The Experience of GP Services: Network 6

A trends analysis report by Healthwatch Tower Hamlets
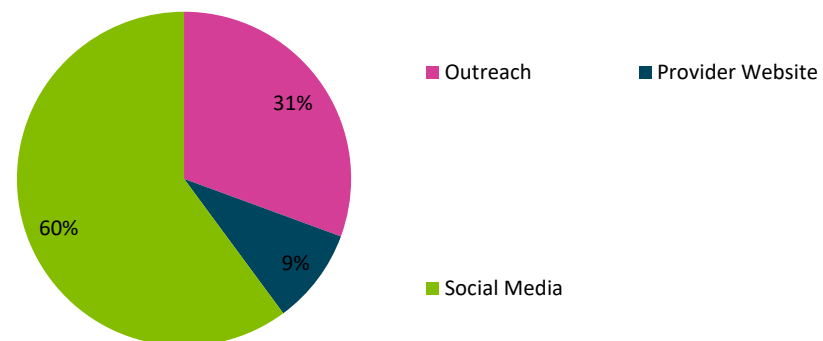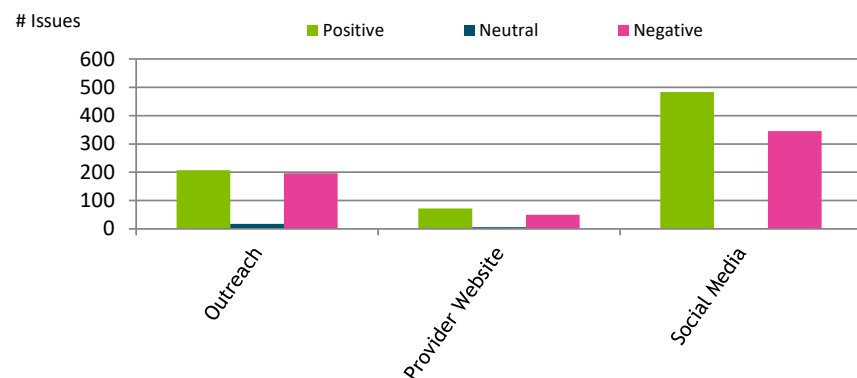
CommunityInsight

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.

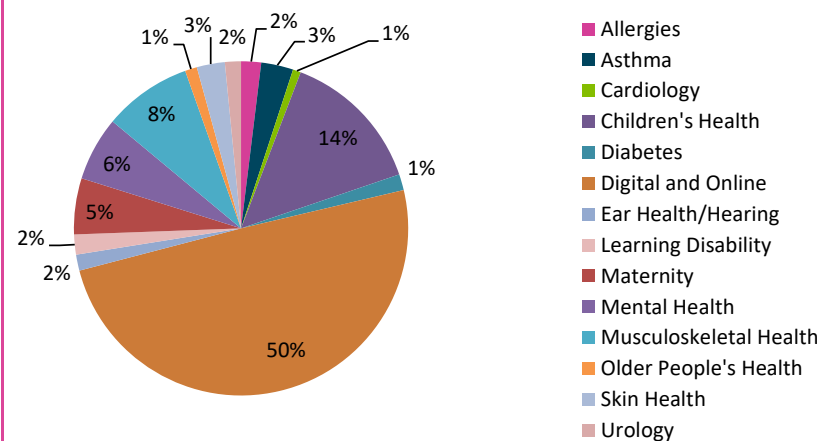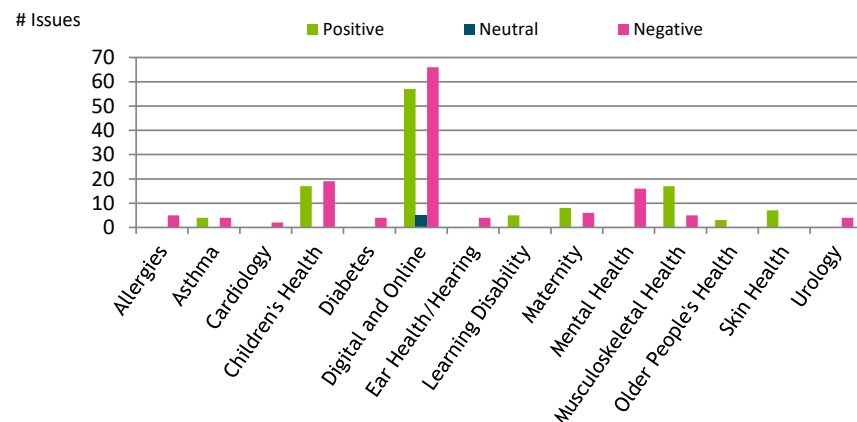*Qualitative Feedback, 1 April 2024 - 31 March 2025*

healthwatch
Tower Hamlets

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive | Neutral | Negative

Sources providing the most comments overall

Pie chart legend: Outreach | Provider Website | Social Media
- Outreach: 31%
- Provider Website: 9%
- Social Media: 60%

1.2 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Medical conditions/topics receiving the most comments overall

Pie chart legend and values:
- Allergies: 2%
- Asthma: 3%
- Cardiology: 1%
- Children's Health: 14%
- Diabetes: 1%
- Digital and Online: 50%
- Ear Health/Hearing: 2%
- Learning Disability: 2%
- Maternity: 5%
- Mental Health: 6%
- Musculoskeletal Health: 8%
- Older People's Health: 2%
- Skin Health: 3%
- Urology: 1%

Horizontal axis categories (bar chart): Allergies, Asthma, Cardiology, Children's Health, Diabetes, Digital and Online, Ear Health/Hearing, Learning Disability, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Skin Health, Urology

