The Experience of GP Services: Network 1

A trends analysis report by Healthwatch Tower Hamlets

CommunityInsight

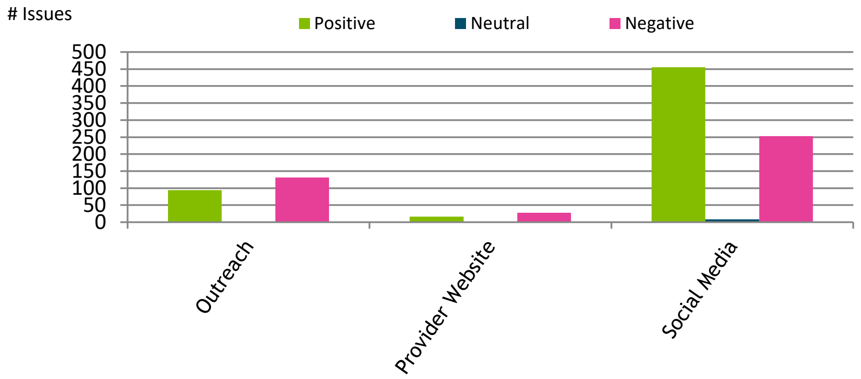
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

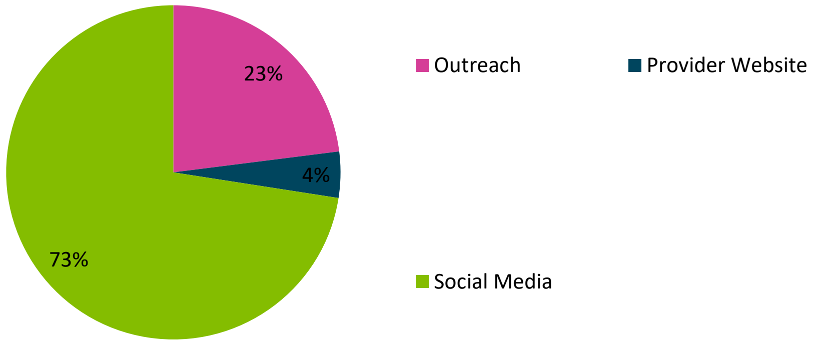
Qualitative Feedback, 1 April 2024 - 31 March 2025

