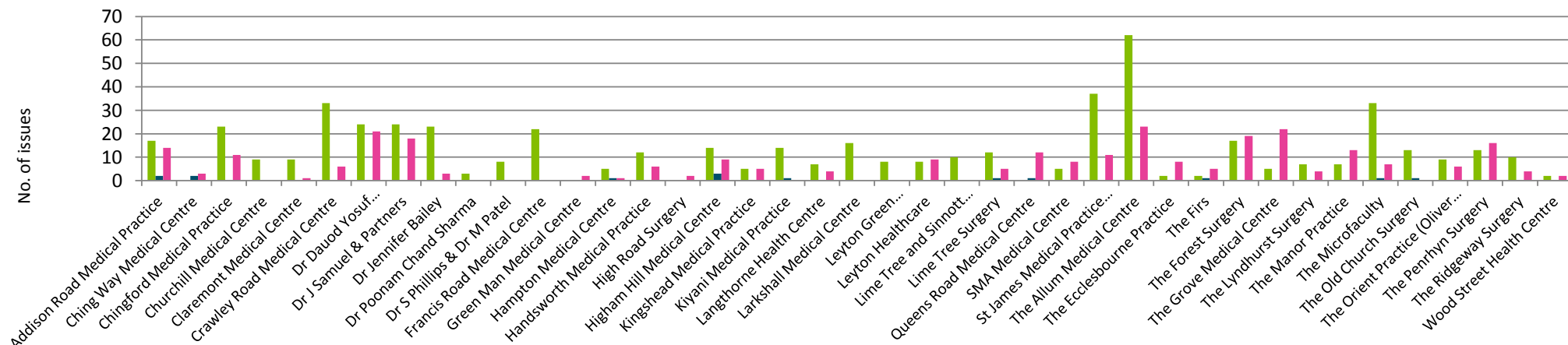
4.3 Service Aspects: Clinical Treatment



4.3.1 All Trends



4.3.2 Top Services

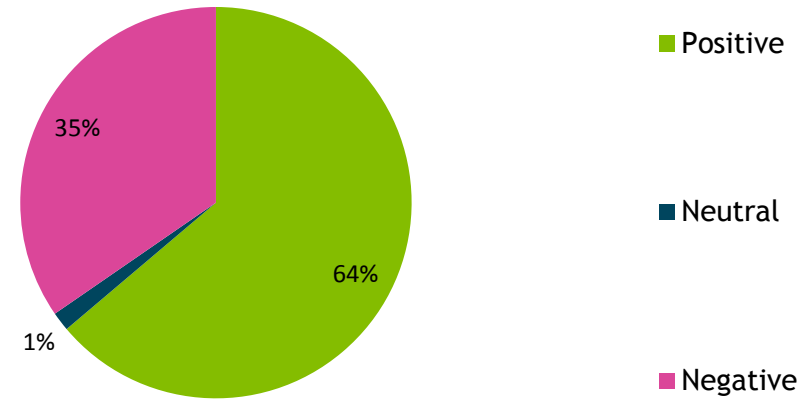
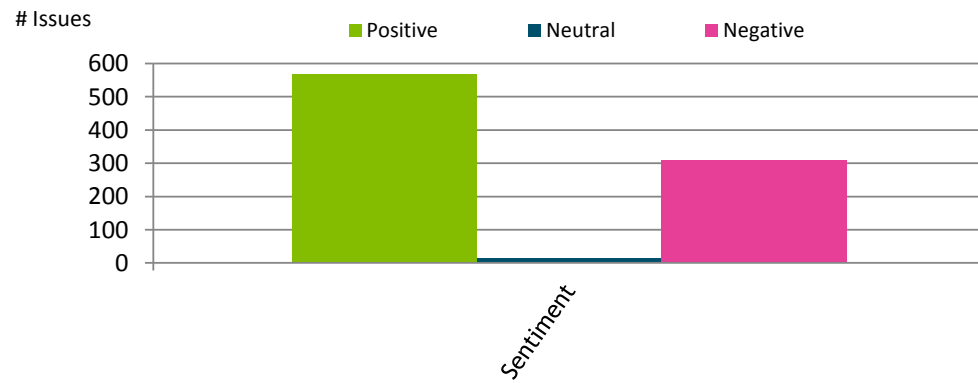


