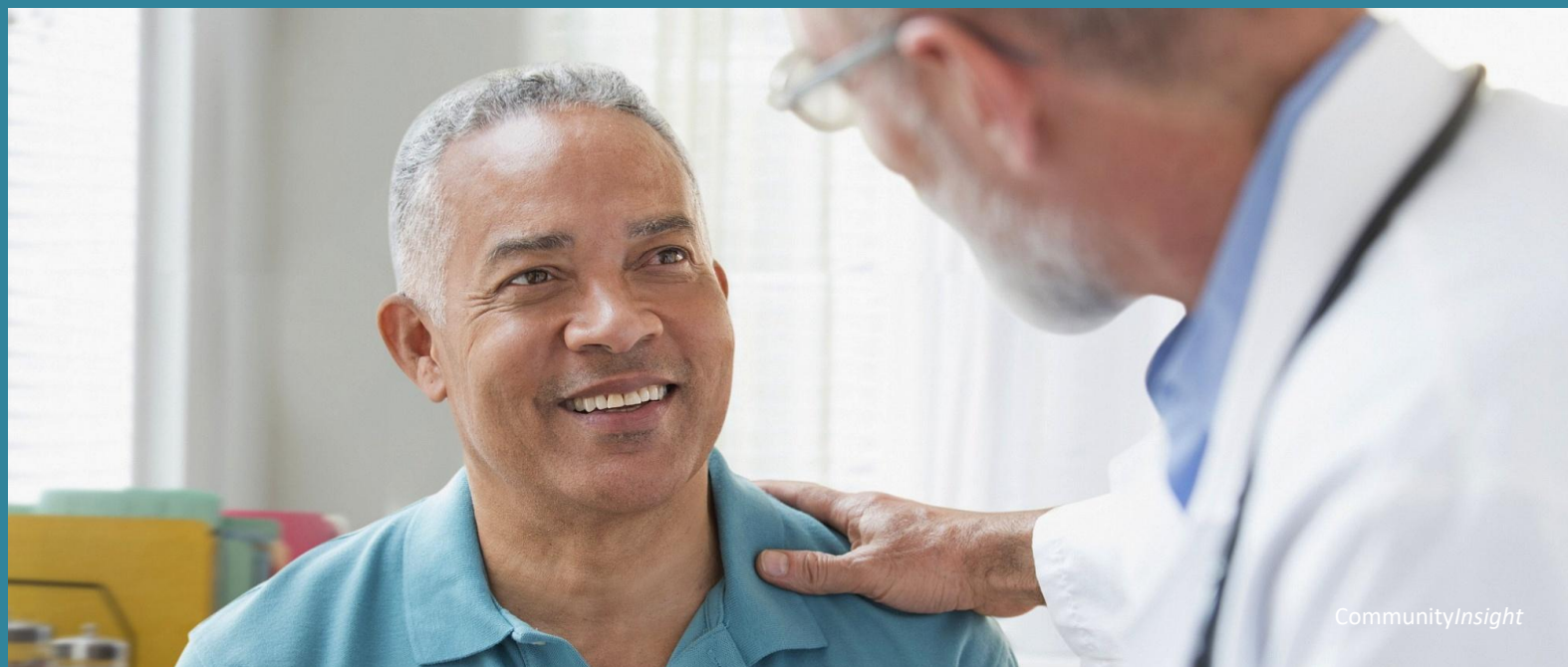# The Experience of GP Services: Network 1

A trends analysis report by Healthwatch Tower Hamlets
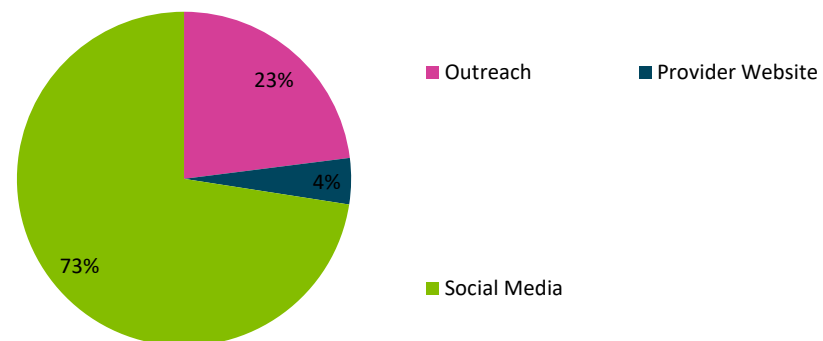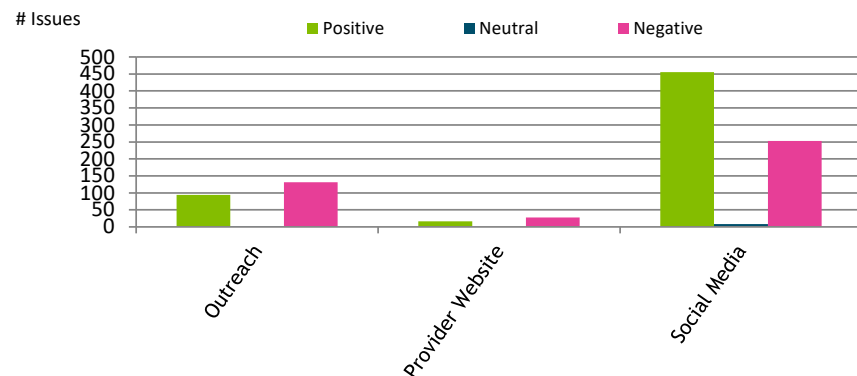

CommunityInsight

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.

