

# The Experience of GP Services

A trends analysis report by Healthwatch Waltham Forest, 5 October 2022



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 October 2021 - 30 September 2022**

## Index and overview of findings

### Data Source (Page 4)

This report is based on the experience of 944 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

### Top Themes (Page 5)

A broad majority of people receive good quality treatment and nursing care. According to feedback, patients would like greater levels of service access, communication, empathy, involvement and support.

Overall sentiment is 48% positive, 51% negative and 1% neutral.

#### Trends...

*According to feedback, overall satisfaction has not changed this quarter.*

*St James Medical Practice and Addison Road Medical Practice receive a notable volume of positive comments.*

### 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...

*Satisfaction on service access has improved marginally by 1%, comments suggest. Complaints are down by 1% on waiting lists, while increasing by 4% on booking, by 3% on telephone access.*

*Comments suggest satisfaction at most practices is noticeably negative overall.*

## Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment and nursing care, however support is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

*Comments suggest satisfaction has declined by 9% on clinical treatment and care, and by 4% on staff attitude.*

*St James Medical Practice and Addison Road Medical Practice receive a notable volume and ratio of positive feedback.*

## 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 obtain prescriptions is also cited as an issue.

Trends...

*Complaints about communication have decreased by a notable 29% this quarter, while decreasing by 12% on administration.*

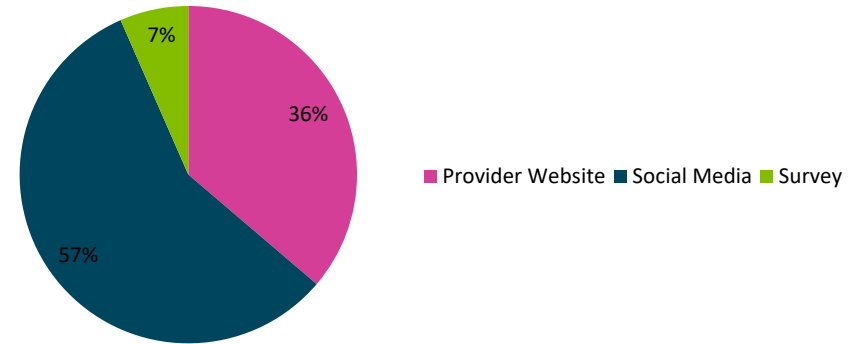
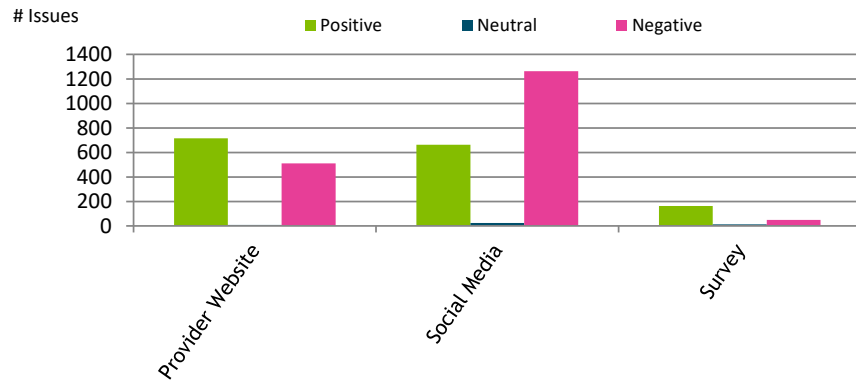
*St James Medical Practice and Addison Road Medical Practice receive a notable volume and ratio of positive feedback.*

**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.



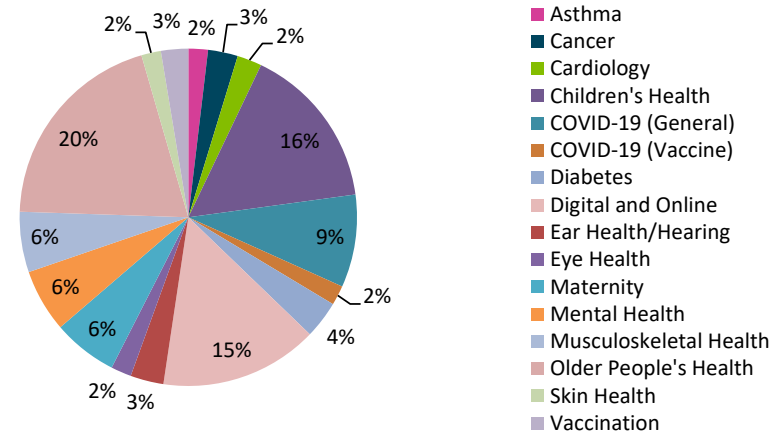
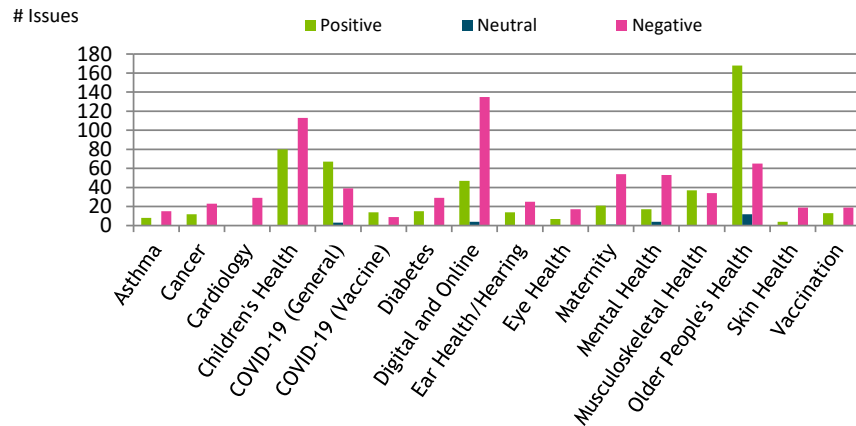
# 1. Data Source and Conditions/Topics