healthwatch
Tower Hamlets

1. Data Source and Conditions/Topics

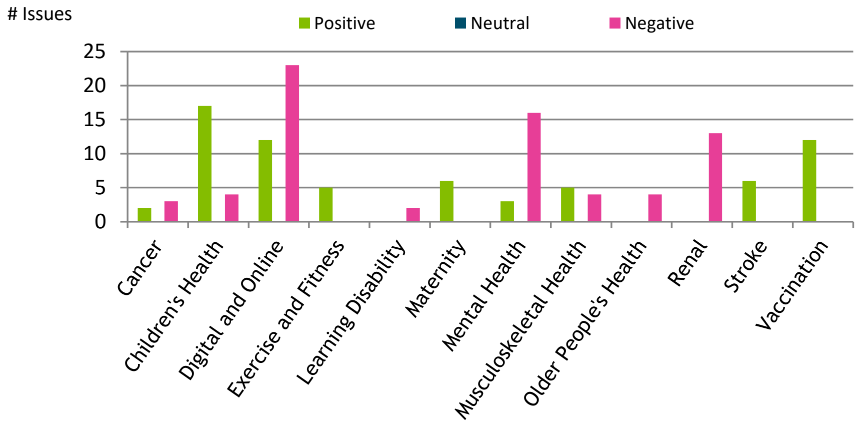
1.1 Source

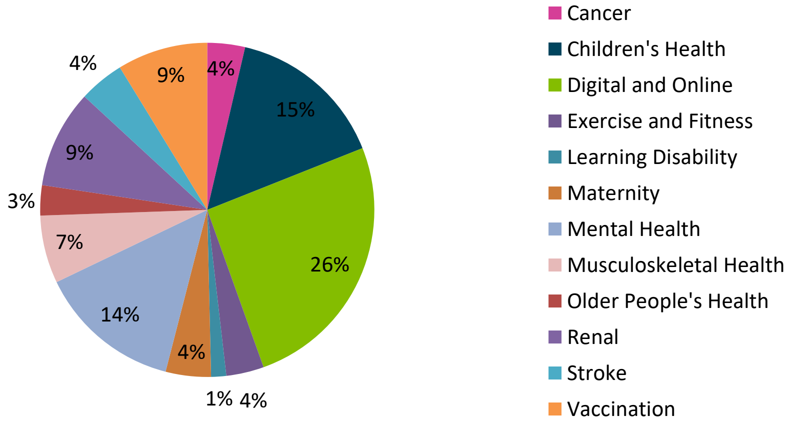




Sources providing the most comments overall

1.2 Stated medical conditions/topics

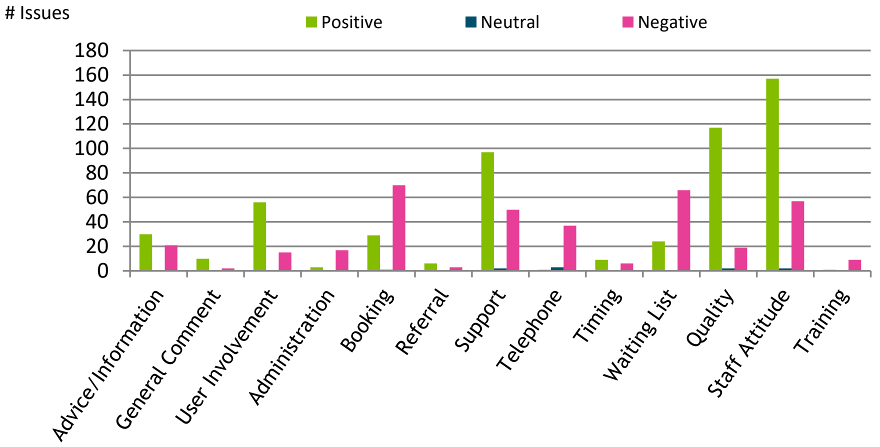




Medical conditions/topics receiving the most comments overall

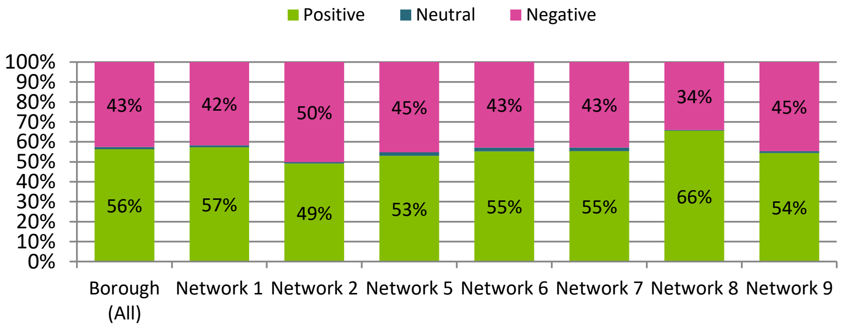
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 987 issues from 233 people



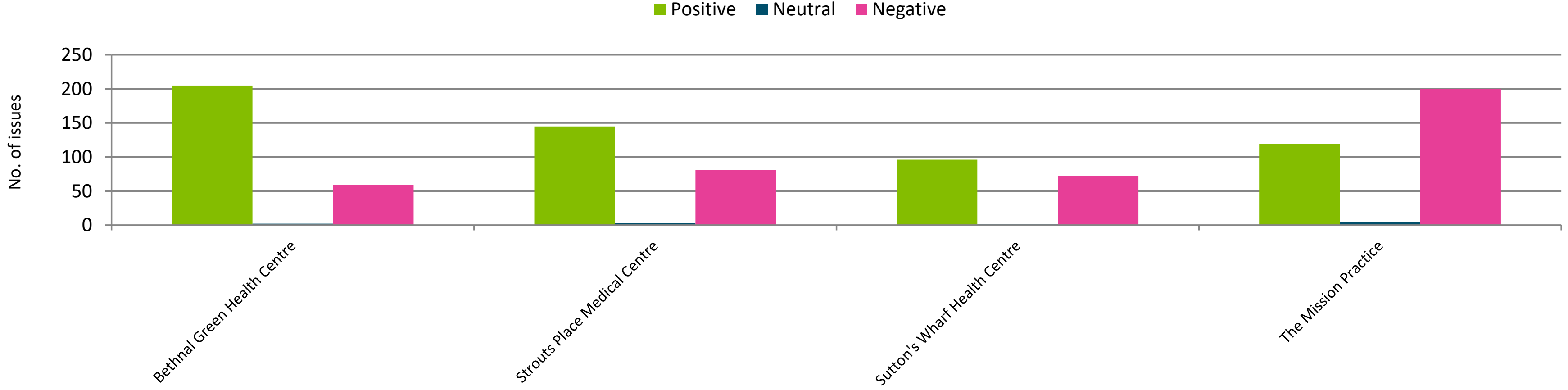
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