2

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 1379 issues from 340 people

Issues

Legend: Positive, Neutral, Negative

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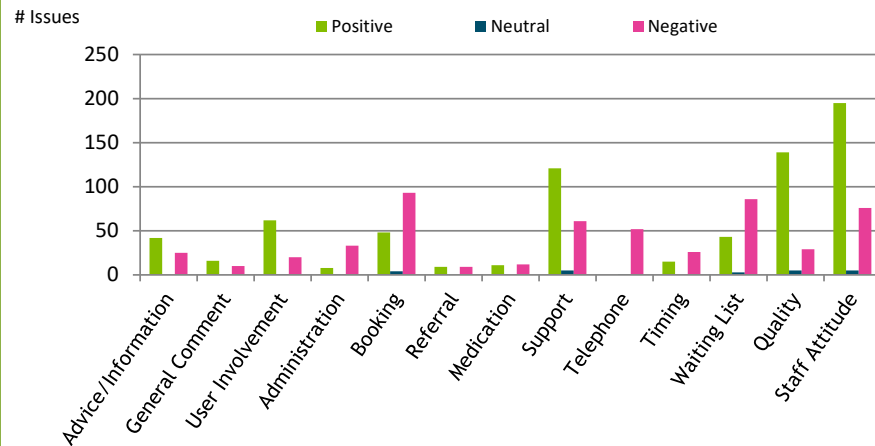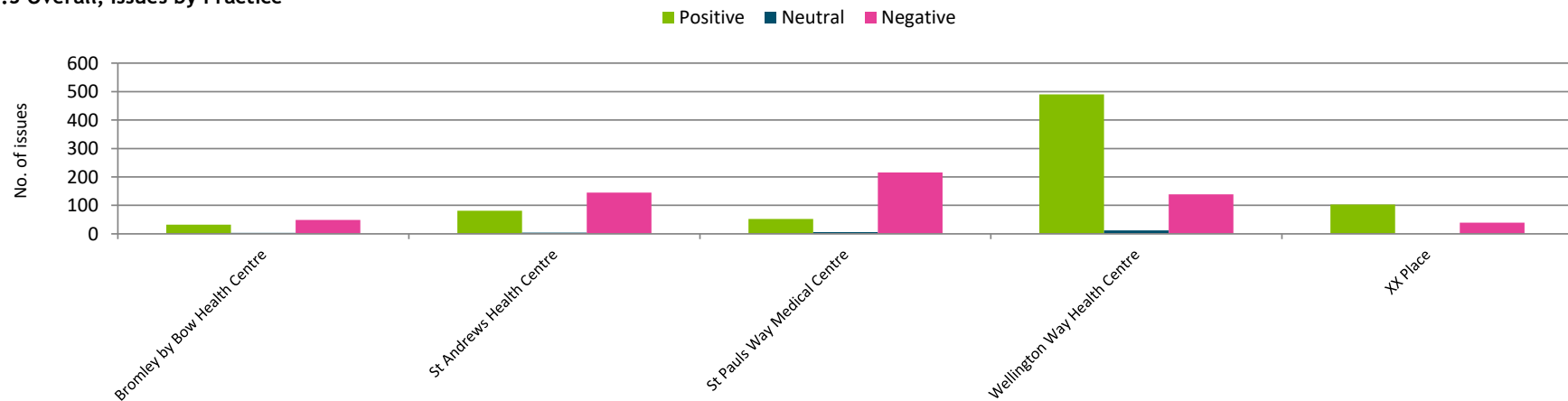
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	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%
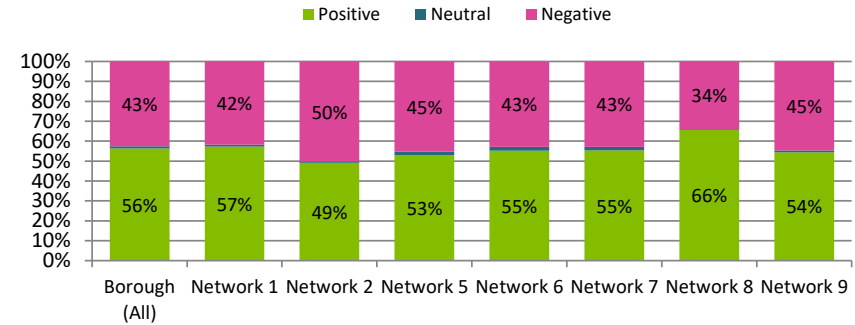
Sentiment by PCN

2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis, 0–600)

Practices (x-axis): Bromley by Bow Health Centre, St Andrews Health Centre, St Pauls Way Medical Centre, Wellington Way Health Centre, XX Place