## 1.1 Source



Sources providing the most comments overall

## 1.2 Stated medical conditions/topics

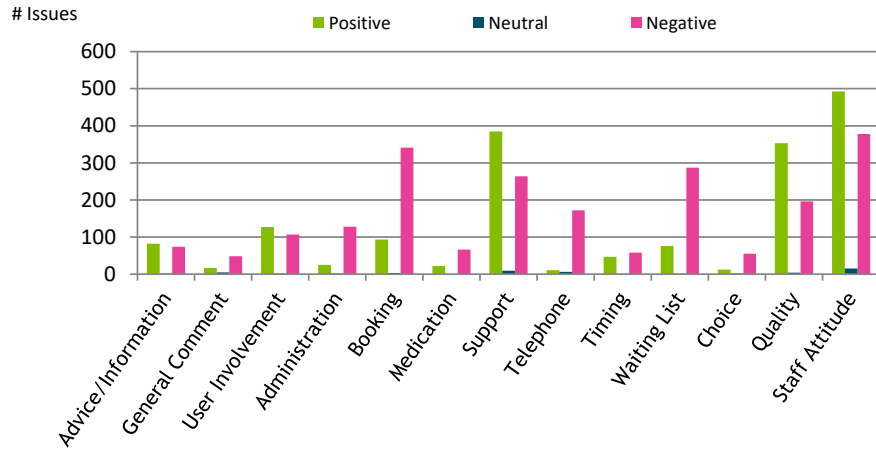


Medical conditions/topics receiving the most comments overall



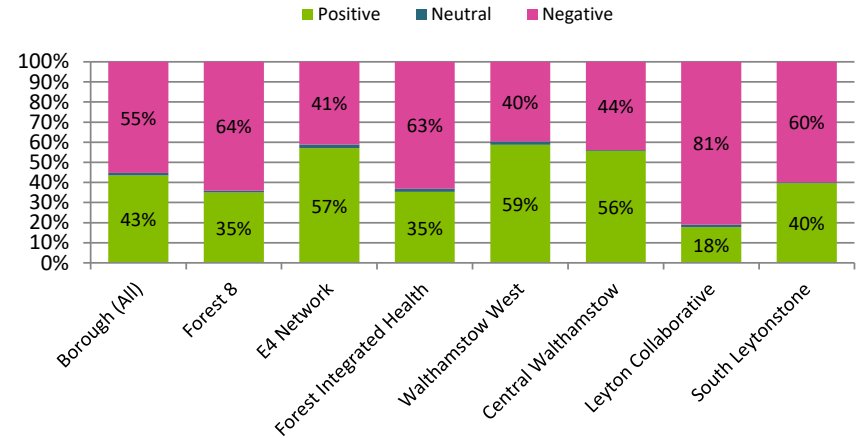
## 2.1 Overall Themes and Sentiment

### 2.1.1 Overall, Top Trends: 4331 issues from 944 people



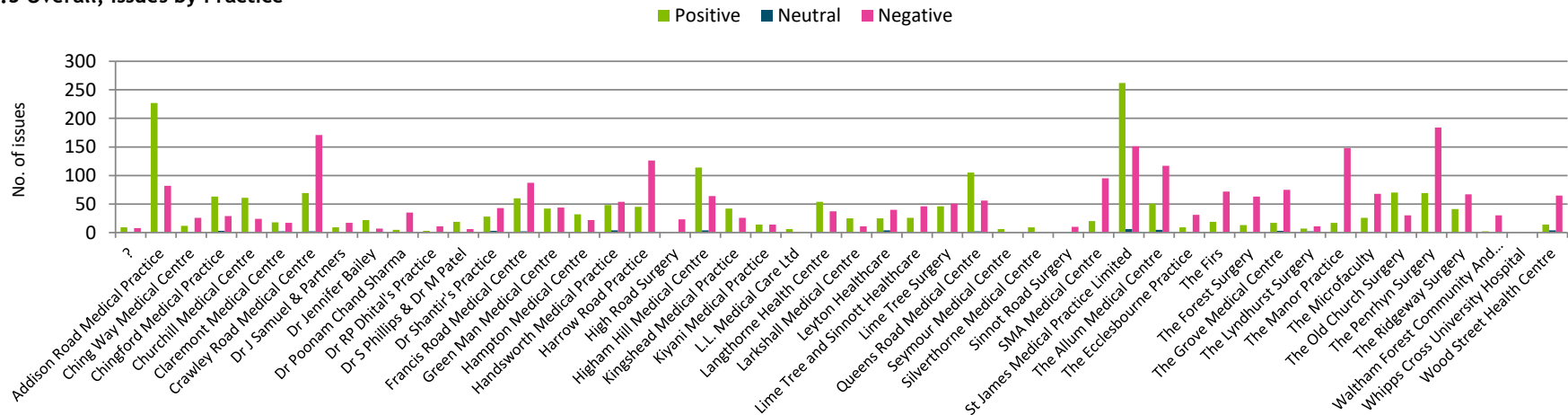
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