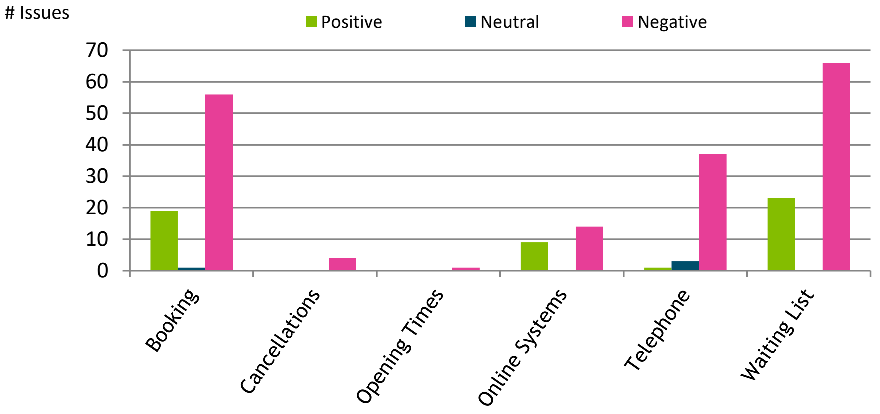
2.1.3 Overall, Issues by Practice



Practices receiving the most comments overall

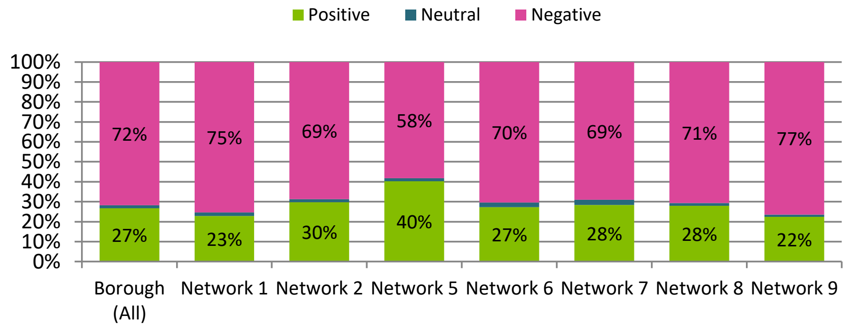
2.2 Service Access

2.2.1 Service Access: 234 issues detected



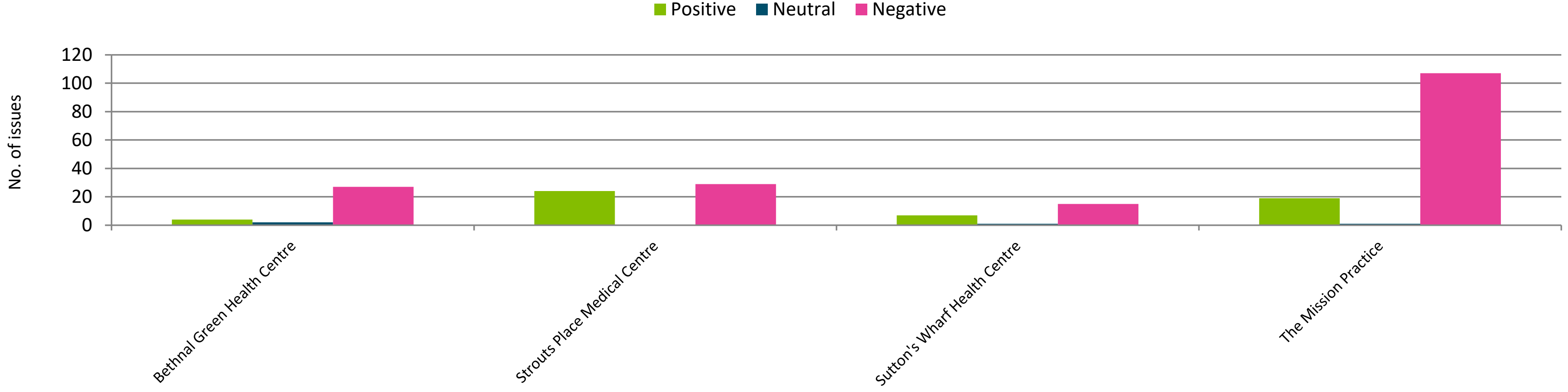
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

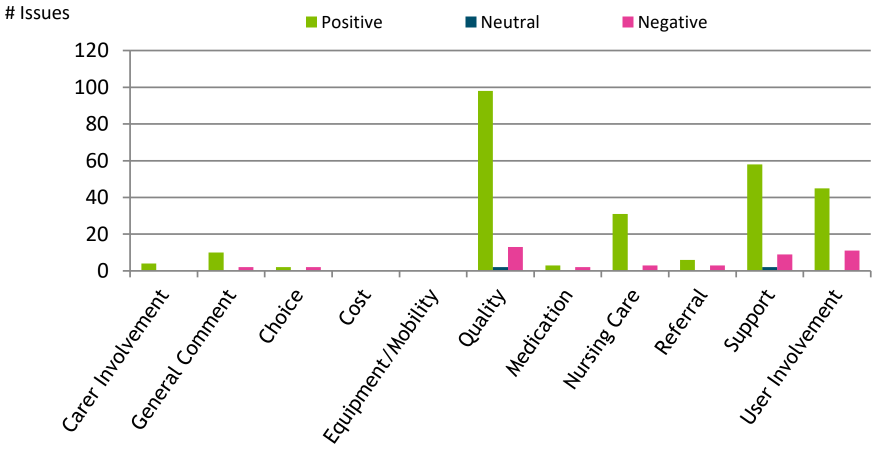
2.2.3 Service Access, Issues by Practice