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 332 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart showing issues by category (y-axis 0–90):
- Booking: Positive ~23, Neutral ~2, Negative ~66
- Cancellations: Negative ~4
- Opening Times: Negative ~1
- Online Systems: Positive ~24, Neutral ~2, Negative ~27
- Telephone: Neutral ~1, Negative ~52
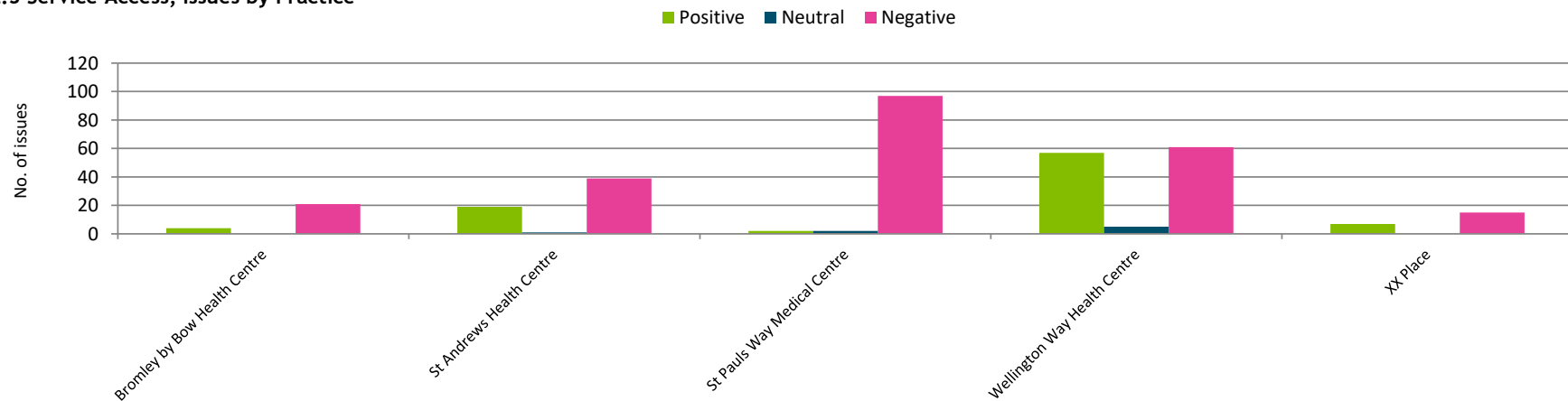- Waiting List: Positive ~42, Neutral ~3, Negative ~85
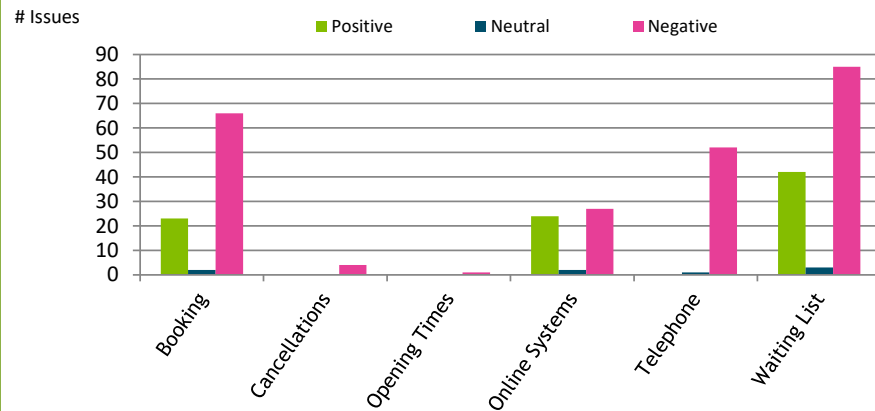
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Stacked bar chart (y-axis 0%–100%):
- Borough (All): Positive 27%, Negative 72%
- Network 1: Positive 23%, Negative 75%
- Network 2: Positive 30%, Negative 69%
- Network 5: Positive 40%, Negative 58%
- Network 6: Positive 27%, Negative 70%
- Network 7: Positive 28%, Negative 69%
- Network 8: Positive 28%, Negative 71%
- Network 9: Positive 22%, Negative 77%
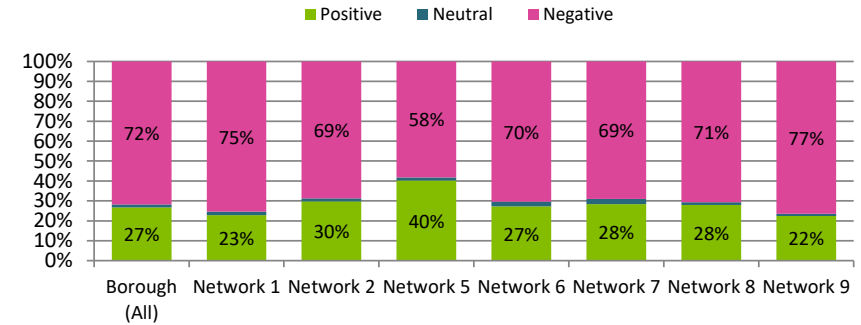
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

Legend: Positive, Neutral, Negative

Bar chart (y-axis "No. of issues" 0–120):
- Bromley by Bow Health Centre: Positive ~4, Negative ~21
- St Andrews Health Centre: Positive ~19, Neutral ~1, Negative ~39
- St Pauls Way Medical Centre: Positive ~2, Neutral ~2, Negative ~97
- Wellington Way Health Centre: Positive ~57, Neutral ~5, Negative ~61
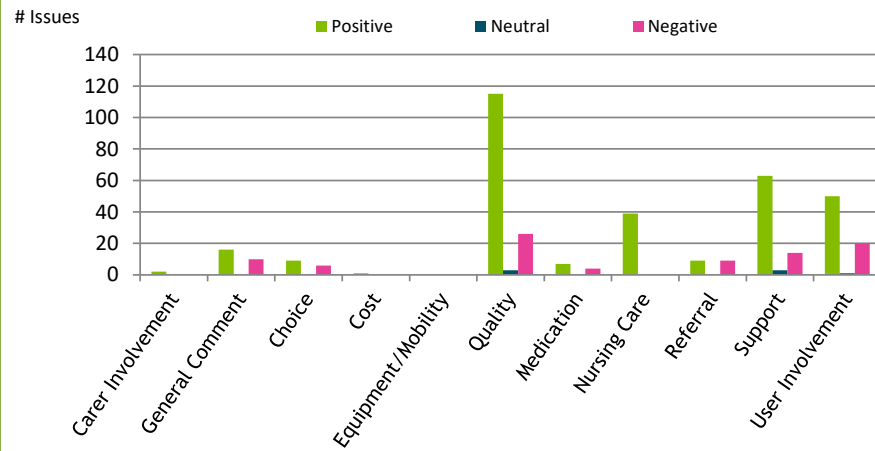- XX Place: Positive ~7, Negative ~15

Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 407 issues detected

Issues

Legend: Positive, Neutral, Negative

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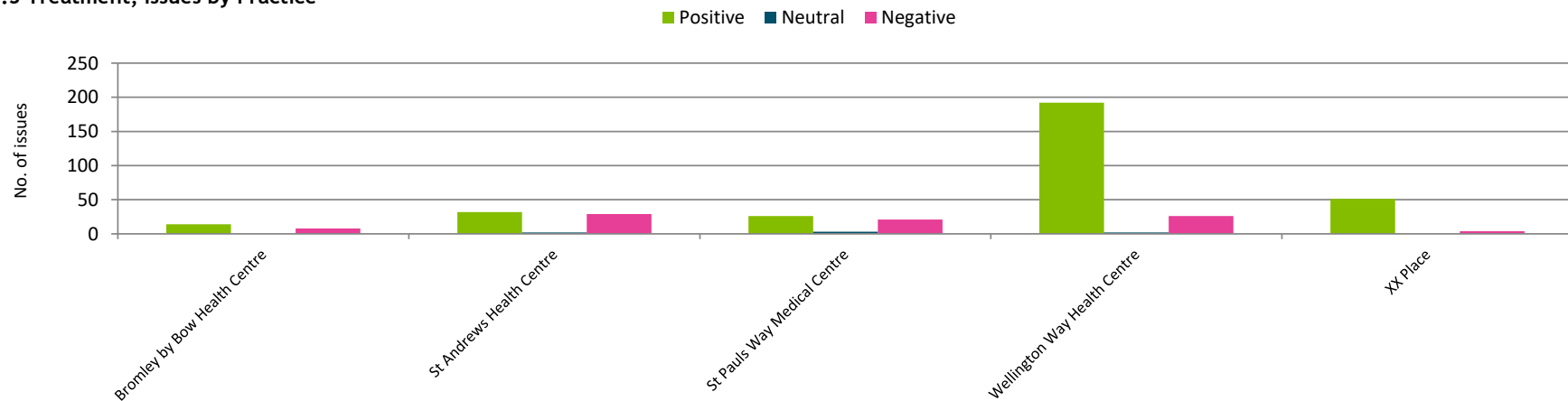
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	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%
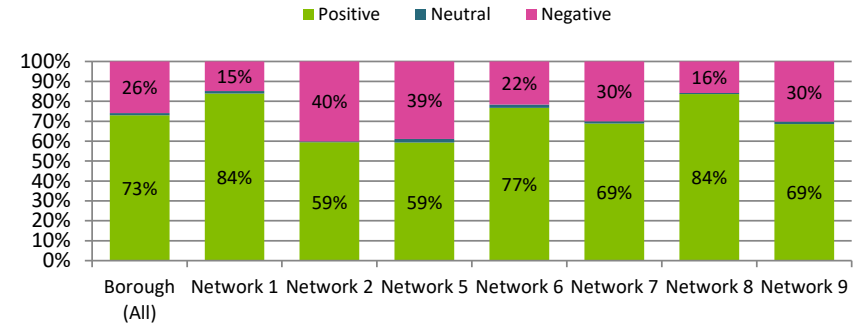
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Bromley by Bow Health Centre, St Andrews Health Centre, St Pauls Way Medical Centre, Wellington Way Health Centre, XX Place

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 271 issues detected

Issues

Legend: Positive, Neutral, Negative
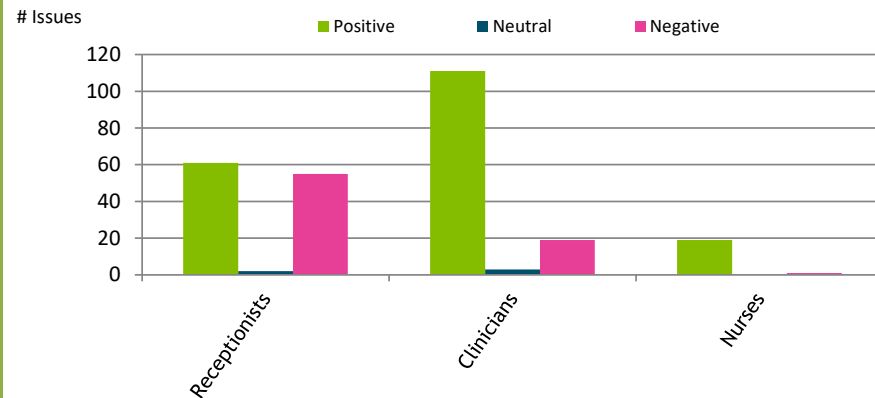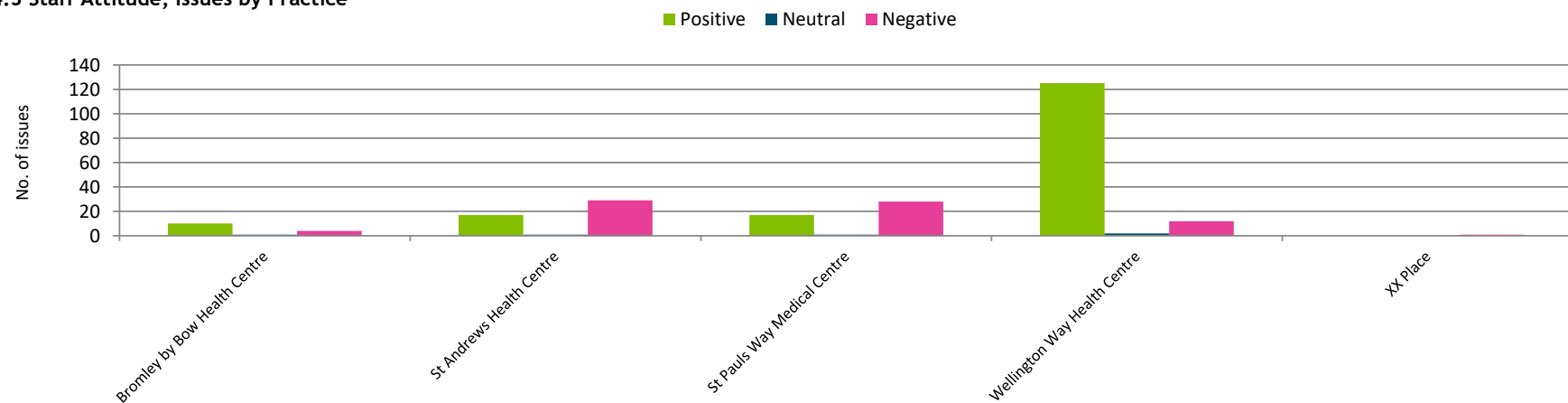
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