Services receiving the most comments overall

4.3 Service Aspects: Clinical Treatment



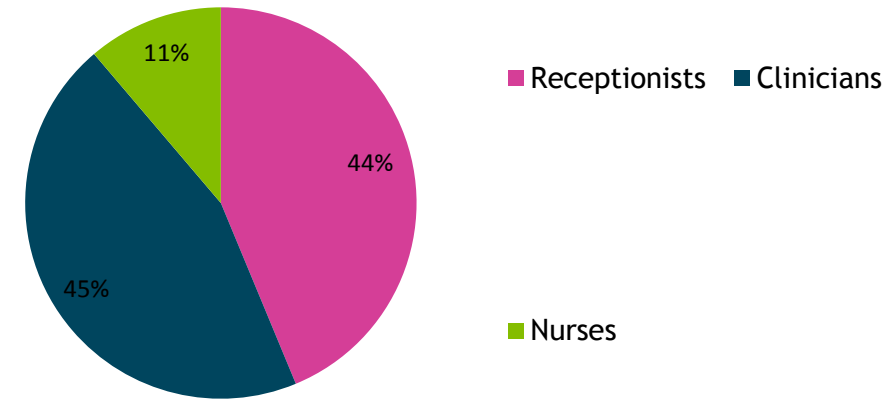
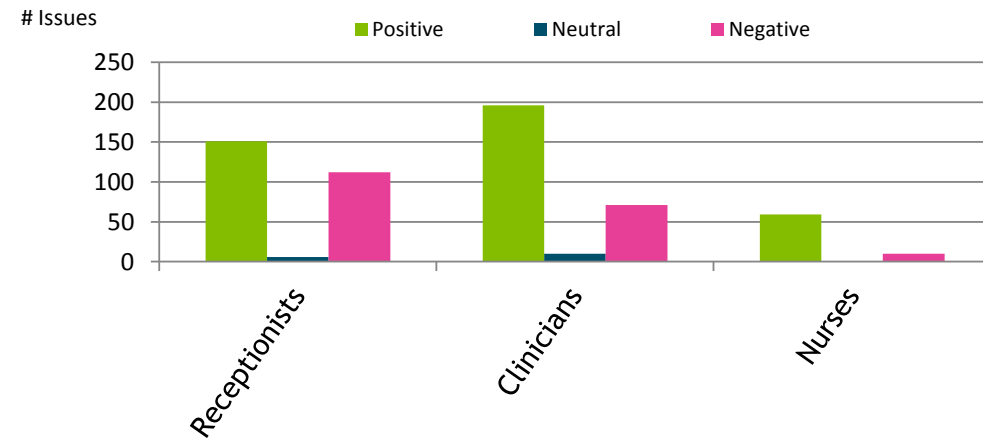
4.3.3 Sentiment