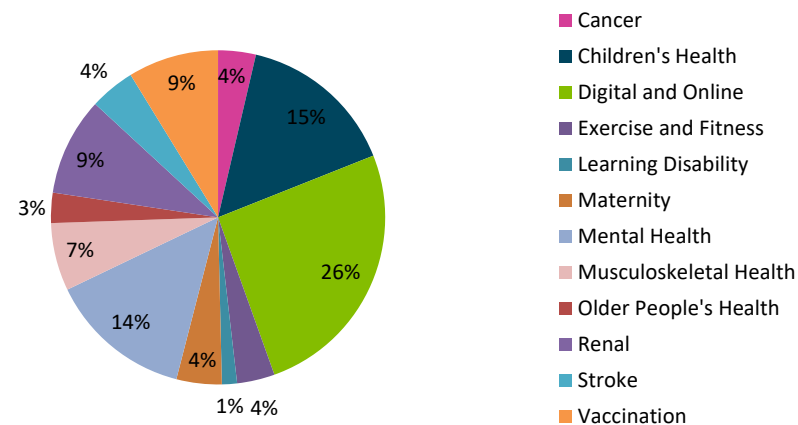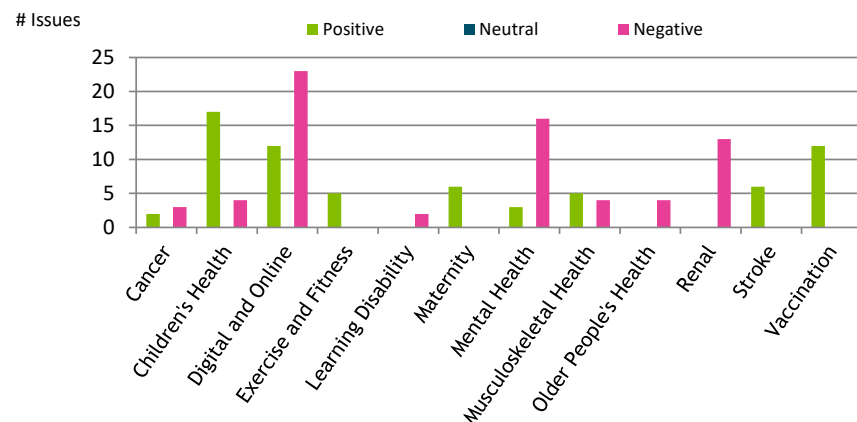*Qualitative Feedback, 1 April 2024 - 31 March 2025*

healthwatch
Tower Hamlets

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Outreach, Provider Website, Social Media
Y-axis: 0, 50, 100, 150, 200, 250, 300, 350, 400, 450, 500

Sources providing the most comments overall

Pie chart:
- Outreach 23%
- Provider Website 4%
- Social Media 73%

1.2 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Cancer, Children's Health, Digital and Online, Exercise and Fitness, Learning Disability, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Renal, Stroke, Vaccination
Y-axis: 0, 5, 10, 15, 20, 25

Medical conditions/topics receiving the most comments overall

Pie chart:
- Cancer 4%
- Children's Health 15%
- Digital and Online 26%
- Exercise and Fitness 4%
- Learning Disability 1%
- Maternity 4%
- Mental Health 14%
- Musculoskeletal Health 7%
- Older People's Health 3%
- Renal 9%
- Stroke 4%
- Vaccination 9%