### 2.1.3 Overall, Issues by Practice

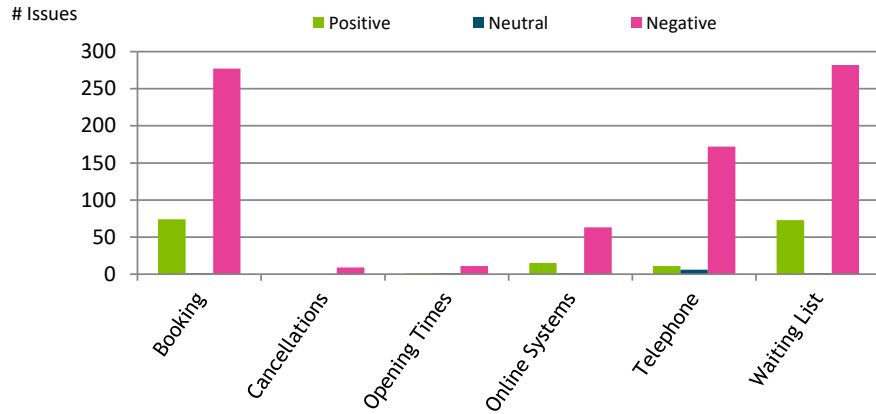


Practices receiving the most comments overall

## 2.2 Service Access

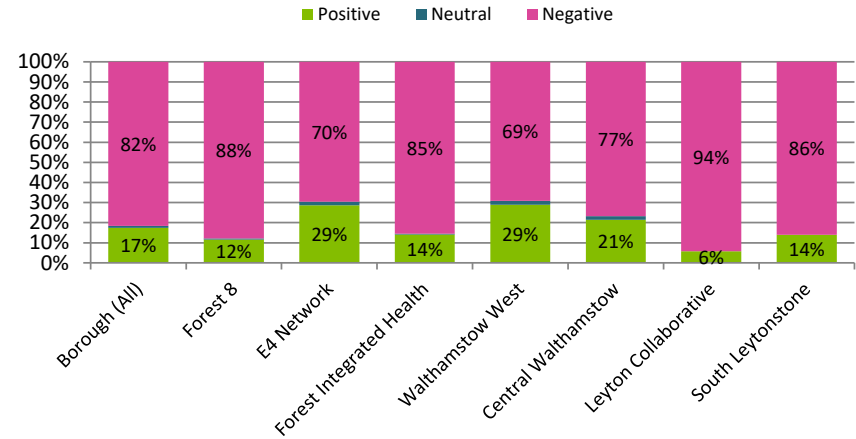


### 2.2.1 Service Access: 998 issues detected



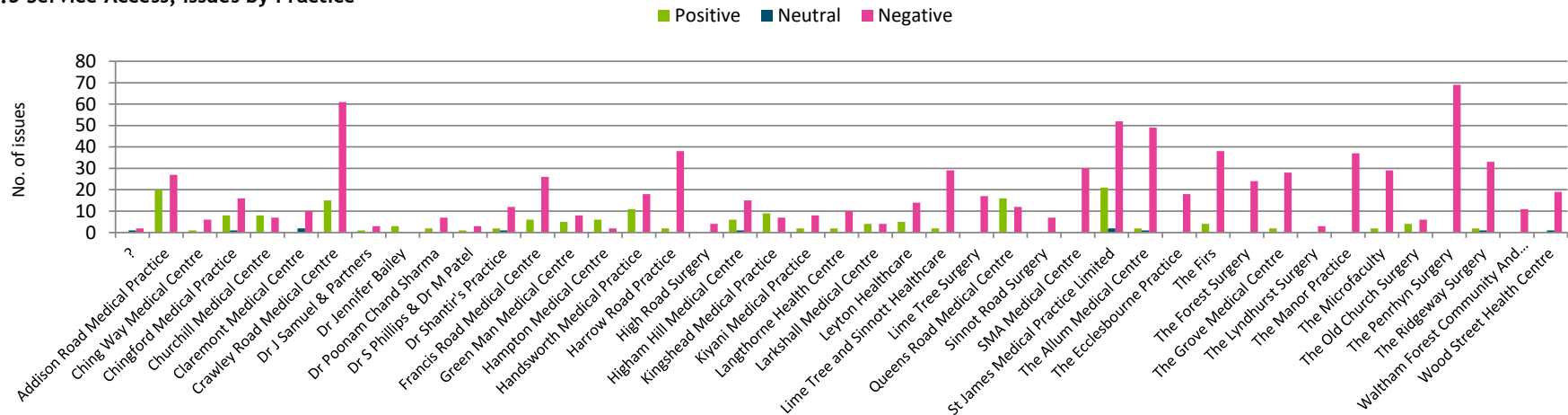
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

### 2.2.3 Service Access, Issues by Practice

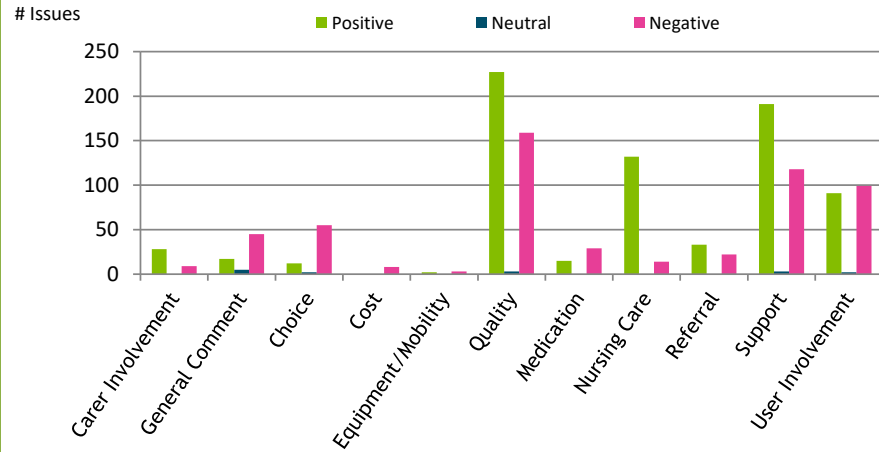


Practices receiving the most comments overall

## 2.3 Clinical Treatment and Care

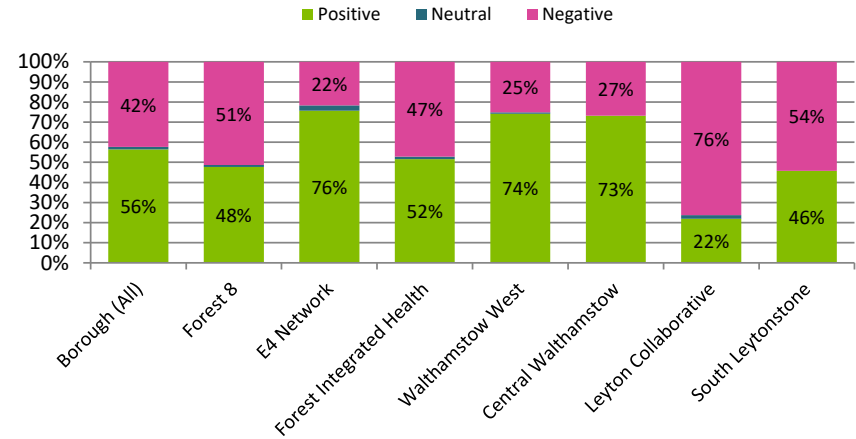


### 2.3.1 Treatment: 1324 issues detected



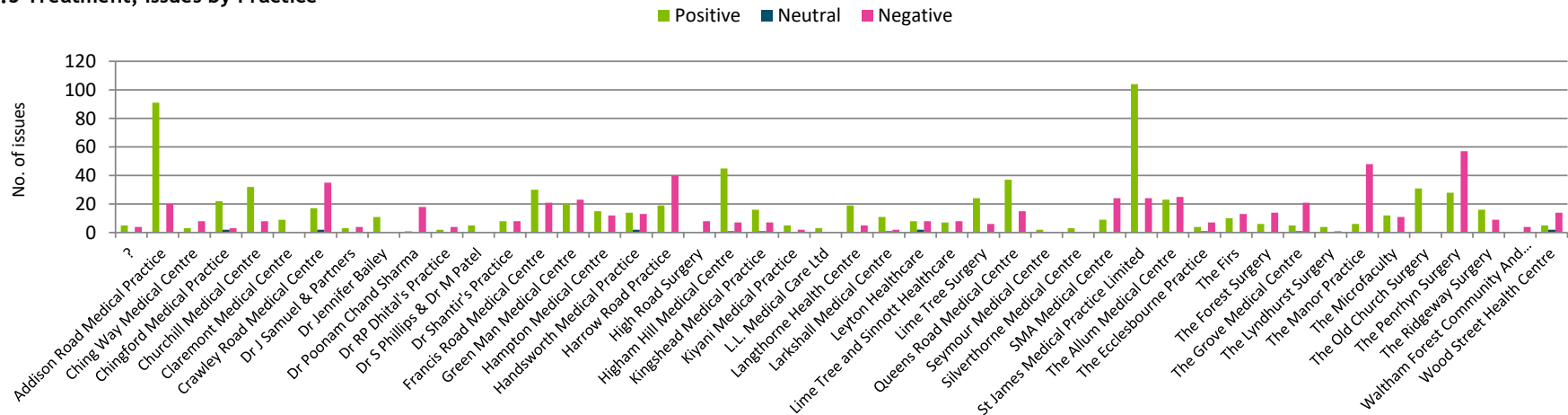
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