Practices receiving the most comments overall

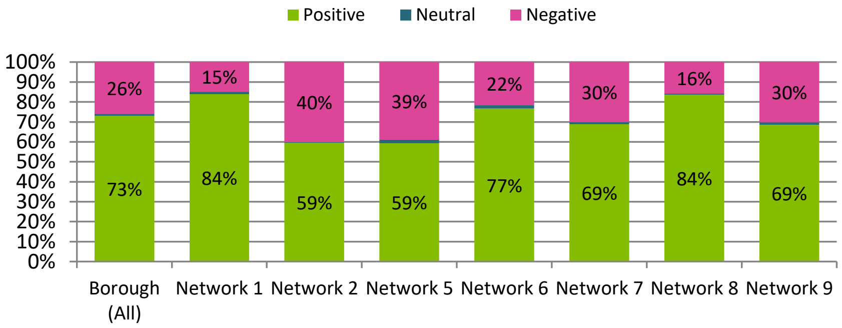
2.3 Clinical Treatment and Care

2.3.1 Treatment: 306 issues detected



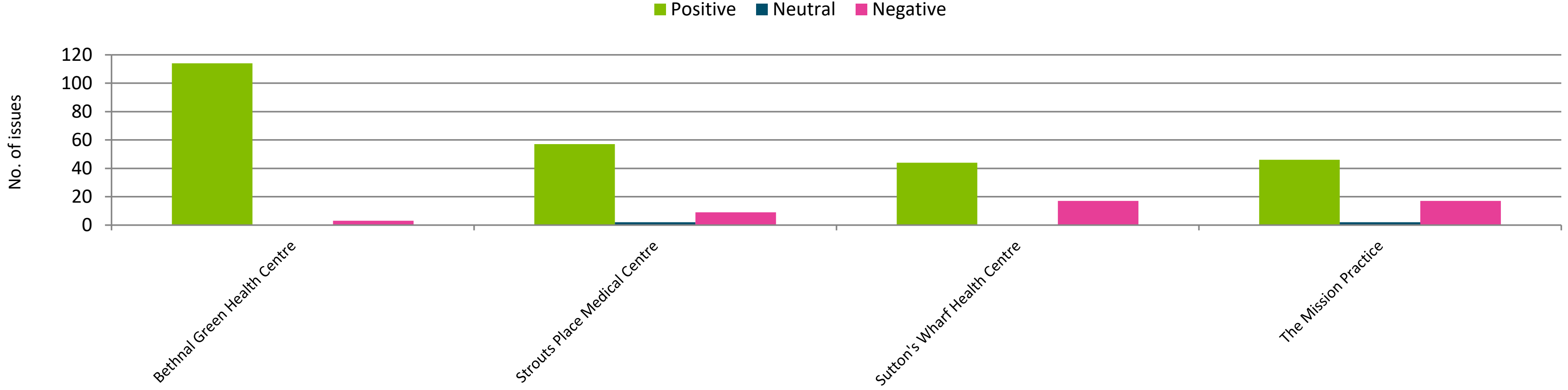
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