2

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 987 issues from 233 people

Issues

Legend: Positive, Neutral, Negative

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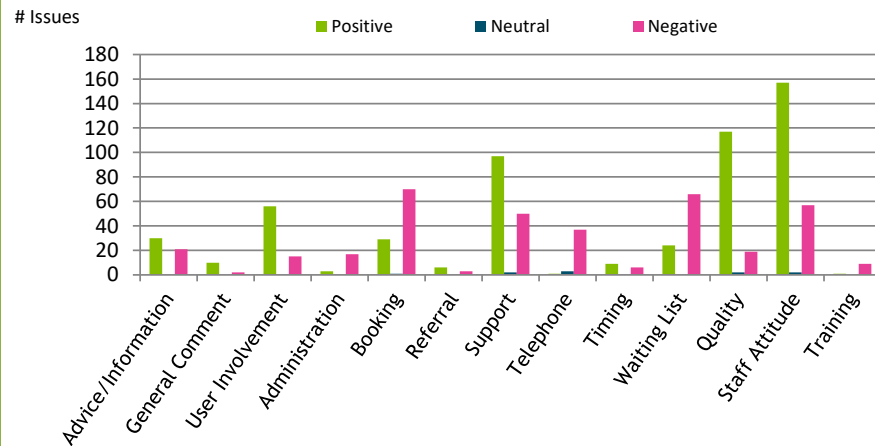
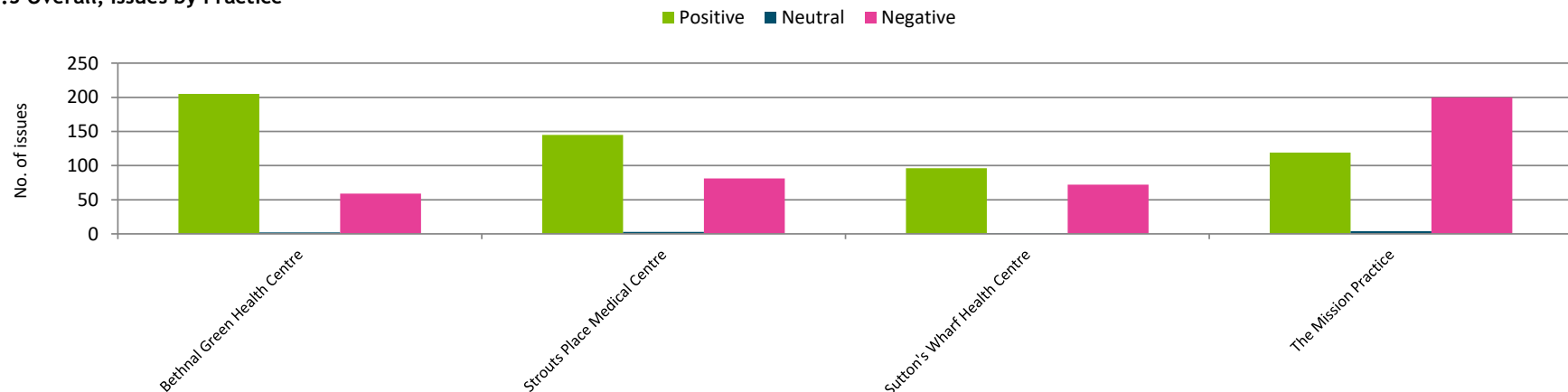*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Borough (All)	Network 1	Network 2	Network 5	Network 6	Network 7	Network 8	Network 9
Negative	43%	42%	50%	45%	43%	43%	34%	45%
Positive	56%	57%	49%	53%	55%	55%	66%	54%
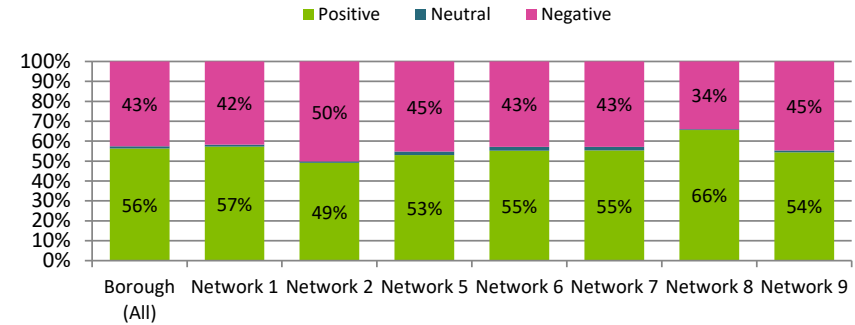
Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Bethnal Green Health Centre, Strouts Place Medical Centre, Sutton's Wharf Health Centre, The Mission Practice

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 234 issues detected

Issues

Legend: Positive, Neutral, Negative

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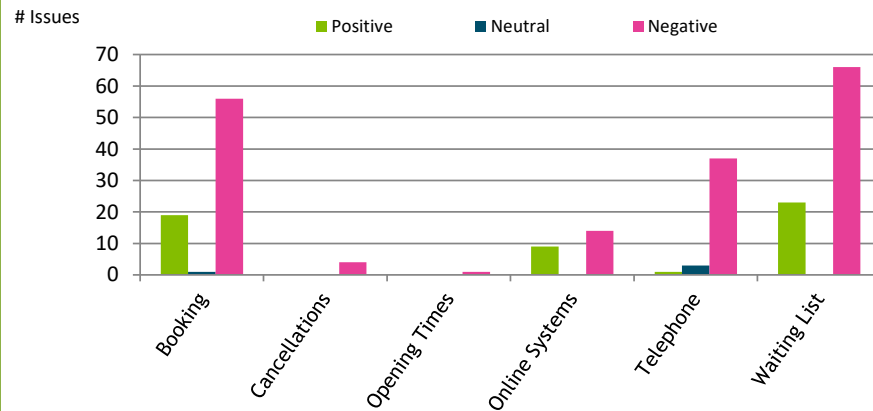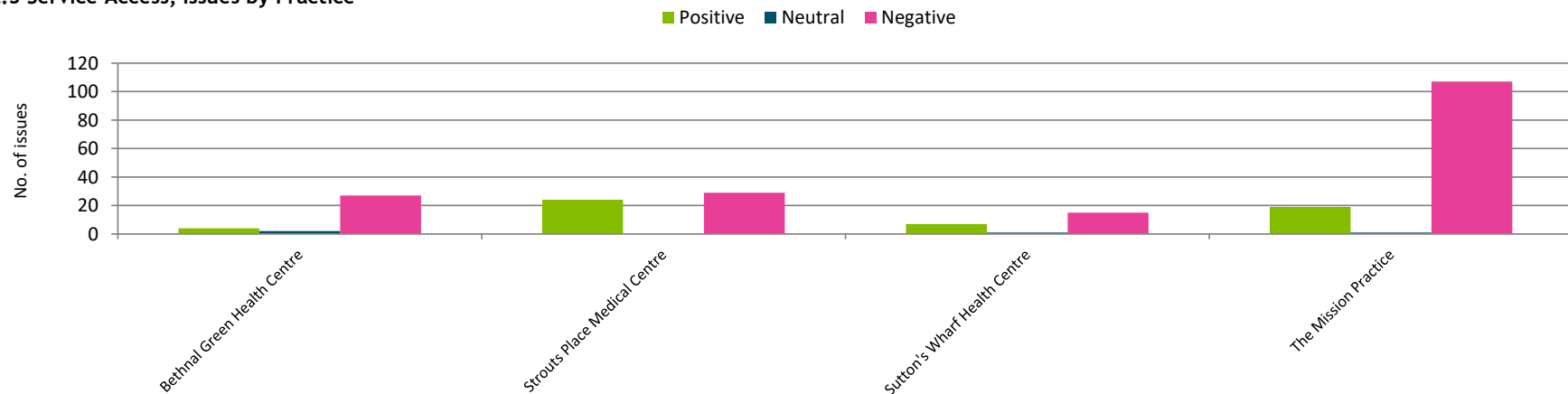
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Positive	Negative
Borough (All)	27%	72%
Network 1	23%	75%
Network 2	30%	69%
Network 5	40%	58%
Network 6	27%	70%
Network 7	28%	69%
Network 8	28%	71%
Network 9	22%	77%
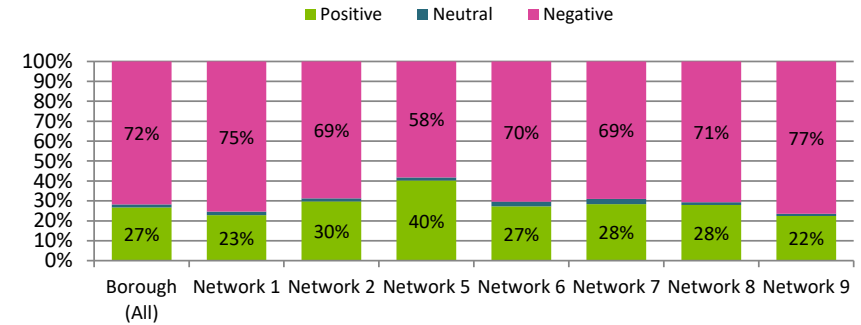
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