### 2.3.3 Treatment, Issues by Practice

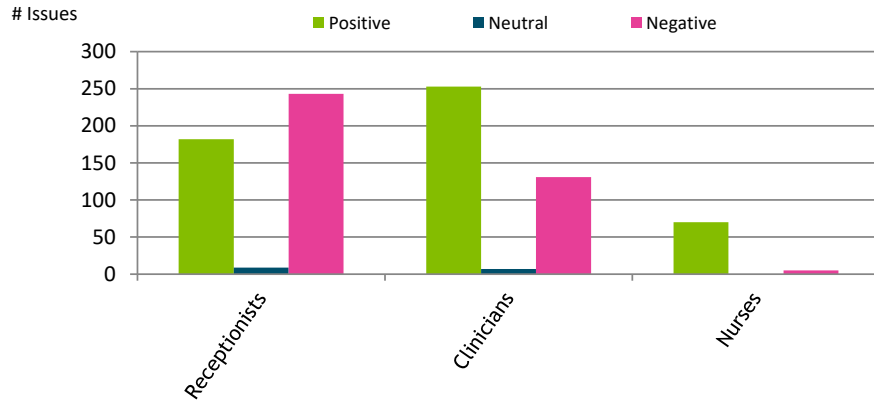


Practices receiving the most comments overall

## 2.4 Staff Attitude

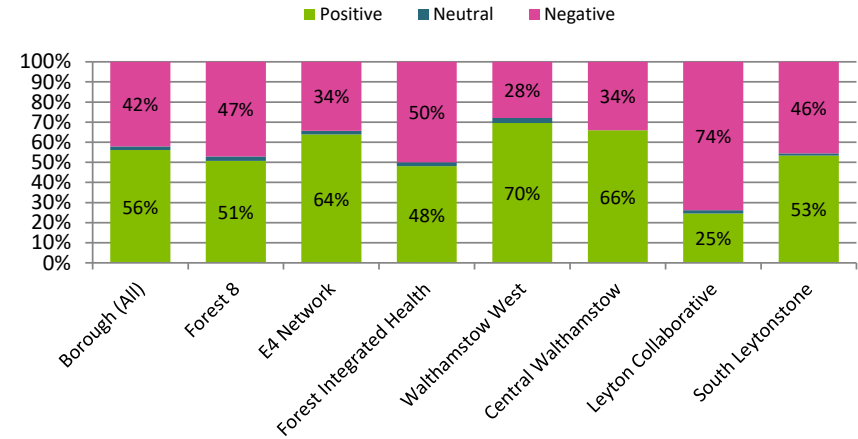


### 2.4.1 Staff Attitude: 900 issues detected



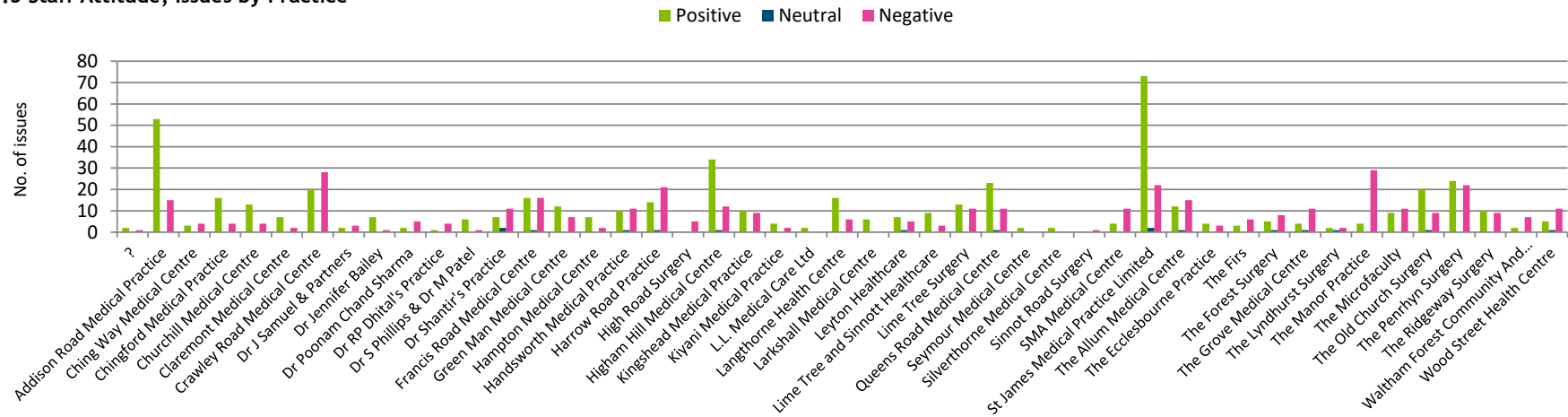
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

### 2.4.3 Staff Attitude, Issues by Practice



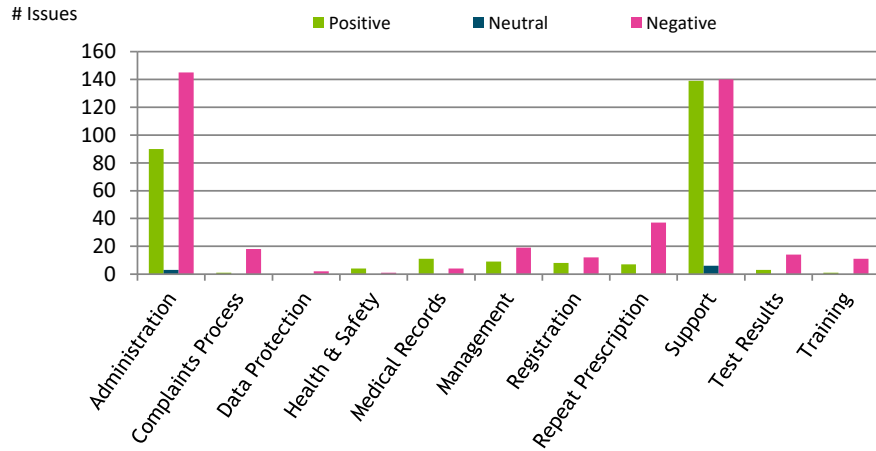
Practices receiving the most comments overall