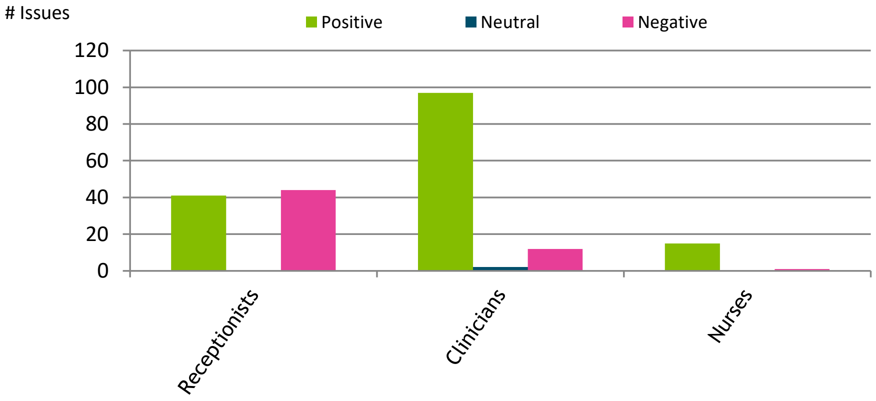
2.3.3 Treatment, Issues by Practice



Practices receiving the most comments overall

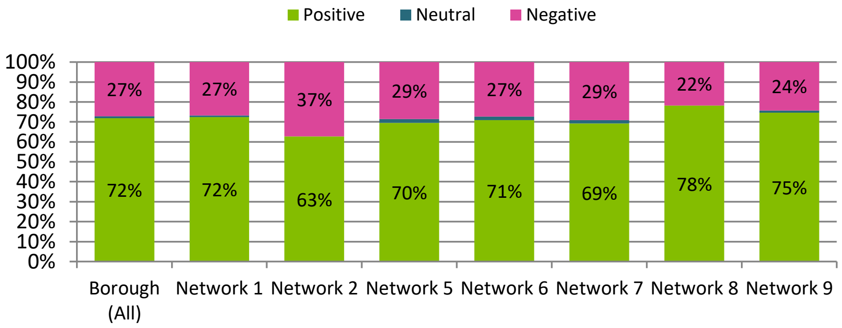
2.4 Staff Attitude

2.4.1 Staff Attitude: 212 issues detected



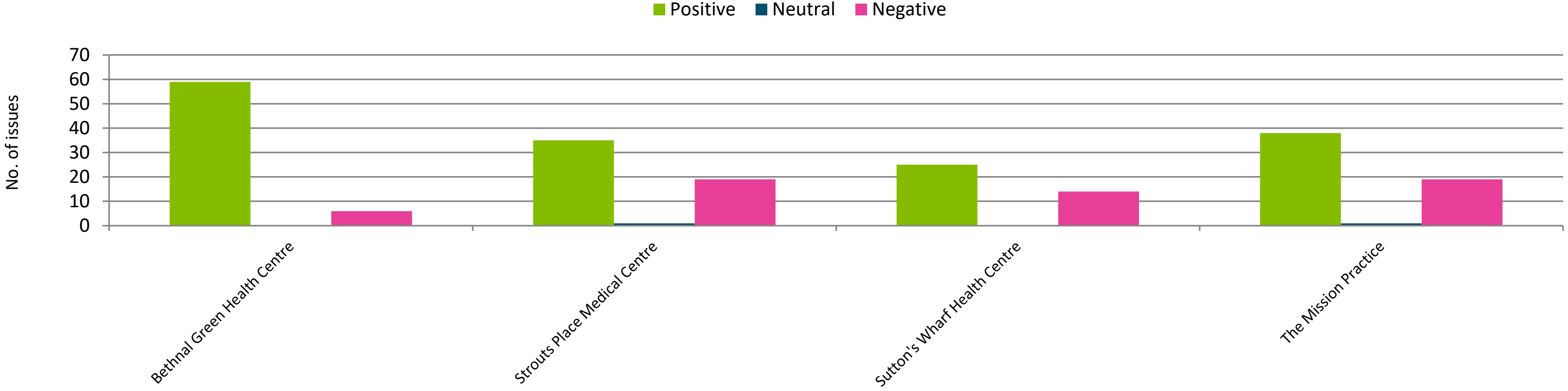
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

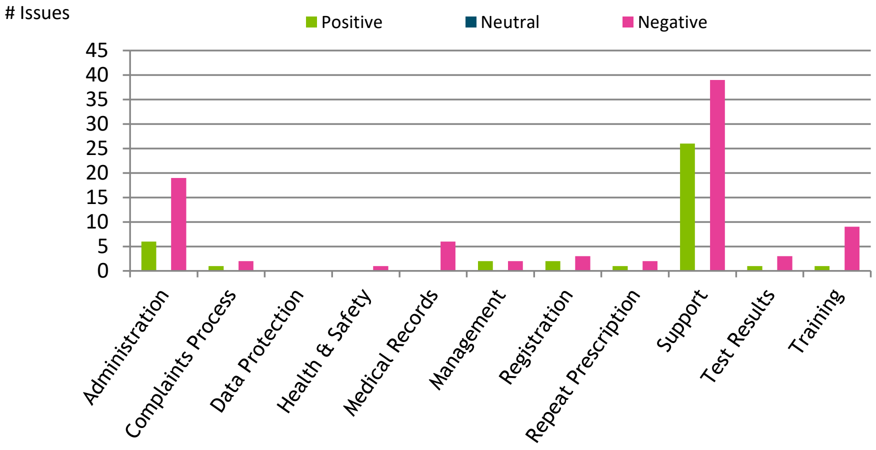
2.4.3 Staff Attitude, Issues by Practice