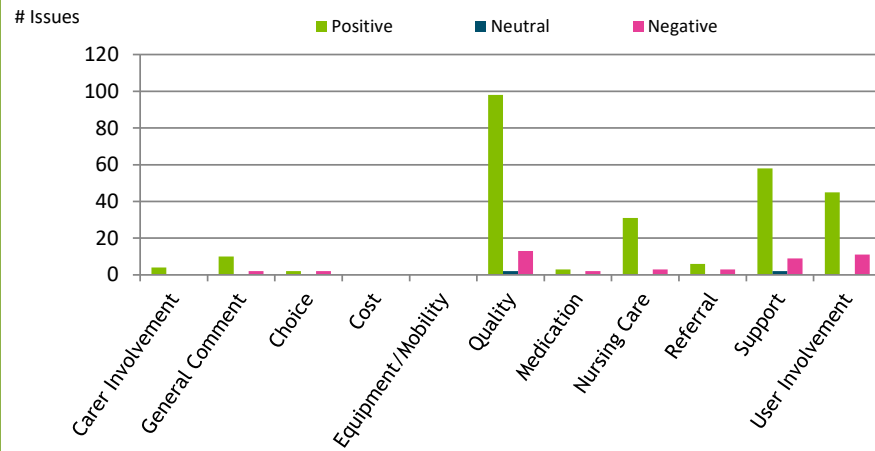Categories: Bethnal Green Health Centre, Strouts Place Medical Centre, Sutton's Wharf Health Centre, The Mission Practice

Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 306 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
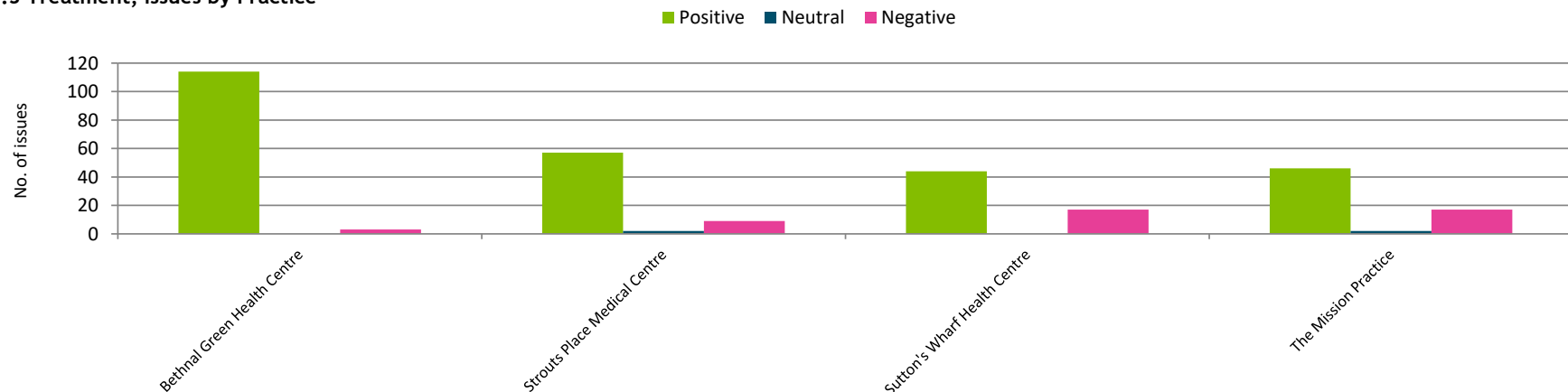
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