## 2.5 Administration

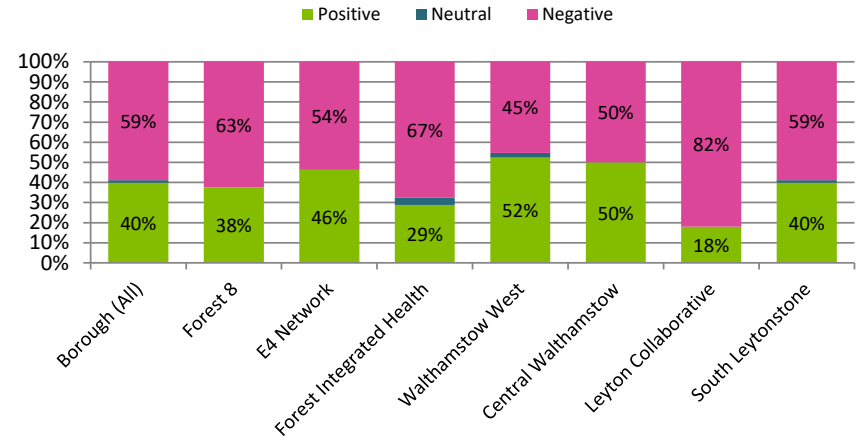


### 2.5.1 Administration: 685 issues detected



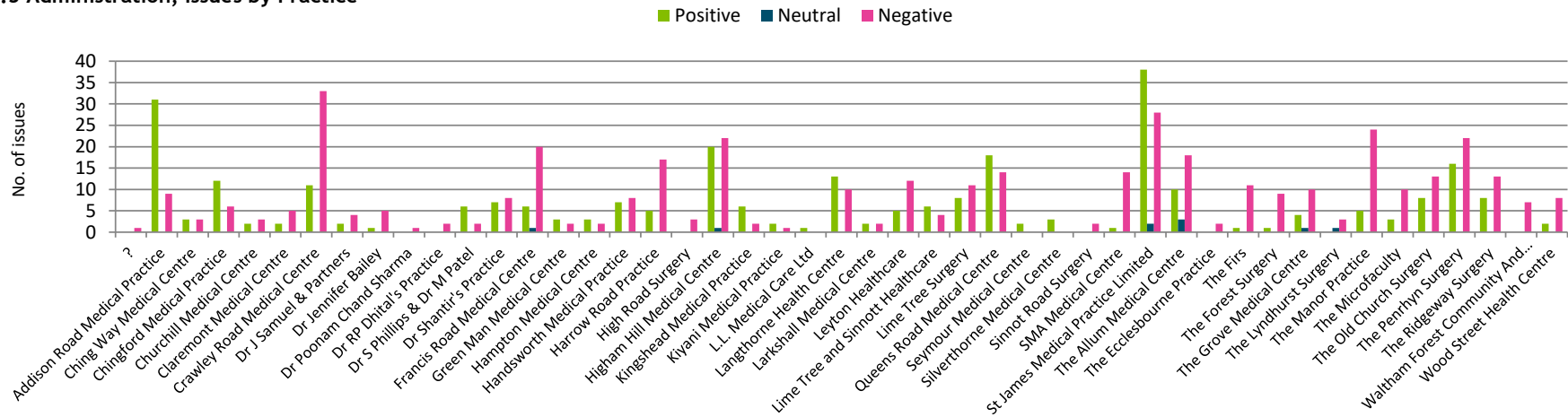
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