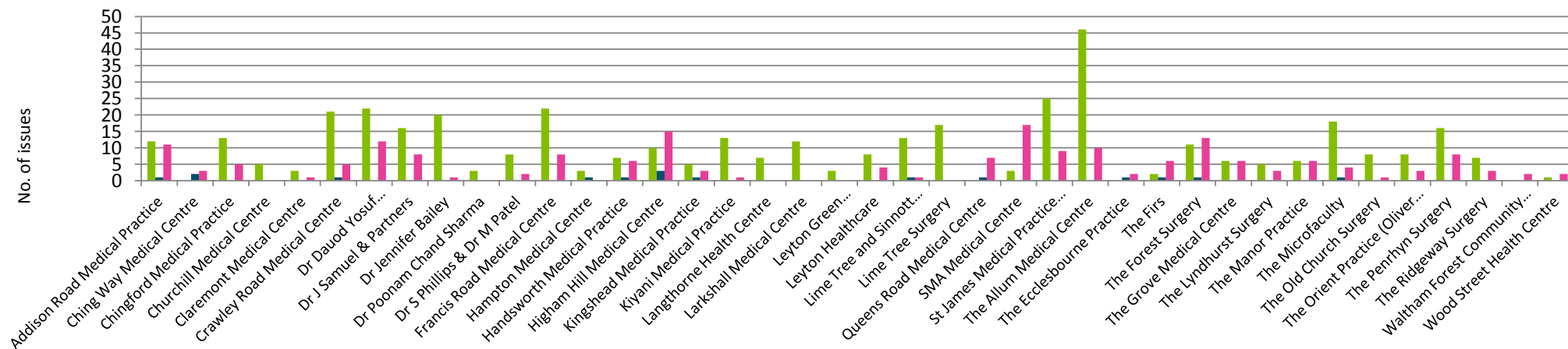
4.4 Service Aspects: Staff Attitude



4.4.1 All Trends



4.4.2 Top Services

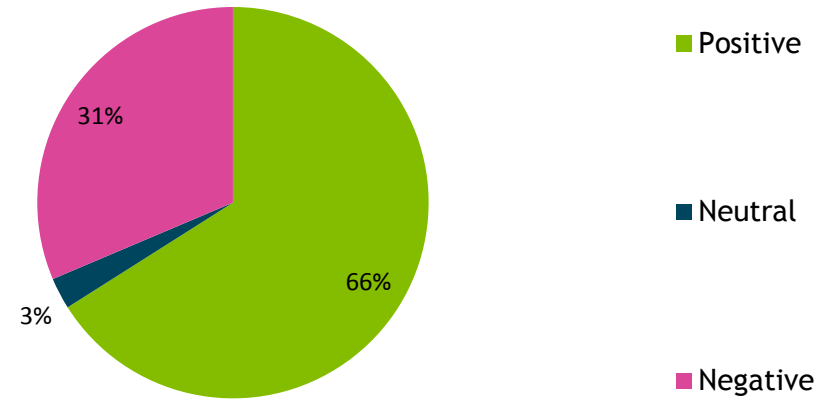
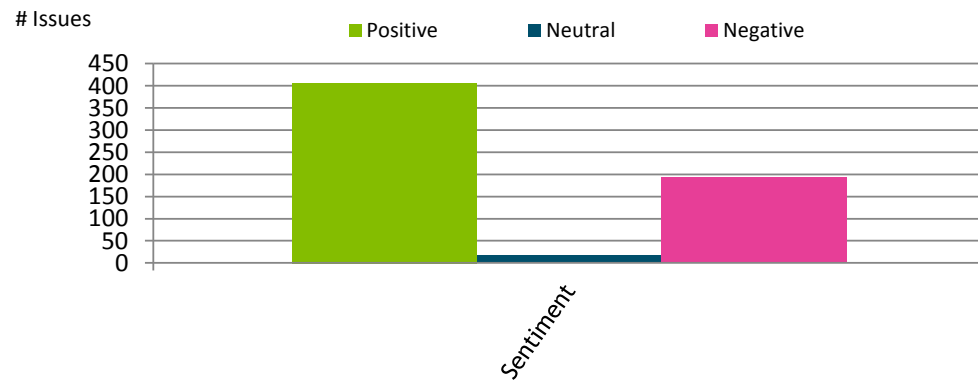


