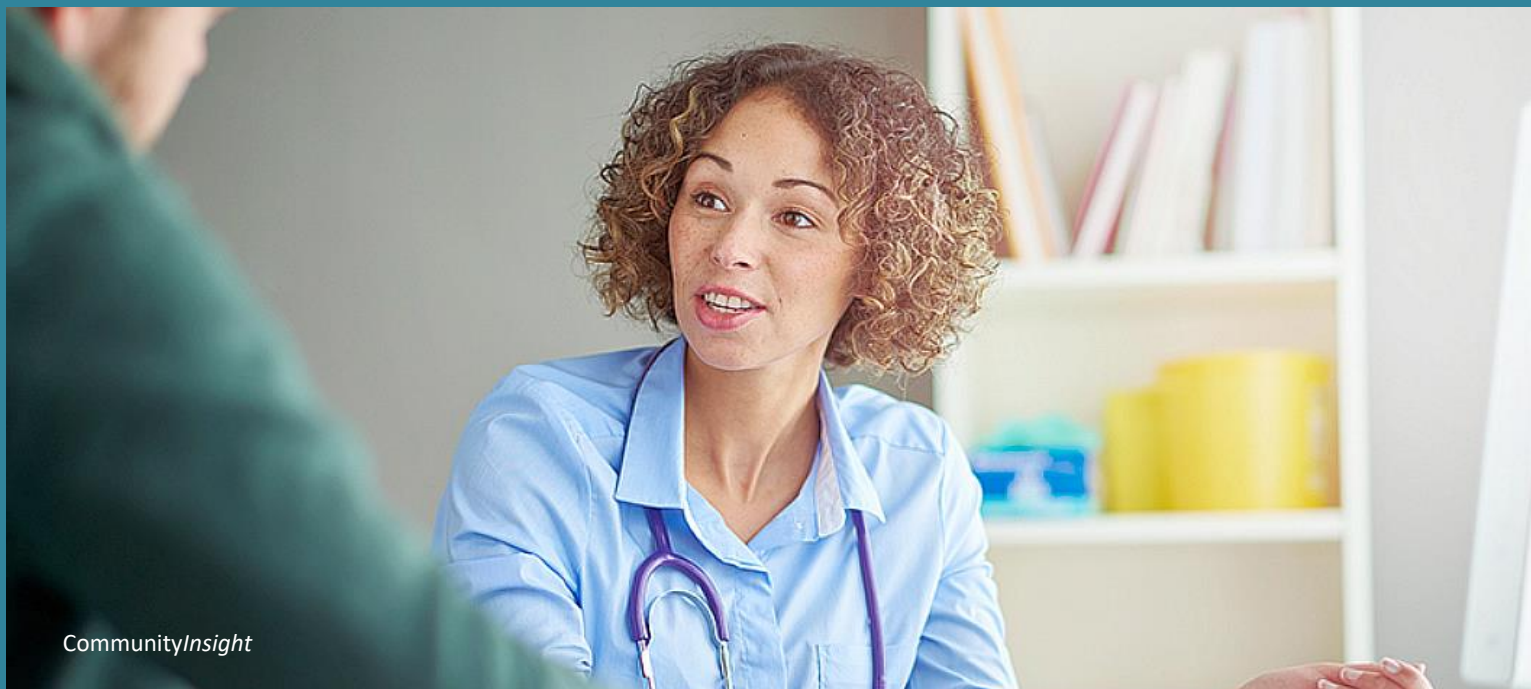# The Experience of GP Services: Hackney Marshes

A trends analysis report by Healthwatch Hackney
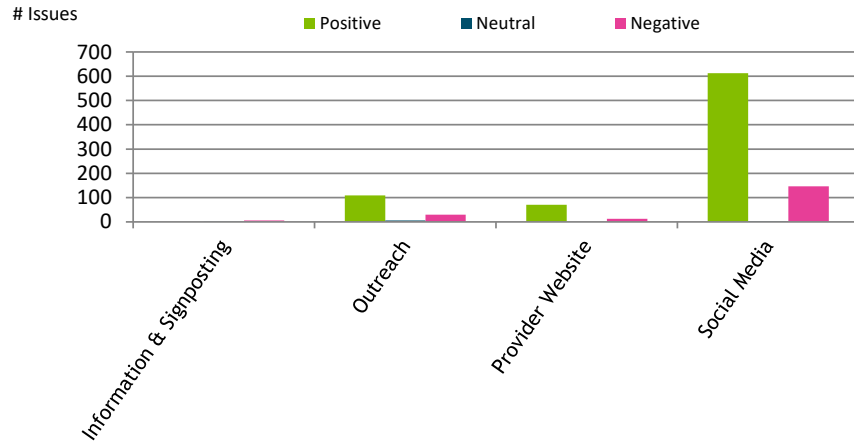

Community*Insight*

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.