Practices receiving the most comments overall

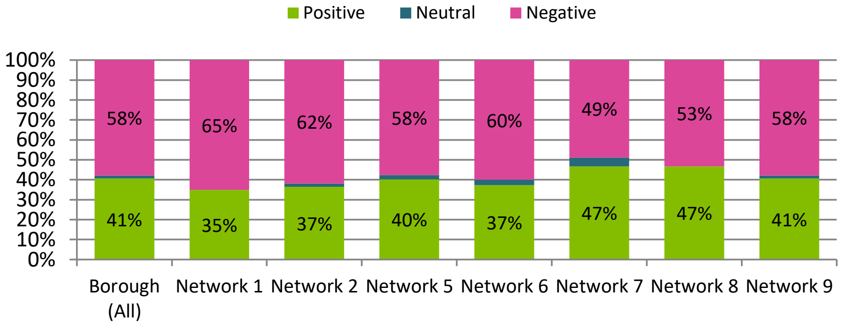
2.5 Administration

2.5.1 Administration: 126 issues detected



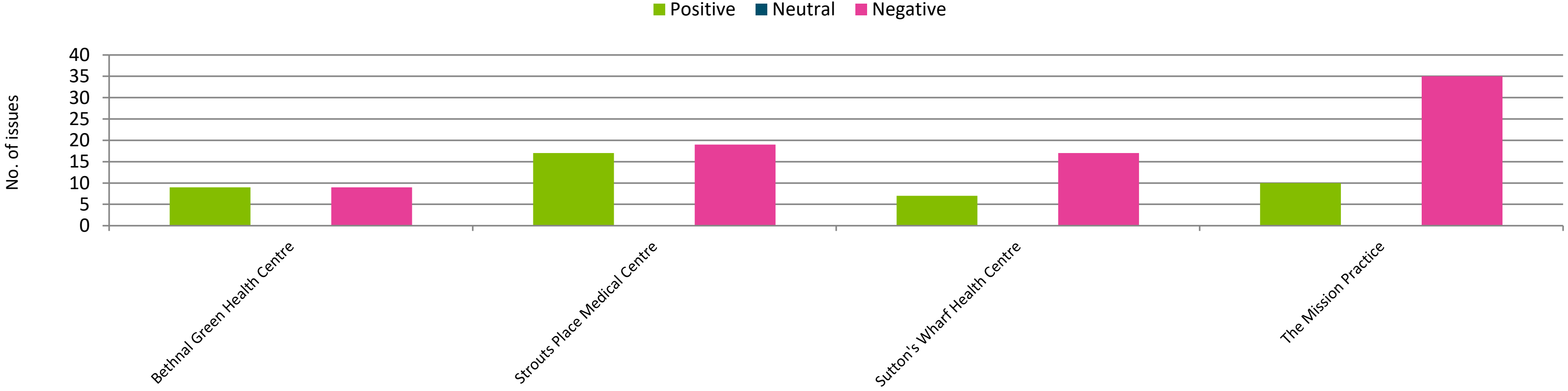
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

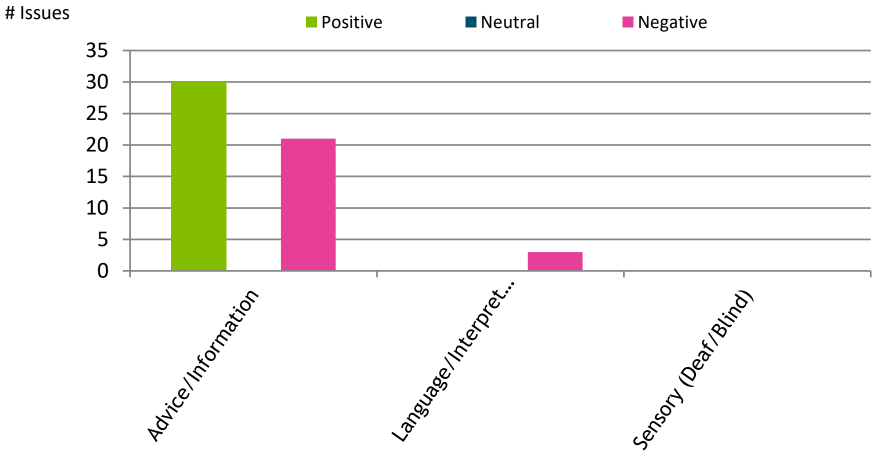
2.5.3 Administration, Issues by Practice



Practices receiving the most comments overall

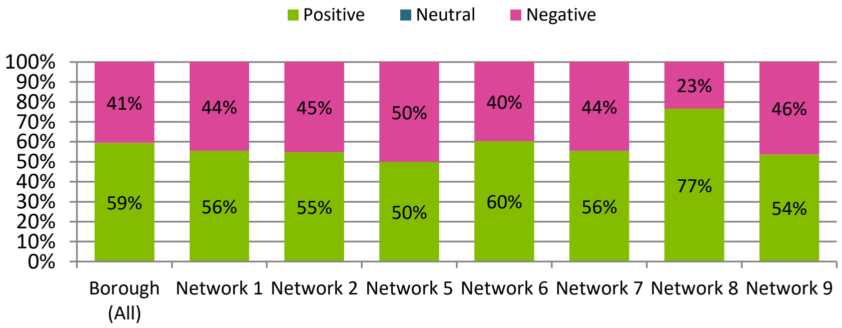
2.6 Communication

2.6.1 Communication: 54 issues detected



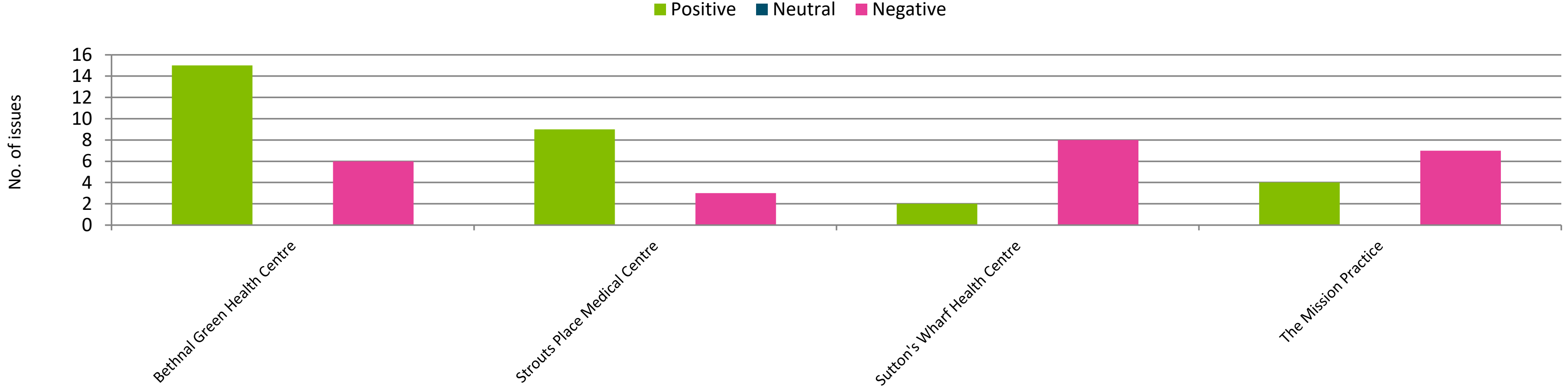
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