Services receiving the most comments overall

4.4 Service Aspects: Staff Attitude



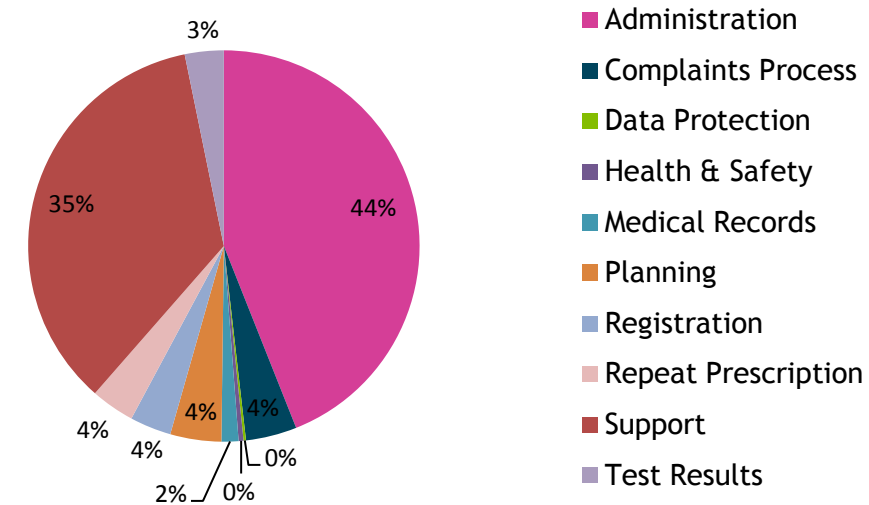
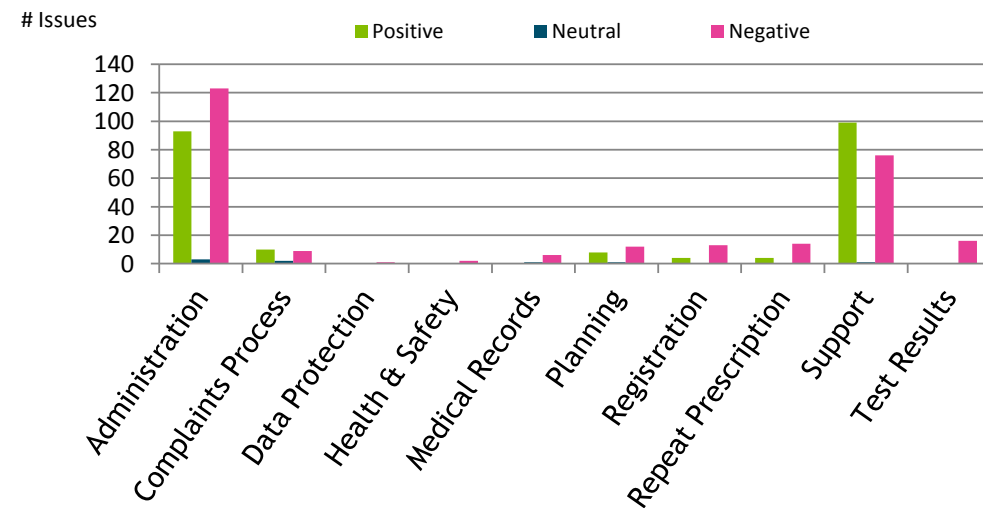
4.4.3 Sentiment