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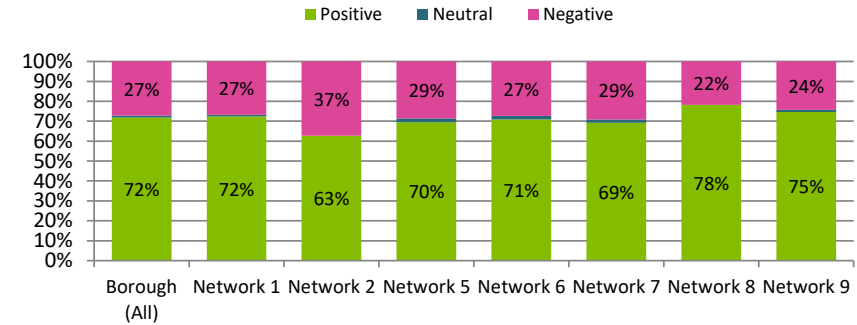
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices: Bromley by Bow Health Centre, St Andrews Health Centre, St Pauls Way Medical Centre, Wellington Way Health Centre, XX Place

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 181 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
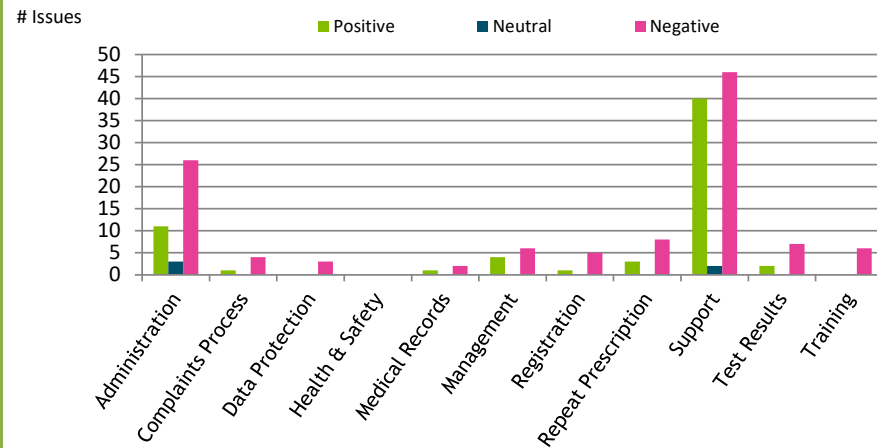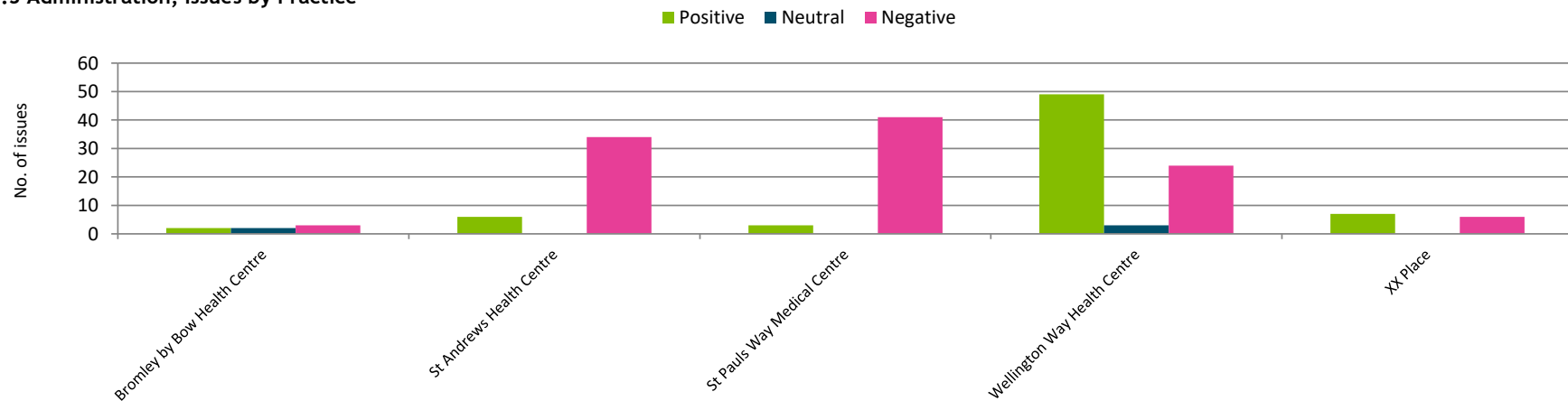
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