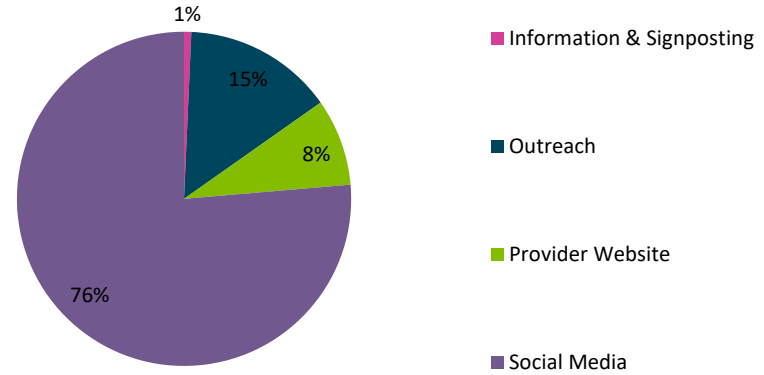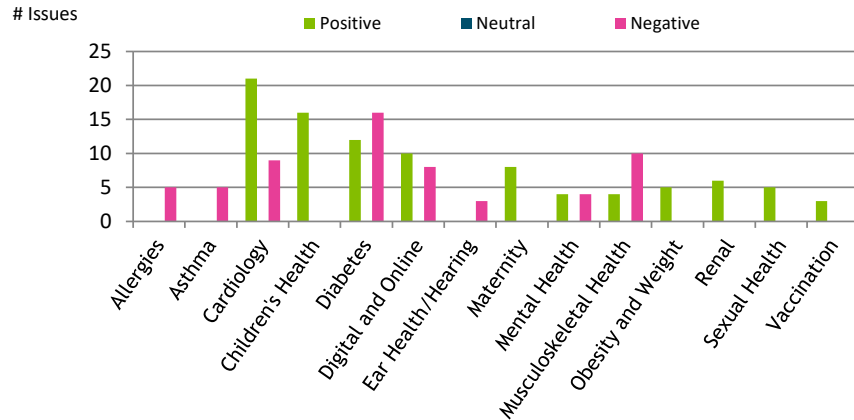**Reporting Period: 1 July 2023 - 30 June 2024**

healthwatch Hackney

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Information & Signposting, Outreach, Provider Website, Social Media

Sources providing the most comments overall

Pie chart:
- Information & Signposting — 1%
- Outreach — 15%
- Provider Website — 8%
- Social Media — 76%

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Allergies, Asthma, Cardiology, Children's Health, Diabetes, Digital and Online, Ear Health/Hearing, Maternity, Mental Health, Musculoskeletal Health, Obesity and Weight, Renal, Sexual Health, Vaccination