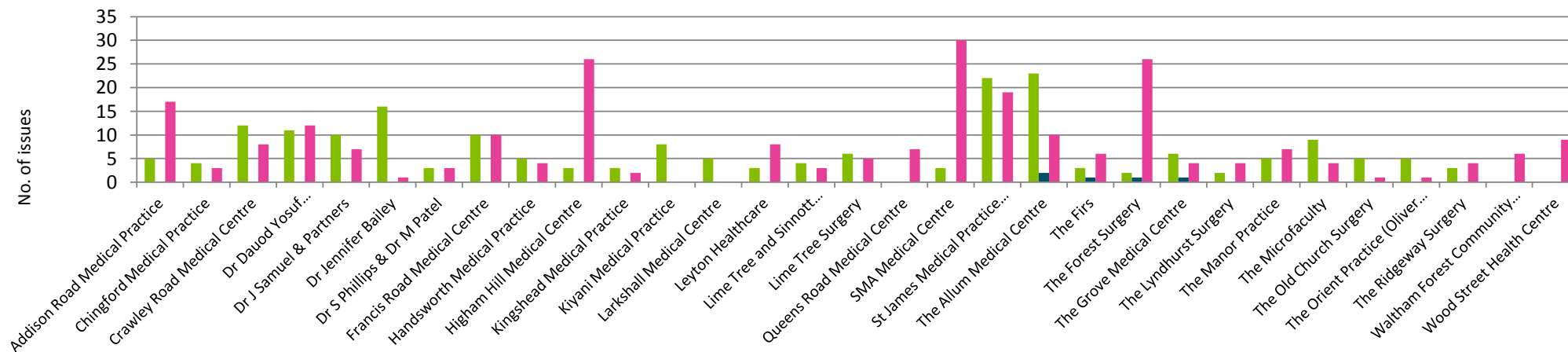
4.5 Service Aspects: Administration



4.5.1 All Trends



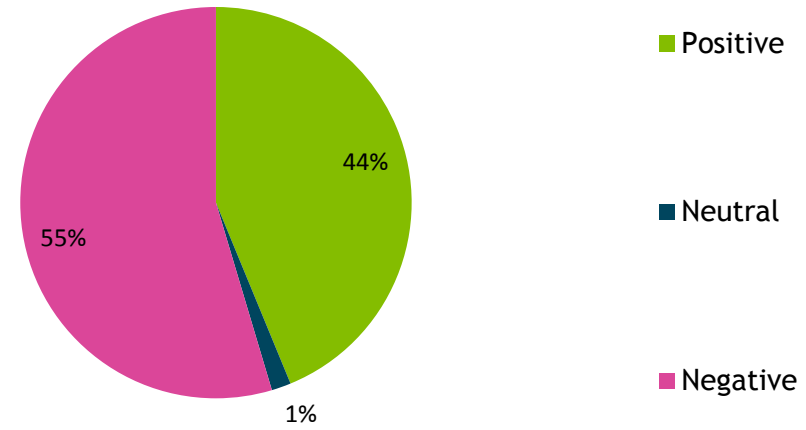
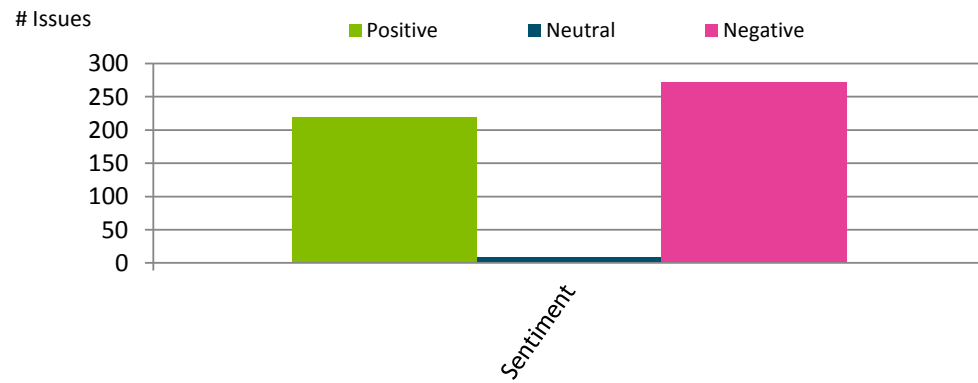
4.5.2 Top Services