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	26%	15%	40%	39%	22%	30%	16%	30%
Positive	73%	84%	59%	59%	77%	69%	84%	69%
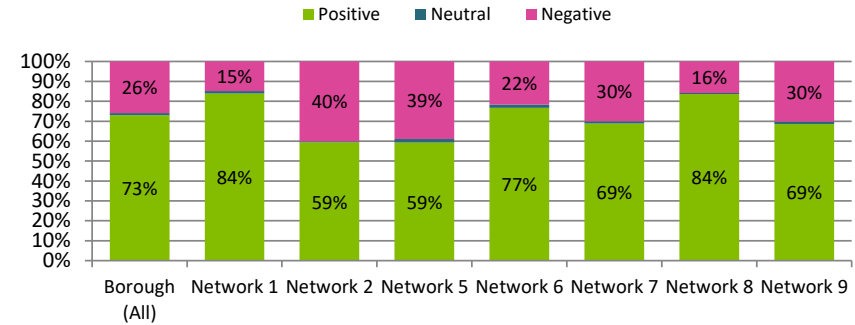
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Bethnal Green Health Centre, Strouts Place Medical Centre, Sutton's Wharf Health Centre, The Mission Practice

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 212 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by staff type:
- Receptionists: Positive ~41, Negative ~44
- Clinicians: Positive ~97, Neutral ~2, Negative ~11
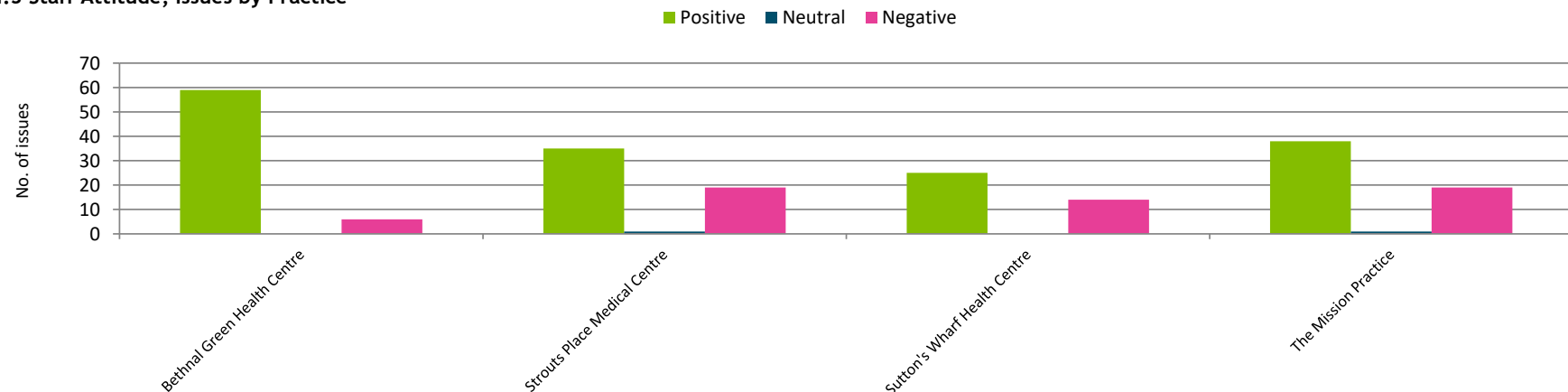- Nurses: Positive ~15, Negative ~1
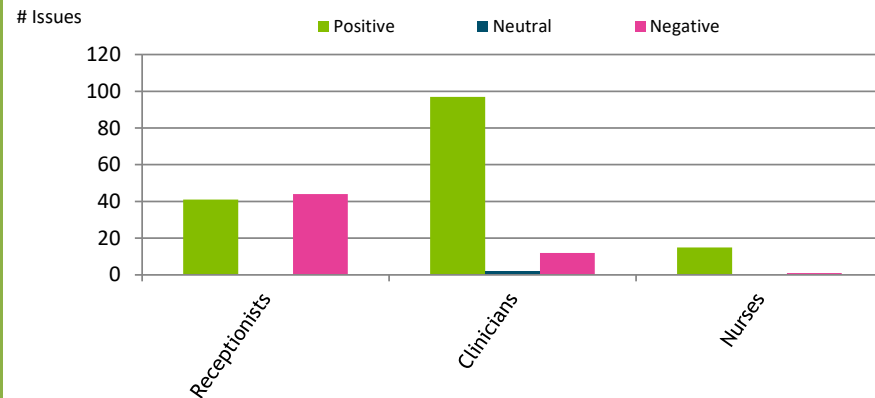
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Chart showing sentiment percentages by network:
	Positive	Negative
Borough (All)	72%	27%
Network 1	72%	27%
Network 2	63%	37%
Network 5	70%	29%
Network 6	71%	27%
Network 7	69%	29%
Network 8	78%	22%
Network 9	75%	24%
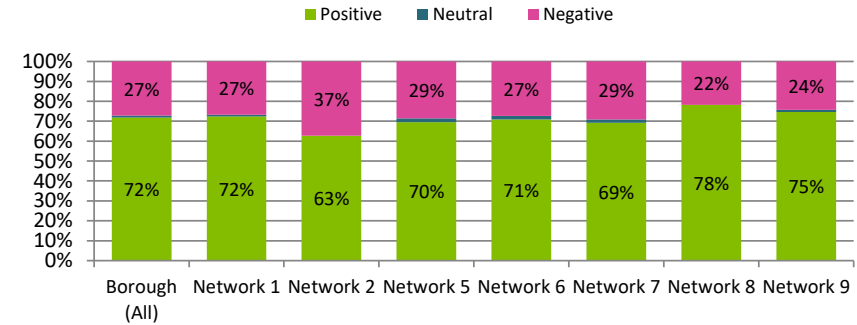
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart showing issues by practice:
- Bethnal Green Health Centre: Positive ~59, Negative ~6
- Strouts Place Medical Centre: Positive ~35, Neutral ~1, Negative ~19
- Sutton's Wharf Health Centre: Positive ~25, Negative ~14
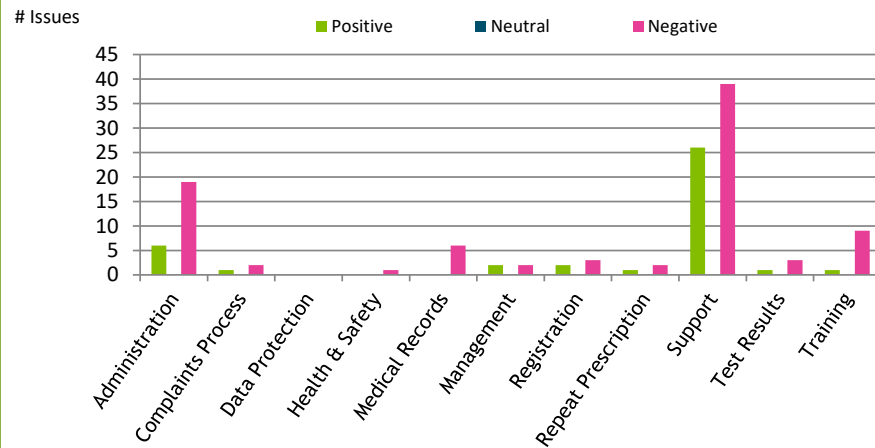- The Mission Practice: Positive ~38, Neutral ~1, Negative ~19