Medical conditions/topics receiving the most comments overall

Pie chart:
- Allergies — 3%
- Asthma — 3%
- Cardiology — 20%
- Children's Health — 11%
- Diabetes — 18%
- Digital and Online — 12%
- Ear Health/Hearing — 2%
- Maternity — 5%
- Mental Health — 5%
- Musculoskeletal Health — 9%
- Obesity and Weight — 3%
- Renal — 4%
- Sexual Health — 3%
- Vaccination — 2%
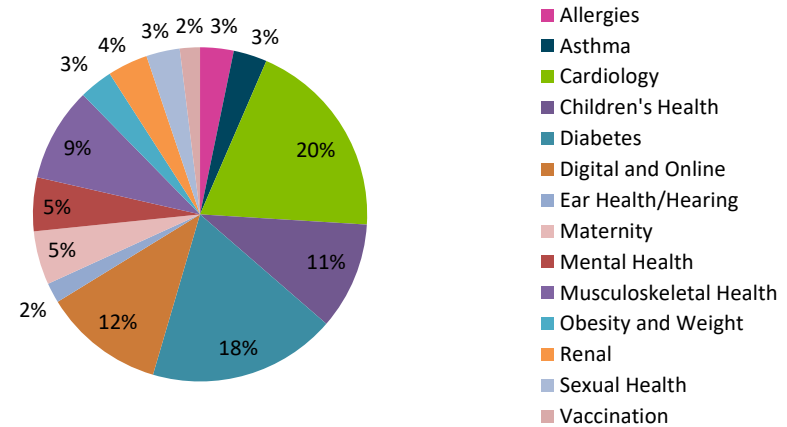
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 998 issues from 174 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
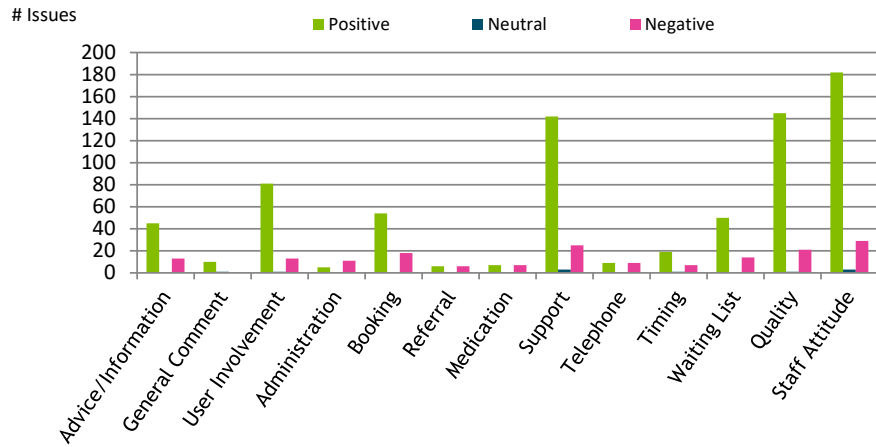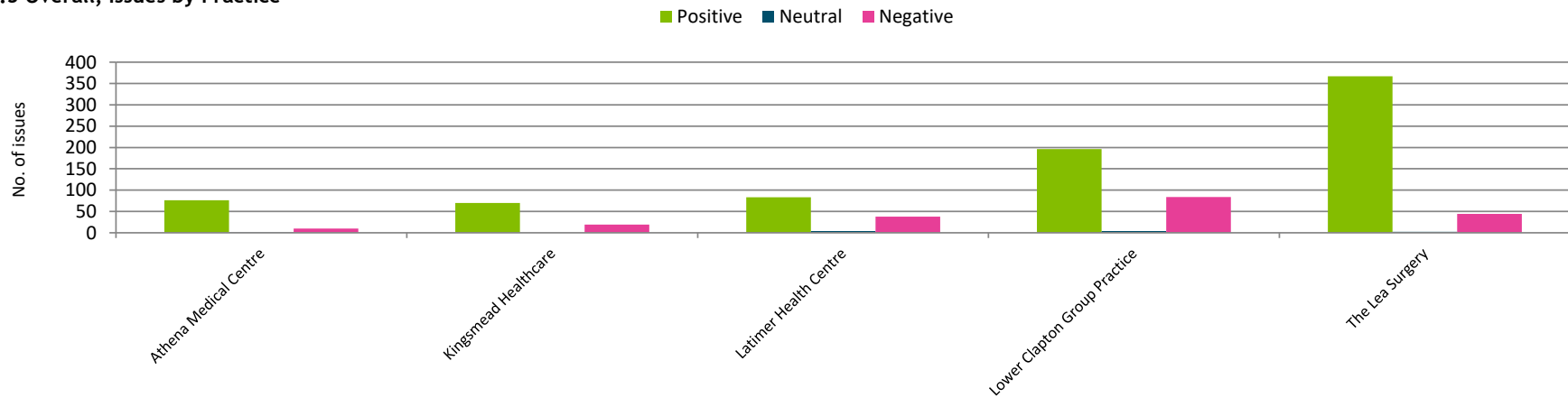
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	81%	17%
Clissold Park	71%	27%
Hackney Downs	74%	24%
Hackney Marshes	79%	20%
London Fields	89%	10%
Shoreditch Park	80%	19%
Springfield Park	89%	10%
Well Street Common	76%	23%
Woodberry Wetlands	76%	22%
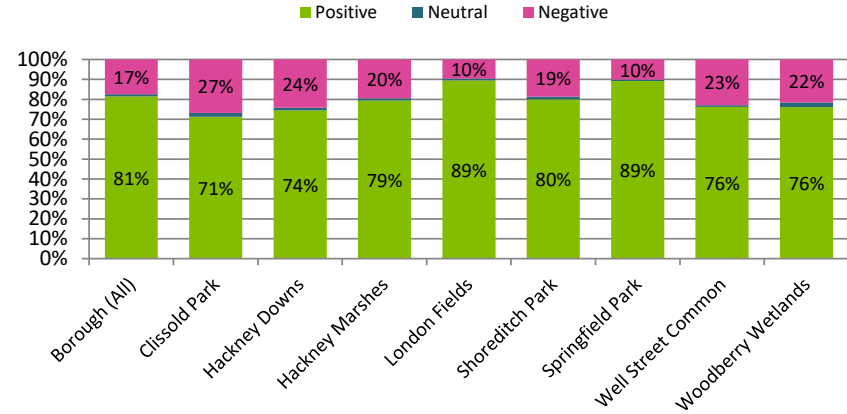
Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