Services receiving the most comments overall



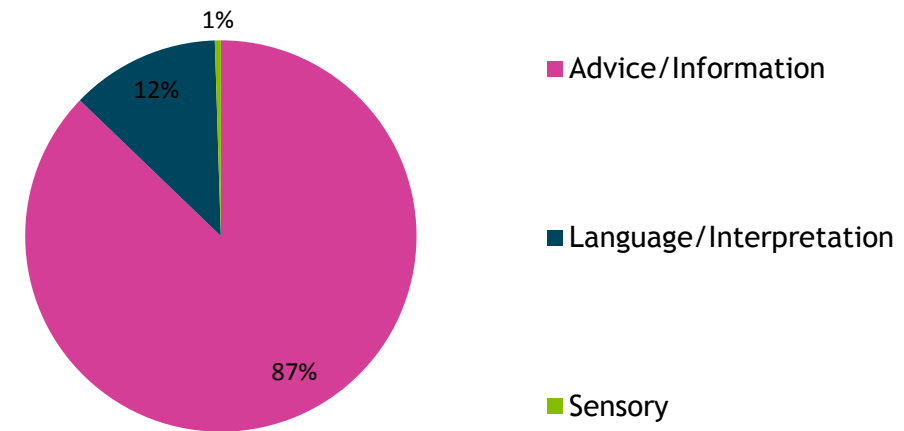
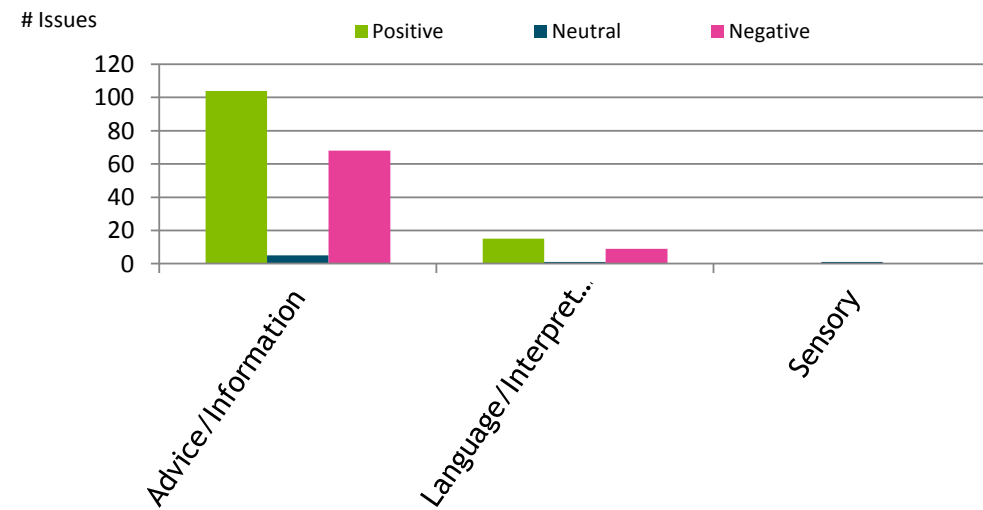
4.5.3 Sentiment