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 126 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
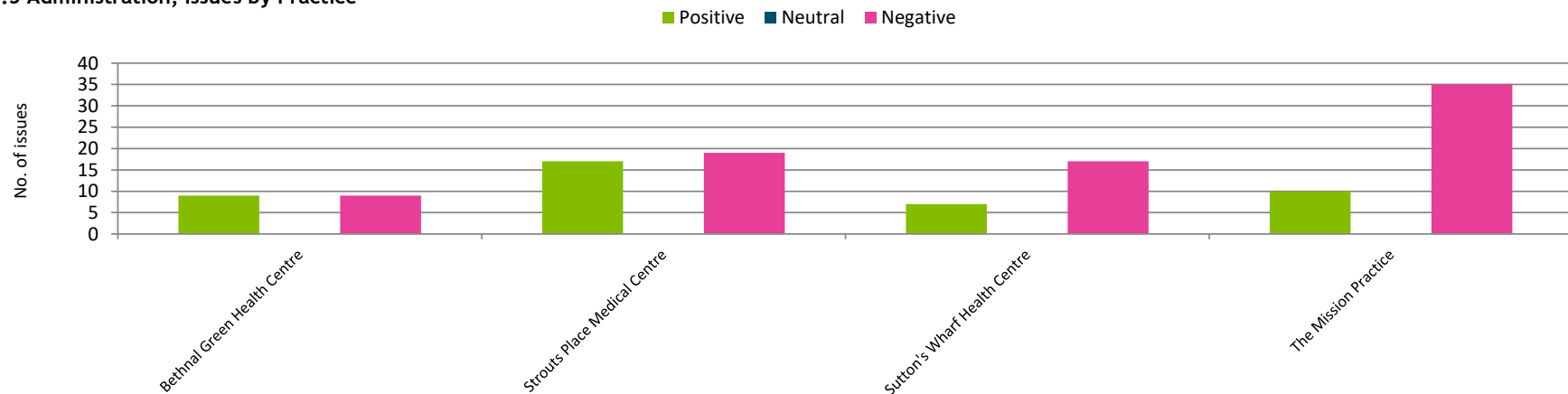
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Network	Negative	Positive
Borough (All)	58%	41%
Network 1	65%	35%
Network 2	62%	37%
Network 5	58%	40%
Network 6	60%	37%
Network 7	49%	47%
Network 8	53%	47%
Network 9	58%	41%
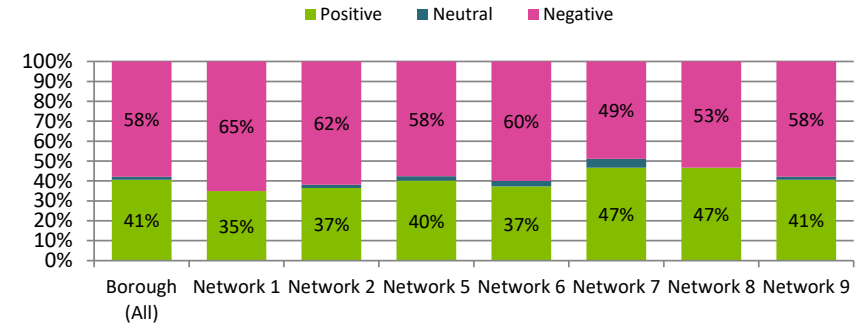
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): Bethnal Green Health Centre, Strouts Place Medical Centre, Sutton's Wharf Health Centre, The Mission Practice