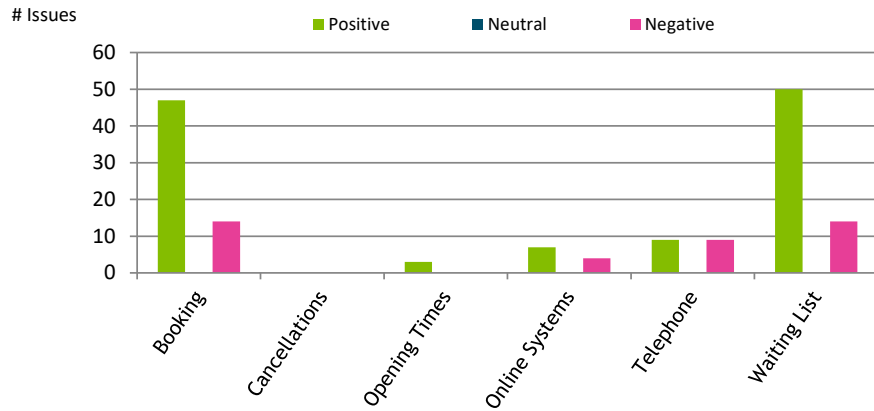Practices (x-axis): Athena Medical Centre, Kingsmead Healthcare, Latimer Health Centre, Lower Clapton Group Practice, The Lea Surgery