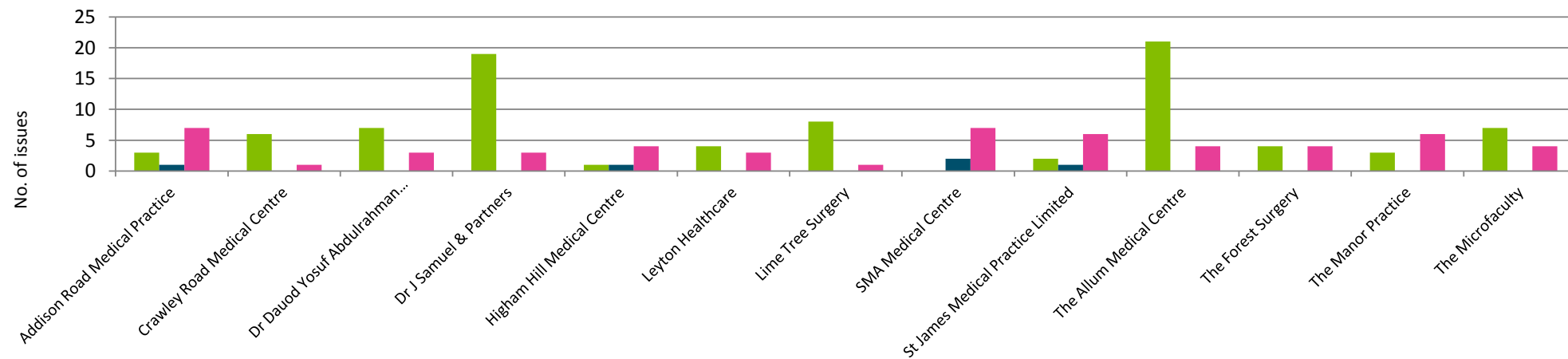
4.6 Service Aspects: Communication



4.6.1 All Trends



4.6.2 Top Services

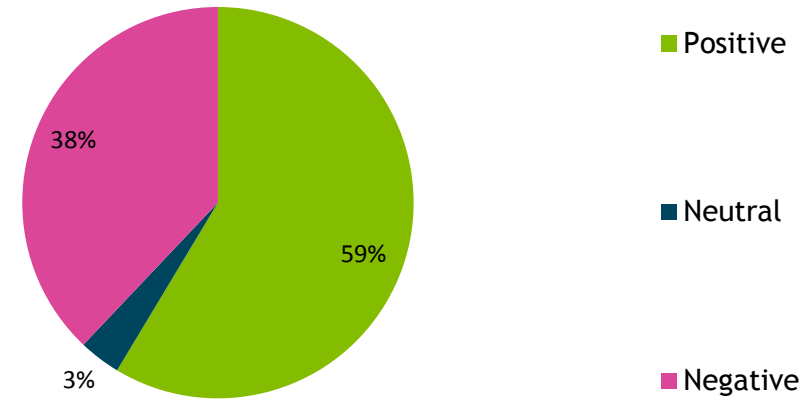
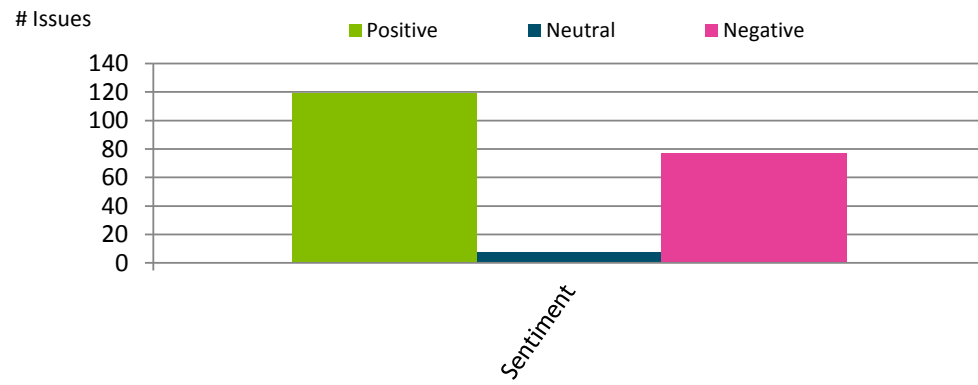


Services receiving the most comments overall

4.6 Service Aspects: Communication



4.6.3 Sentiment



5. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	126	5	81	212
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	12	0	8	20
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	25	0	23	48
	User Involvement	<i>Involvement of the service user.</i>	105	0	50	155
Systems	Administration	<i>Administrative processes and delivery.</i>	33	2	93	128
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	118	4	121	243
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	3	3
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	25	2	18	45
	Medical Records	<i>Management of medical records.</i>	0	1	6	7
	Medication	<i>Prescription and management of medicines.</i>	15	1	37	53
	Opening Times	<i>Opening times of a service.</i>	3	0	4	7
	Planning	<i>Leadership and general organisation.</i>	8	1	13	22
	Registration	<i>Ability to register for a service.</i>	4	0	13	17
	Support	<i>Levels of support provided.</i>	259	4	167	430
	Telephone	<i>Ability to contact a service by telephone.</i>	27	4	74	105
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	38	2	33	73
	Waiting List	<i>Length of wait while on a list.</i>	48	1	60	109
Values	Choice	<i>General choice.</i>	6	0	13	19
	Cost	<i>General cost.</i>	0	0	6	6
	Language	<i>Language, including terminology.</i>	16	1	9	26
	Nutrition	<i>Provision of sustenance.</i>	2	0	1	3
	Privacy	<i>Privacy, personal space and property.</i>	3	0	8	11
	Quality	<i>General quality of a service, or staff.</i>	307	8	155	470
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	1	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	1	2

5. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	1	1
	Environment/Layout	<i>Physical environment of a service.</i>	46	6	8	60
	Equipment	<i>General equipment issues.</i>	0	1	1	2
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	3	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	8	0	5	13
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	1	2
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	3	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	7	7
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	409	16	191	616
	Complaints	<i>Ability to log and resolve a complaint.</i>	11	2	9	22
	Staff Training	<i>Training of staff.</i>	2	0	21	23
	Staffing Levels	<i>General availability of staff.</i>	0	0	12	12
Total:			1658	62	1264	2984