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 54 issues detected

Issues

Legend: Positive | Neutral | Negative

Bar chart data (approximate):
- Advice/Information: Positive ≈ 30, Negative ≈ 21
- Language/Interpret...: Negative ≈ 3
- Sensory (Deaf/Blind): (none)

Y-axis: 0, 5, 10, 15, 20, 25, 30, 35
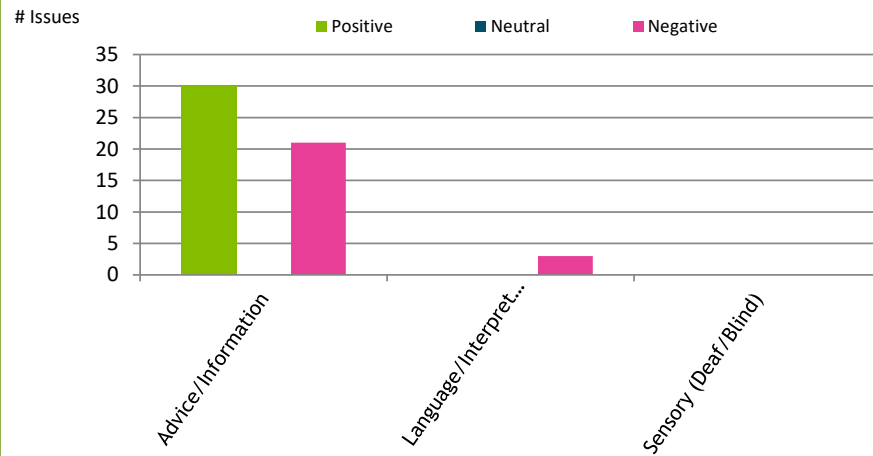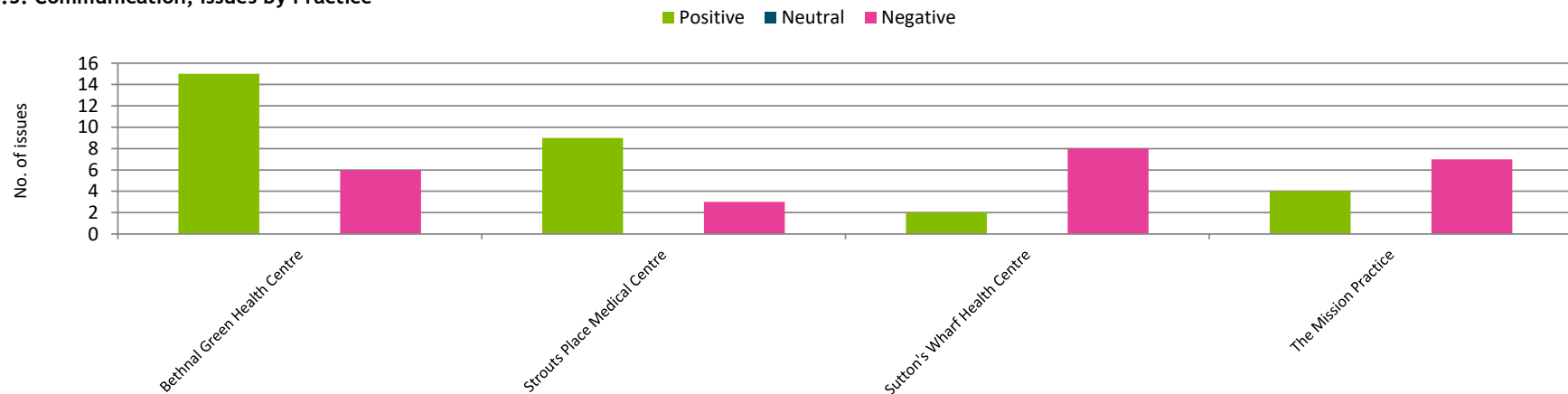
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive | Neutral | Negative

Network	Positive	Negative
Borough (All)	59%	41%
Network 1	56%	44%
Network 2	55%	45%
Network 5	50%	50%
Network 6	60%	40%
Network 7	56%	44%
Network 8	77%	23%
Network 9	54%	46%
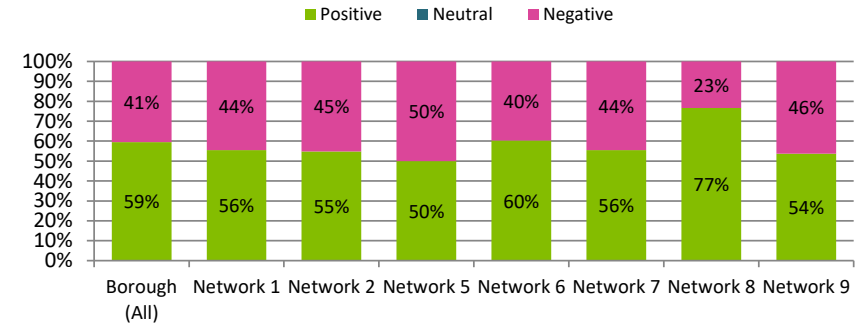
Sentiment by PCN