### 2.5.3 Administration, Issues by Practice

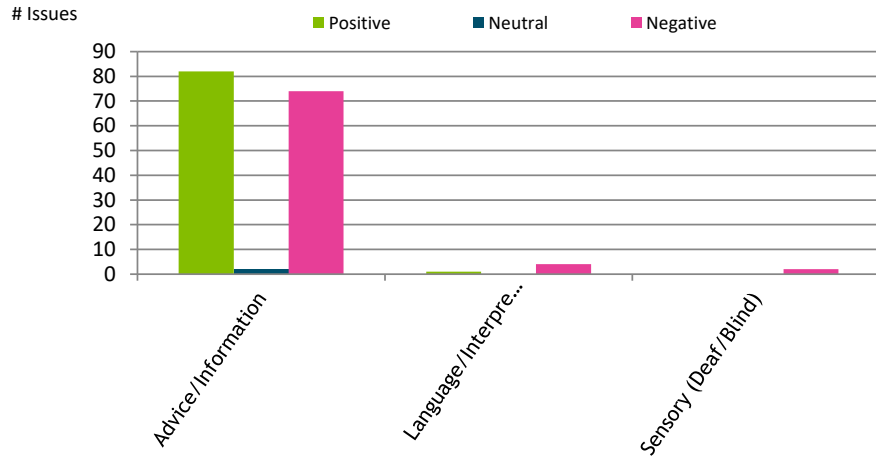


Practices receiving the most comments overall

## 2.6 Communication

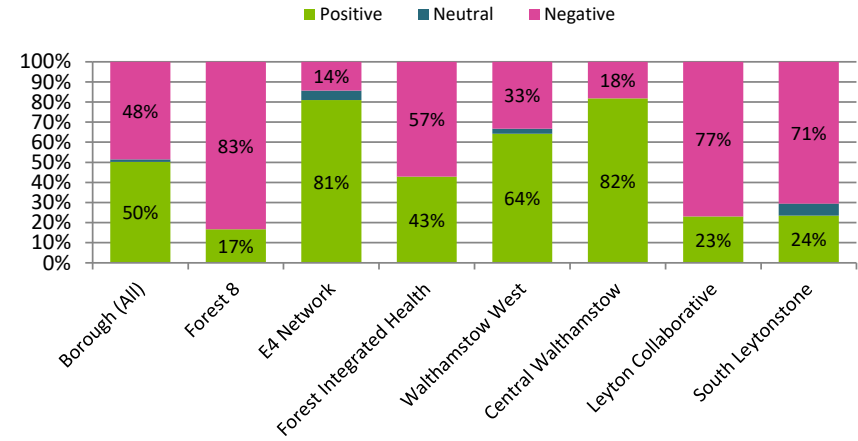


### 2.6.1 Communication: 165 issues detected



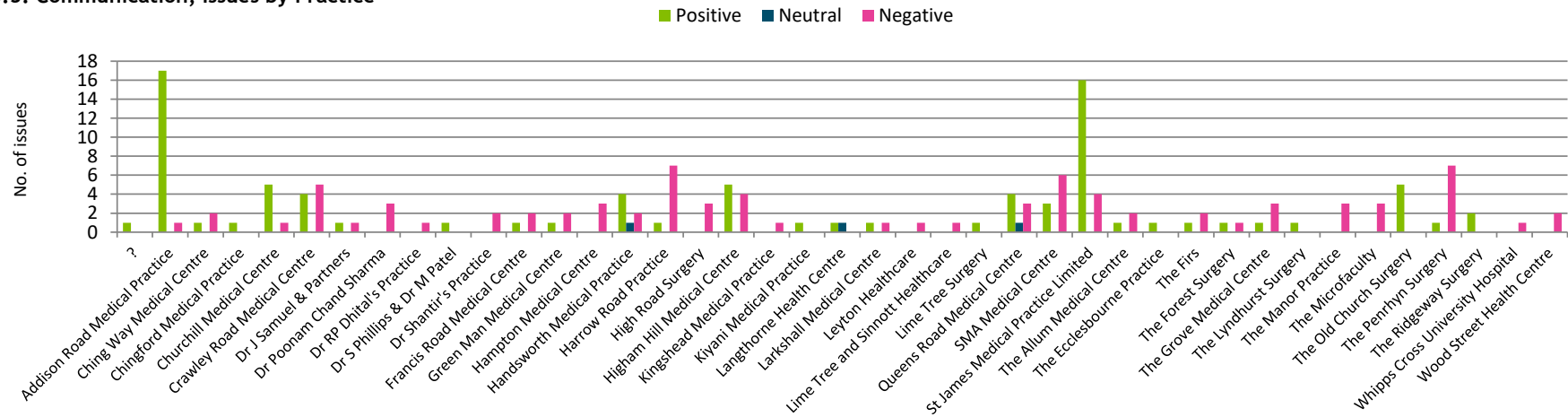
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