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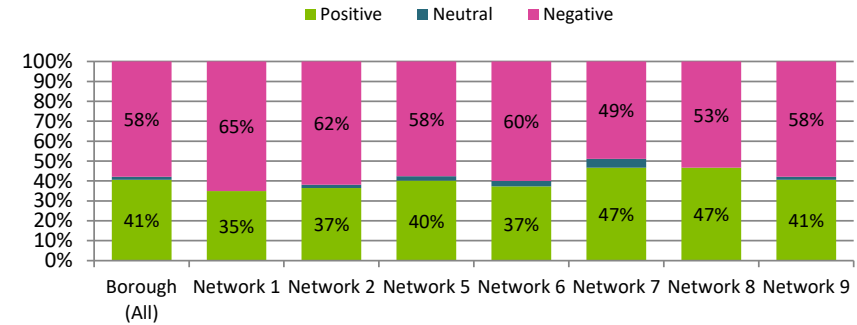
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis, 0–60)

Practices (x-axis): Bromley by Bow Health Centre, St Andrews Health Centre, St Pauls Way Medical Centre, Wellington Way Health Centre, XX Place

Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 73 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by category:
- Advice/Information: Positive ~11, Negative ~11
- Language/Interpret...: (none)
- Sensory (Deaf/Blind): (none)
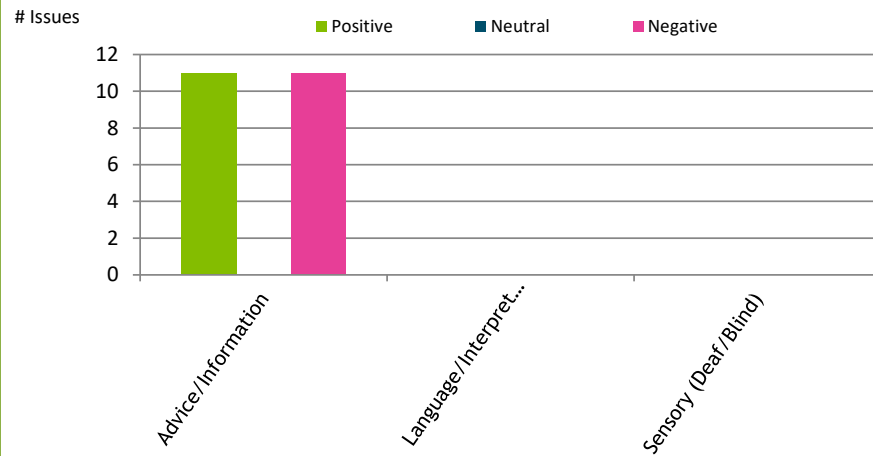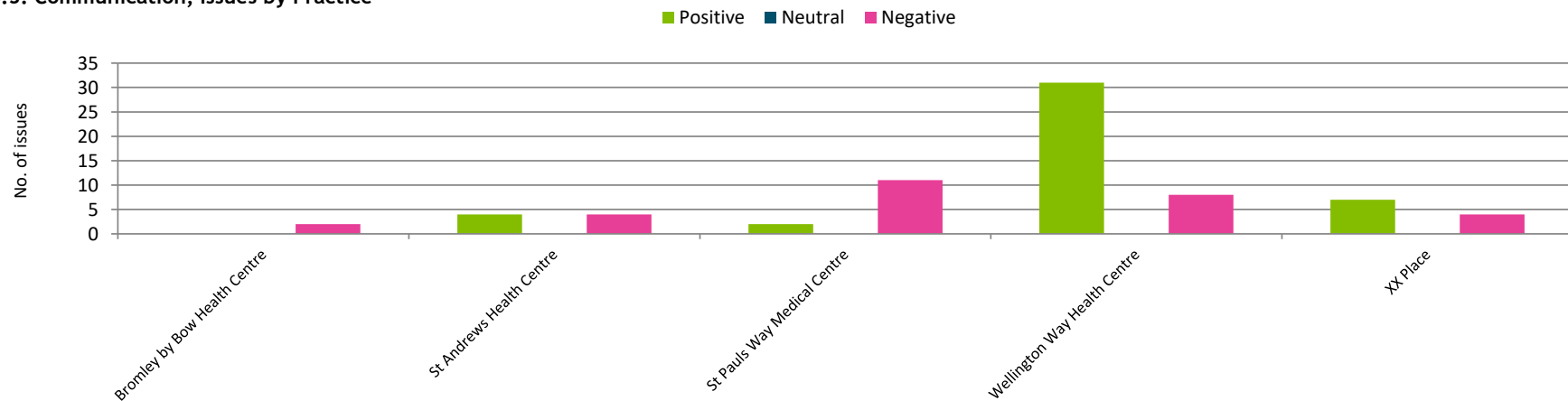
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Chart showing sentiment percentages by PCN:

	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%
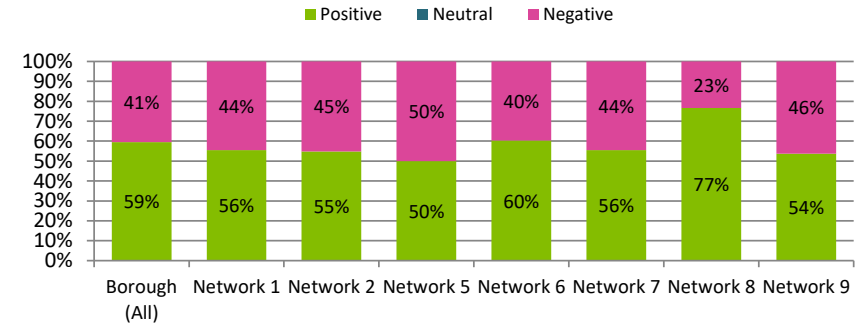
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Chart showing issues by practice:
- Bromley by Bow Health Centre: Negative ~2
- St Andrews Health Centre: Positive ~4, Negative ~4
- St Pauls Way Medical Centre: Positive ~2, Negative ~11
- Wellington Way Health Centre: Positive ~31, Negative ~8
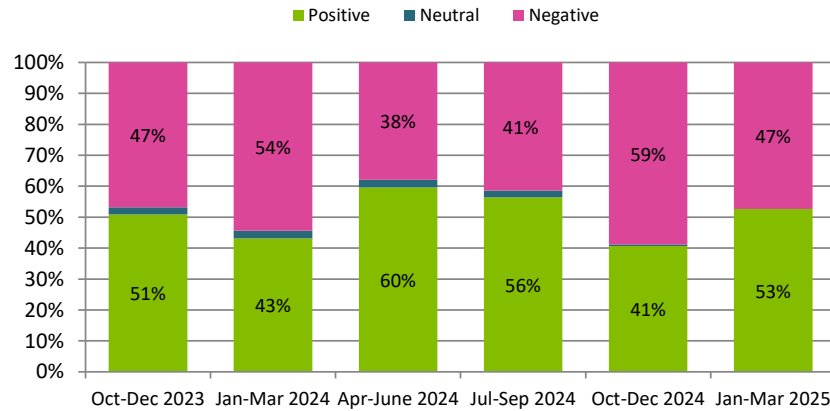- XX Place: Positive ~7, Negative ~4

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

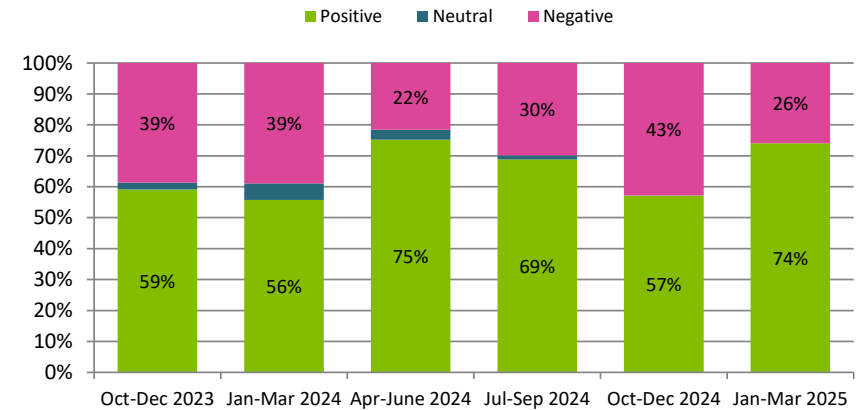|	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025
Negative	47%	54%	38%	41%	59%	47%
Positive	51%	43%	60%	56%	41%	53%

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	69%	69%	68%	65%	92%	73%
Positive	31%	30%	30%	30%	8%	27%
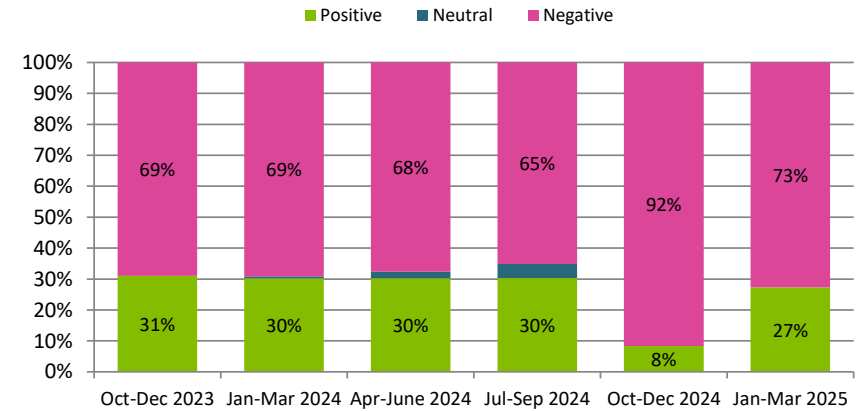
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025
Negative	38%	56%	16%	21%	44%	35%
Positive	57%	40%	82%	76%	56%	65%

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	39%	39%	22%	30%	43%	26%
Positive	59%	56%	75%	69%	57%	74%
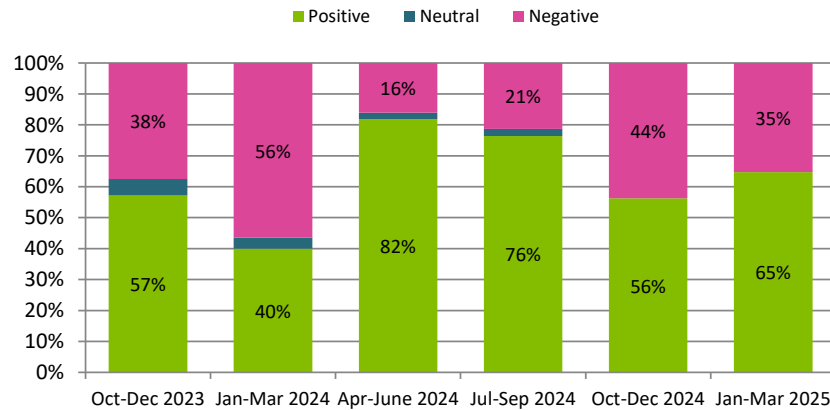
3. Timeline: 18 Month Tracker