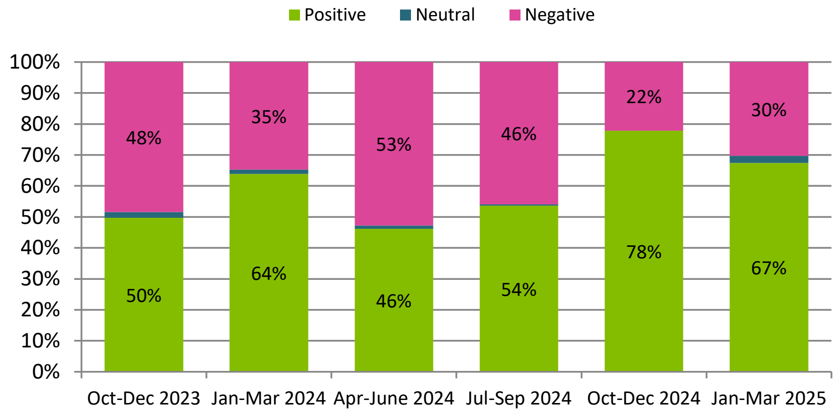
2.6.3: Communication, Issues by Practice



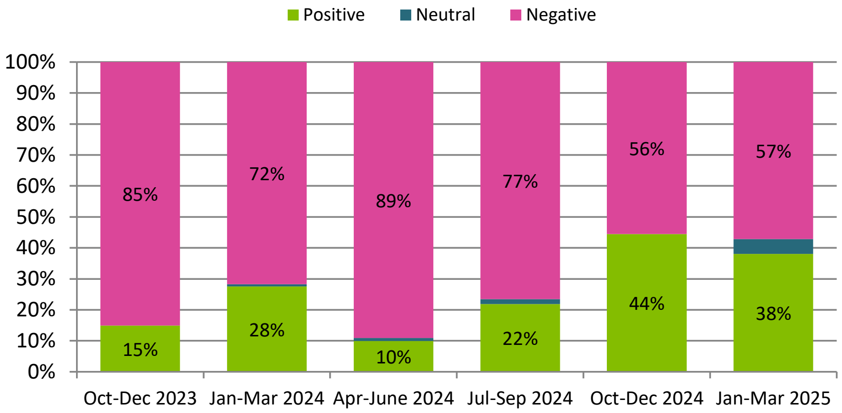
Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