### 2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

### 2.6.3: Communication, Issues by Practice

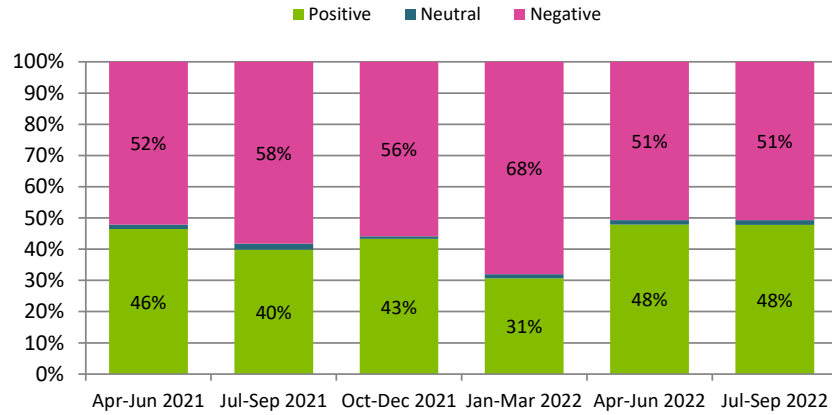


Practices receiving the most comments overall

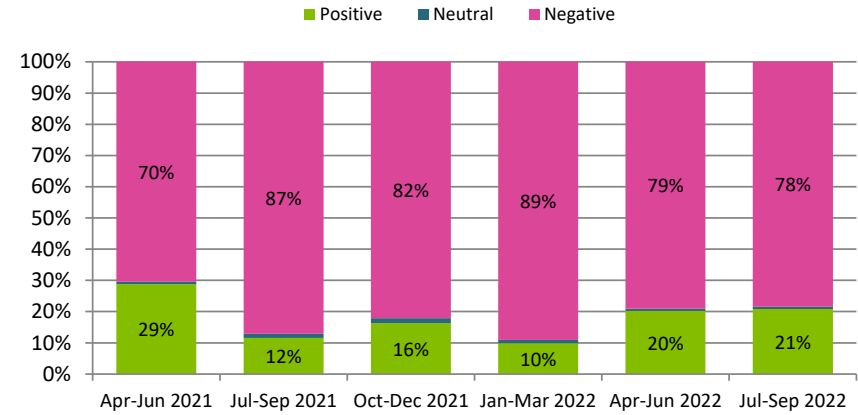
### 3. Timeline: 18 Month Tracker



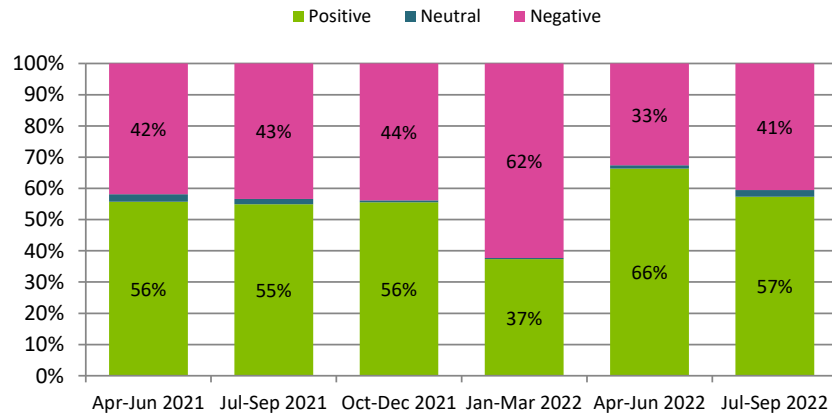
#### 3.1 Overall Sentiment



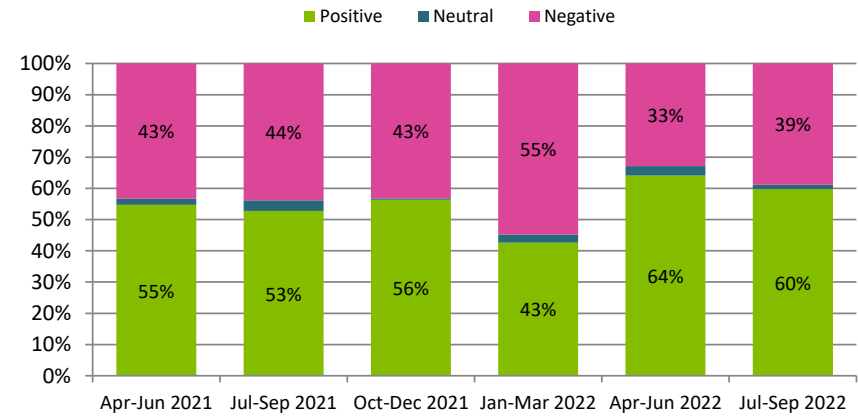
#### 3.2 Service Access, Sentiment



#### 3.3 Treatment and Care, Sentiment



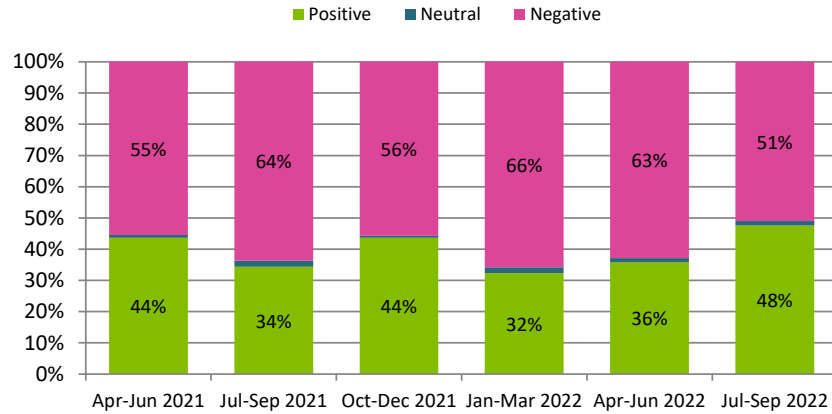
#### 3.4 Staff Attitude, Sentiment



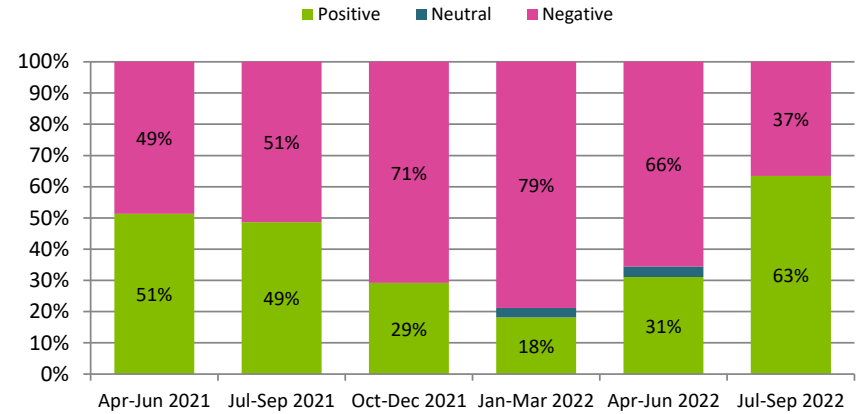
### 3. Timeline: 18 Month Tracker



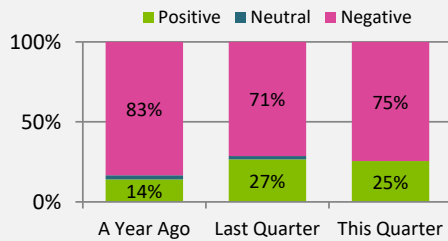
#### 3.5 Administration, Sentiment



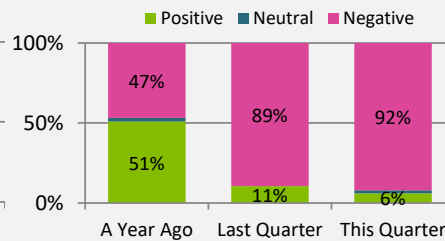
#### 3.6 Communication, Sentiment



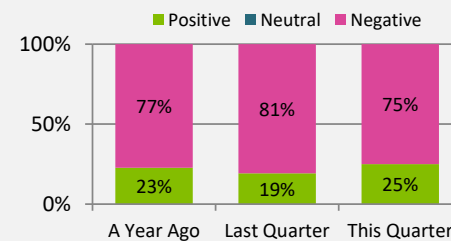
#### 3.7 Booking, Snapshot



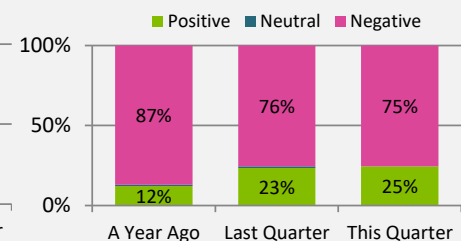
#### 3.8 Telephone, Snapshot



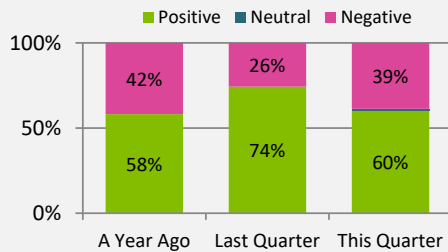
#### 3.9 Online Access, Snapshot



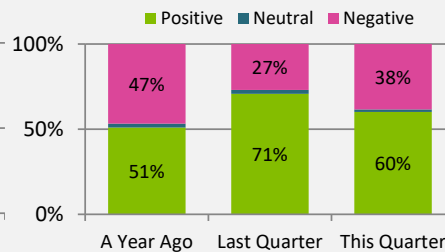
#### 3.10 Waiting List, Snapshot



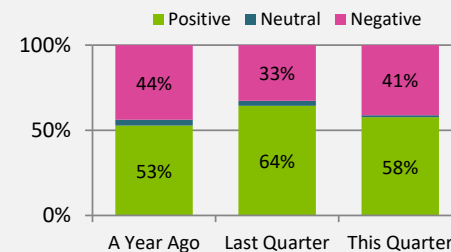
#### 3.11 Involvement Snapshot



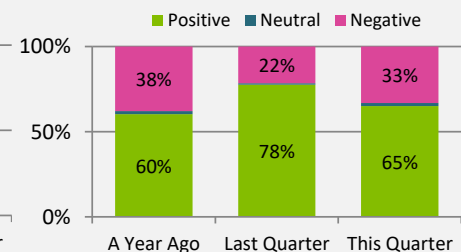
#### 3.12 Support, Snapshot



#### 3.13 Staff Attitude, Snapshot



#### 3.14 Quality, Snapshot

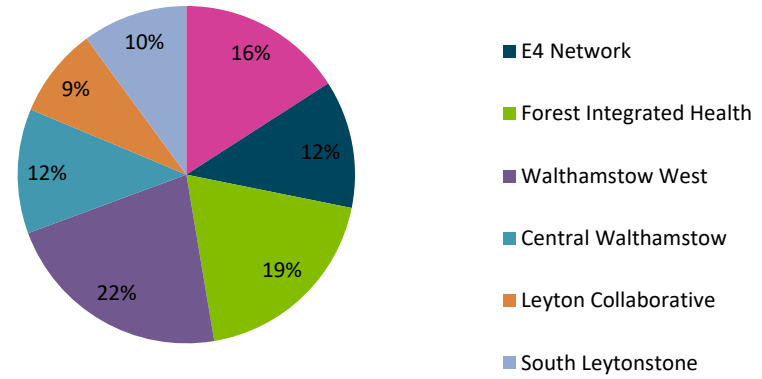
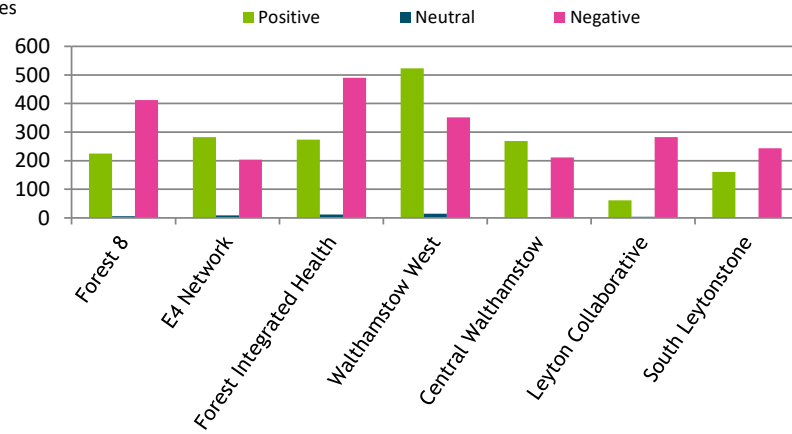


## 4. Volume by Primary Care Network



### 4.1 PCN

# Issues



## 5. Data Table: Number of issues



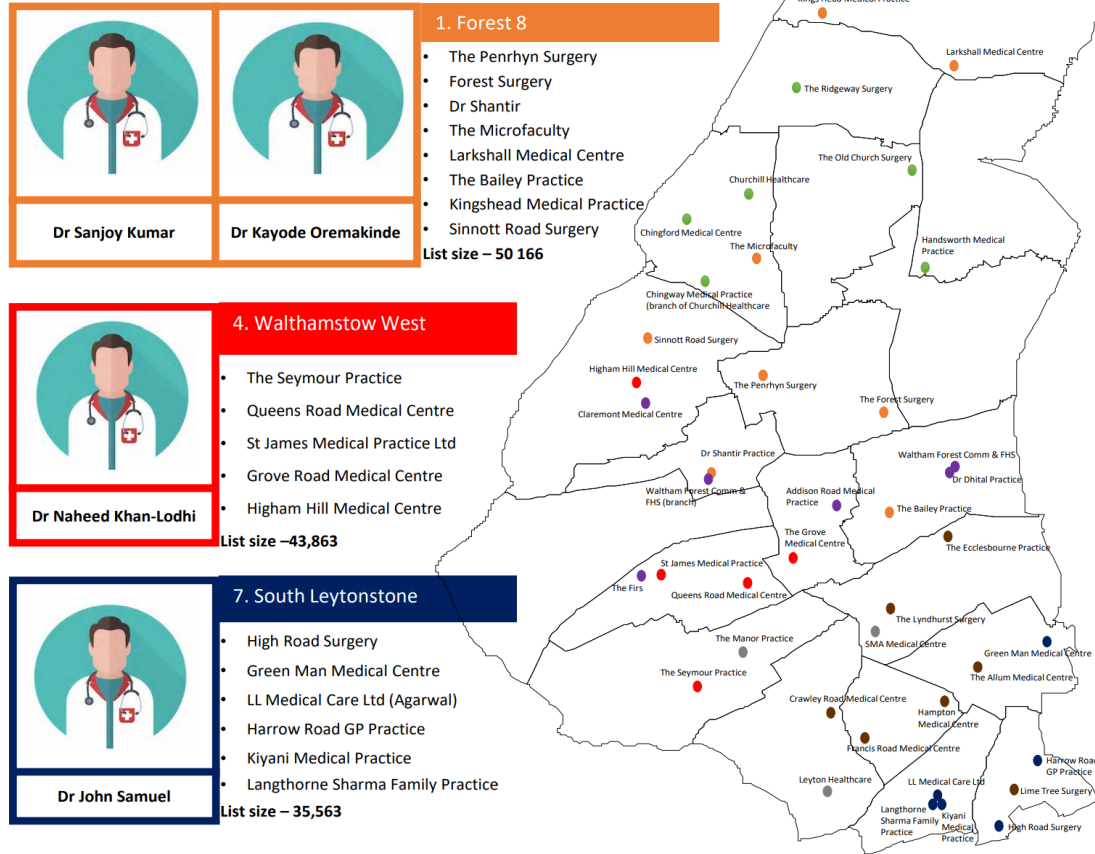
	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	82	2	74	158
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	32	0	12	44
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	17	5	48	70
	User Involvement	<i>Involvement of the service user.</i>	127	2	107	236
Systems	Administration	<i>Administrative processes and delivery.</i>	25	2	128	155
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	93	3	341	437
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	11	11
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	33	0	22	55