2.6.3: Communication, Issues by Practice

No. of issues

Legend: Positive | Neutral | Negative

Bar chart data (approximate):
- Bethnal Green Health Centre: Positive ≈ 15, Negative ≈ 6
- Strouts Place Medical Centre: Positive ≈ 9, Negative ≈ 3
- Sutton's Wharf Health Centre: Positive ≈ 2, Negative ≈ 8
- The Mission Practice: Positive ≈ 4, Negative ≈ 7
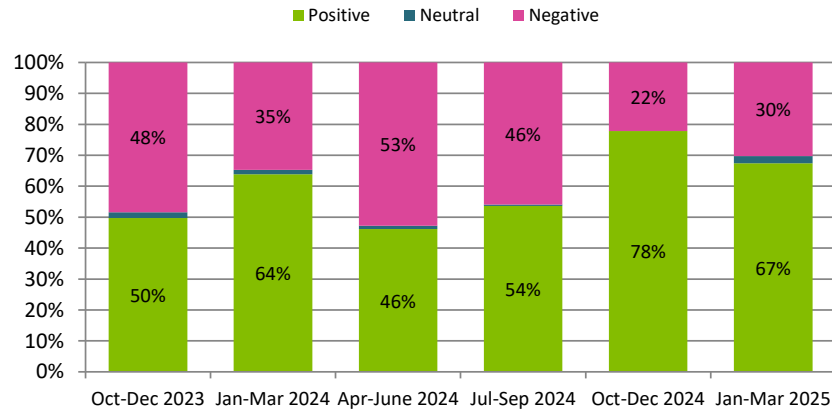
Y-axis: 0, 2, 4, 6, 8, 10, 12, 14, 16

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025
Negative	48%	35%	53%	46%	22%	30%
Positive	50%	64%	46%	54%	78%	67%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

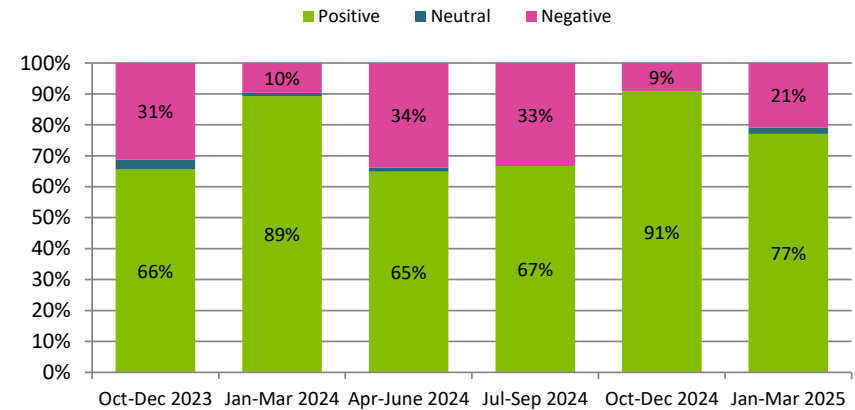|	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025
Negative	85%	72%	89%	77%	56%	57%
Positive	15%	28%	10%	22%	44%	38%

3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025
Negative	21%	17%	19%	16%	10%	12%
Positive	75%	83%	79%	84%	90%	85%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025
Negative	31%	10%	34%	33%	9%	21%
Positive	66%	89%	65%	67%	91%	77%

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025
Negative	72%	34%	79%	79%	36%	50%
Positive	28%	60%	21%	21%	64%	50%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025
Negative	20%	35%	53%	38%	40%	38%
Positive	80%	65%	47%	63%	60%	62%

4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Network 1: 12%
- Network 2: 7%
- Network 5: 9%
- Network 6: 17%
- Network 7: 10%
- Network 8: 18%
- Network 9: 27%

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	30	0	21	51
	Carer Involvement	*Involvement of carers, friends or family members.*	6	0	0	6
	General Comment	*A generalised statement (ie; "The doctor was good.")*	10	0	2	12
	User Involvement	*Involvement of the service user.*	56	0	15	71
Systems	Administration	*Administrative processes and delivery.*	3	0	17	20
	Booking	*Ability to book, reschedule or cancel appointments.*	29	1	70	100
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	4	4
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	6	0	3	9
	Medical Records	*Management of medical records.*	0	0	6	6
	Medication	*Prescription and management of medicines.*	4	0	4	8
	Opening Times	*Opening times of a service.*	0	0	1	1
	Planning	*Leadership and general organisation.*	2	0	2	4
	Registration	*Ability to register for a service.*	2	0	3	5
	Support	*Levels of support provided.*	97	2	50	149
	Telephone	*Ability to contact a service by telephone.*	1	3	37	41
	Timing	*Physical timing (ie; length of wait at appointments).*	9	0	6	15
	Waiting List	*Length of wait while on a list.*	24	0	66	90
Values	Choice	*General choice.*	2	0	2	4
	Cost	*General cost.*	0	0	0	0
	Language	*Language, including terminology.*	0	0	3	3
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	0	0	2	2
	Quality	*General quality of a service, or staff.*	117	2	19	138
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	1	1

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 eligibility).*	1	0	0	1
	Environment/Layout	*Physical environment of a service.*	3	0	2	5
	Equipment	*General equipment issues.*	0	0	0	0
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	1	1
	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.*	1	0	0	1
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	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	157	2	57	216
	Complaints	*Ability to log and resolve a complaint.*	1	0	2	3
	Staff Training	*Training of staff.*	1	0	9	10
	Staffing Levels	*General availability of staff.*	0	0	5	5
	Total:		**565**	**10**	**412**	**987**

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