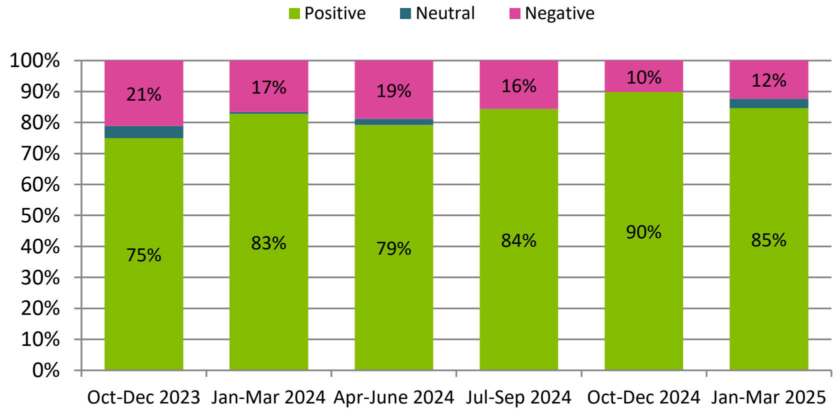
3.1 Overall Sentiment



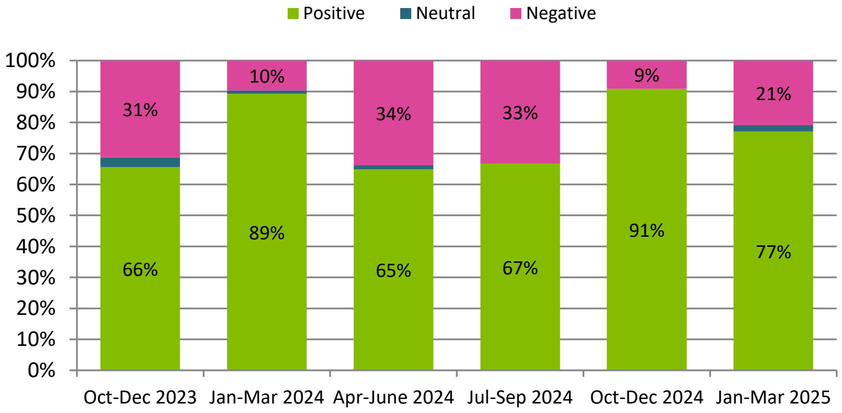
3.2 Service Access, Sentiment



3.3 Treatment and Care, Sentiment

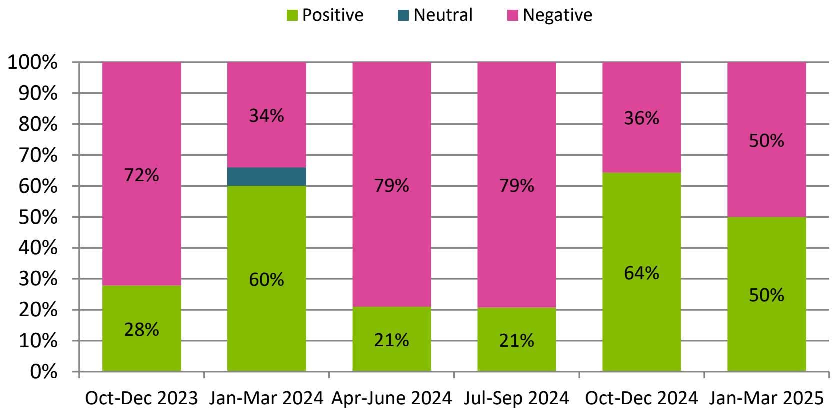


3.4 Staff Attitude, Sentiment

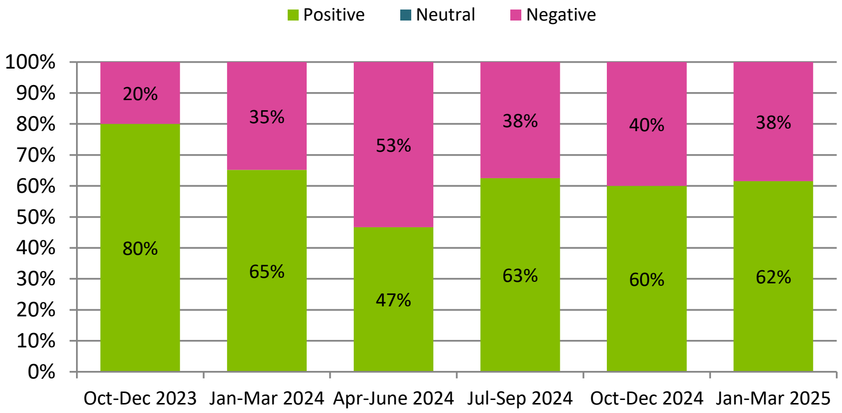


3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

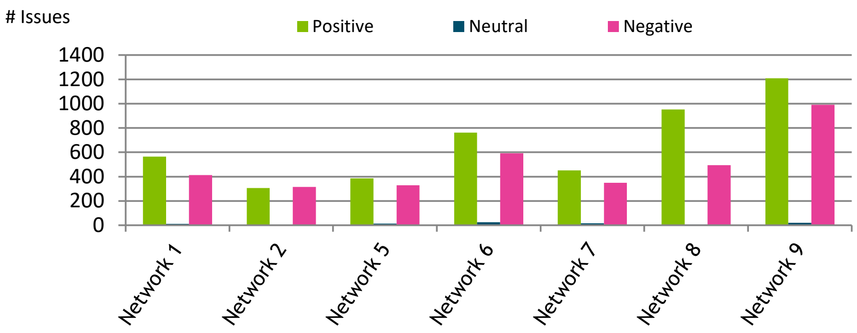


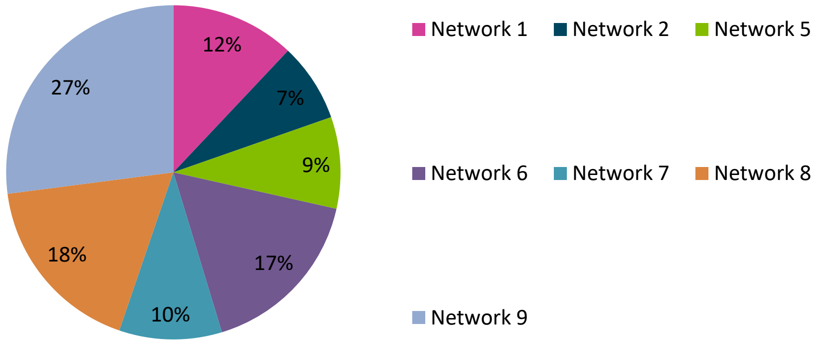
3.6 Communication, Sentiment



4. Volume by Primary Care Network

4.1 PCN





5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
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 eligability).*	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.