	Medical Records	<i>Management of medical records.</i>	11	0	4	15
	Medication	<i>Prescription and management of medicines.</i>	22	0	66	88
	Opening Times	<i>Opening times of a service.</i>	1	1	11	13
	Planning	<i>Leadership and general organisation.</i>	9	0	19	28
	Registration	<i>Ability to register for a service.</i>	8	0	12	20
	Support	<i>Levels of support provided.</i>	385	9	264	658
	Telephone	<i>Ability to contact a service by telephone.</i>	11	6	172	189
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	47	1	58	106
Waiting List	<i>Length of wait while on a list.</i>	76	1	287	364	
Values	Choice	<i>General choice.</i>	12	2	55	69
	Cost	<i>General cost.</i>	0	0	9	9
	Language	<i>Language, including terminology.</i>	2	1	4	7
	Nutrition	<i>Provision of sustenance.</i>	0	0	2	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	7	7
	Quality	<i>General quality of a service, or staff.</i>	353	4	196	553
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	2	2
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	2	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>	1	0	4	5
	Environment/Layout	<i>Physical environment of a service.</i>	8	0	19	27
	Equipment	<i>General equipment issues.</i>	2	0	4	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	4	0	1	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	2	11
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	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	25	25
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	15	1	3	19
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	493	15	378	886
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	18	19
	Staff Training	<i>Training of staff.</i>	1	0	11	12
	Staffing Levels	<i>General availability of staff.</i>	1	0	11	12
	<b>Total:</b>			<b>1881</b>	<b>55</b>	<b>2395</b>


# Waltham Forest – Primary Care Networks & Clinical Directors





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**Dr Rishav Dhital**



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**Dr Thaven Chetty**