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	52%	50%	60%	59%	71%	56%
Positive	48%	47%	34%	41%	26%	44%

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	33%	50%	33%	21%	50%	55%
Positive	67%	50%	67%	79%	50%	45%
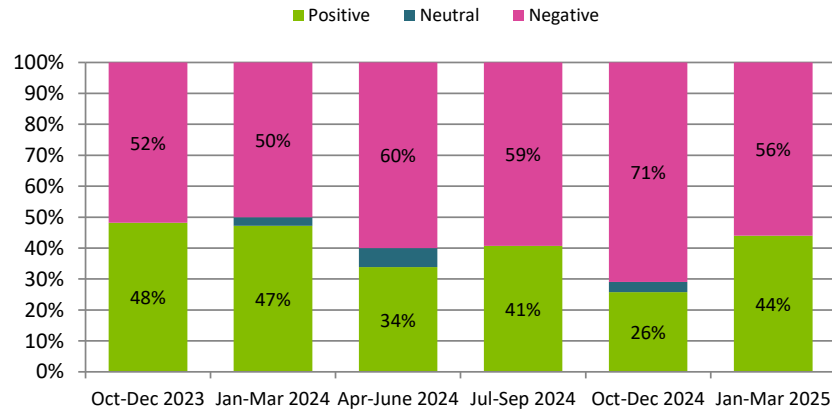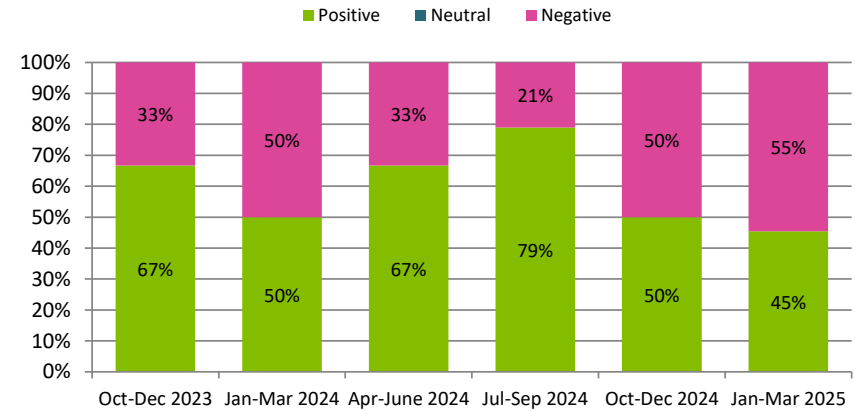
4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (# Issues, scale 0–1400) by Network:
- Network 1: Positive ~570, Negative ~400
- Network 2: Positive ~300, Negative ~310
- Network 5: Positive ~390, Negative ~320
- Network 6: Positive ~760, Neutral small, Negative ~590
- Network 7: Positive ~440, Neutral small, Negative ~350
- Network 8: Positive ~950, Negative ~480
- Network 9: Positive ~1200, Neutral small, Negative ~990

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

Legend: ■ Network 1 ■ Network 2 ■ Network 5 ■ Network 6 ■ Network 7 ■ Network 8 ■ Network 9

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.*	42	0	25	67
	Carer Involvement	*Involvement of carers, friends or family members.*	2	0	0	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	16	0	10	26
	User Involvement	*Involvement of the service user.*	62	1	20	83
Systems	Administration	*Administrative processes and delivery.*	8	1	33	42
	Booking	*Ability to book, reschedule or cancel appointments.*	48	4	93	145
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	4	4
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	9	0	9	18
	Medical Records	*Management of medical records.*	1	0	2	3
	Medication	*Prescription and management of medicines.*	11	0	12	23
	Opening Times	*Opening times of a service.*	0	0	1	1
	Planning	*Leadership and general organisation.*	4	0	6	10
	Registration	*Ability to register for a service.*	1	0	5	6
	Support	*Levels of support provided.*	121	5	61	187
	Telephone	*Ability to contact a service by telephone.*	0	1	52	53
	Timing	*Physical timing (ie; length of wait at appointments).*	15	0	26	41
	Waiting List	*Length of wait while on a list.*	43	3	86	132
Values	Choice	*General choice.*	9	0	6	15
	Cost	*General cost.*	1	0	0	1
	Language	*Language, including terminology.*	2	0	3	5
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	1	0	4	5
	Quality	*General quality of a service, or staff.*	139	5	29	173
	Sensory	*Deaf/blind or other sensory issues.*	0	0	1	1
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

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).*	6	0	1	7
	Environment/Layout	*Physical environment of a service.*	13	0	1	14
	Equipment	*General equipment issues.*	1	0	1	2
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	11	0	0	11
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	7	7
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	195	5	76	276
	Complaints	*Ability to log and resolve a complaint.*	1	0	4	5
	Staff Training	*Training of staff.*	0	0	6	6
	Staffing Levels	*General availability of staff.*	0	0	5	5
	Total:		**762**	**25**	**592**	**1379**

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