Practices receiving the most comments overall

3

2.2 Service Access

2.2.1 Service Access: 157 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by category:
- Booking: Positive ~47, Negative ~14
- Cancellations: (none)
- Opening Times: Positive ~3
- Online Systems: Positive ~7, Negative ~4
- Telephone: Positive ~9, Negative ~9
- Waiting List: Positive ~50, Negative ~14
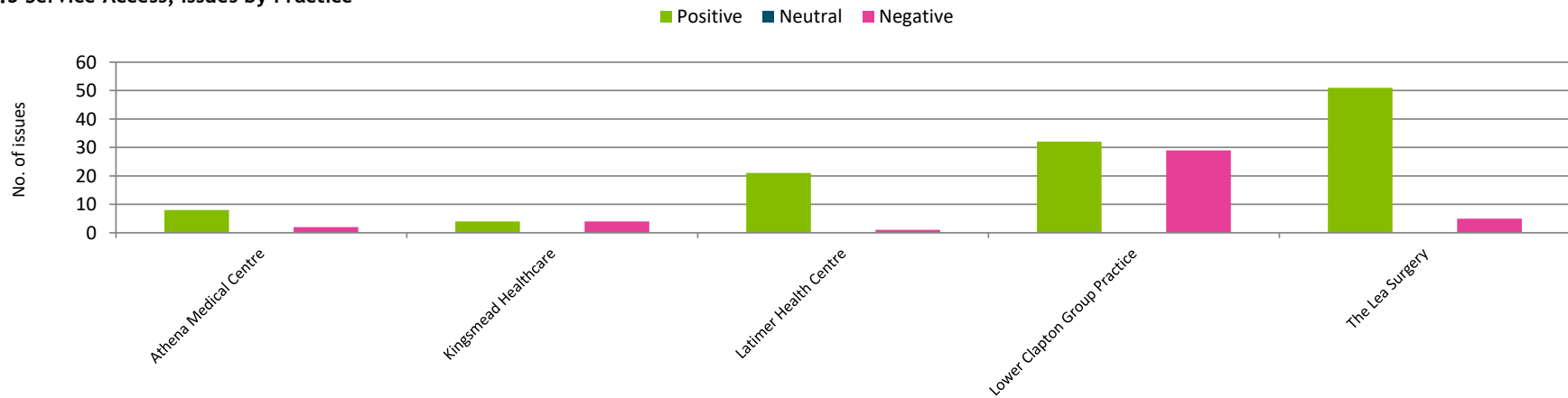
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	61%	37%
Clissold Park	50%	49%
Hackney Downs	62%	37%
Hackney Marshes	74%	26%
London Fields	69%	28%
Shoreditch Park	56%	42%
Springfield Park	56%	42%
Well Street Common	61%	39%
Woodberry Wetlands	61%	32%
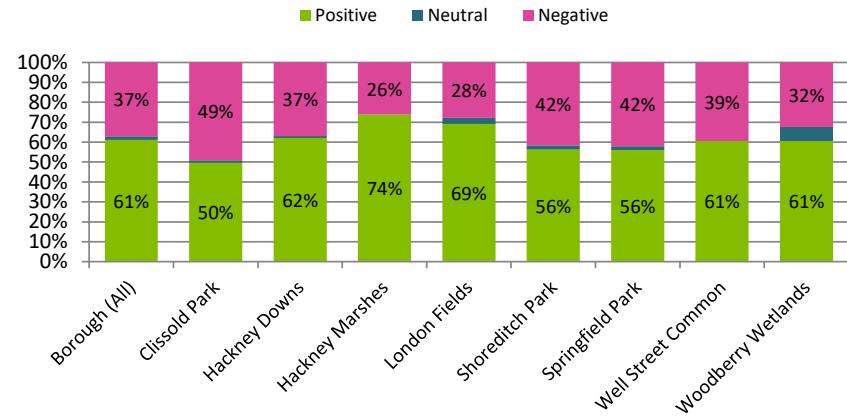
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by practice:
- Athena Medical Centre: Positive ~8, Negative ~2
- Kingsmead Healthcare: Positive ~4, Negative ~4
- Latimer Health Centre: Positive ~21, Negative ~1
- Lower Clapton Group Practice: Positive ~32, Negative ~29
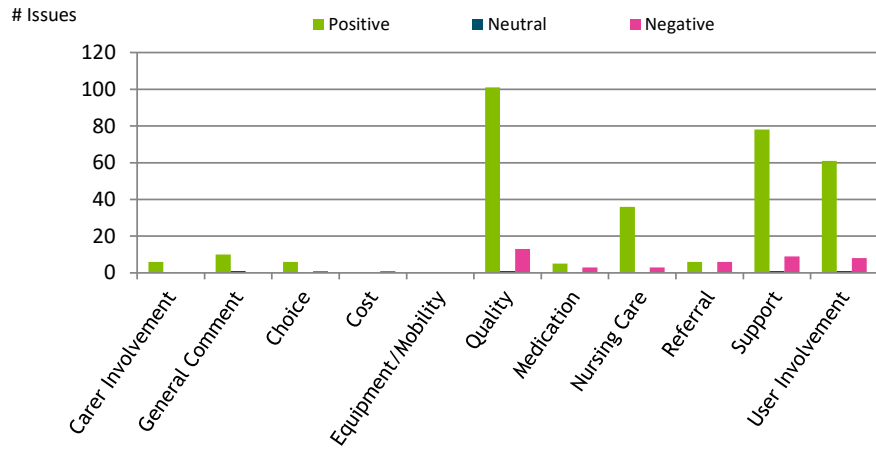- The Lea Surgery: Positive ~51, Negative ~5

Practices receiving the most comments overall

4

2.3 Clinical Treatment and Care

2.3.1 Treatment: 357 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement
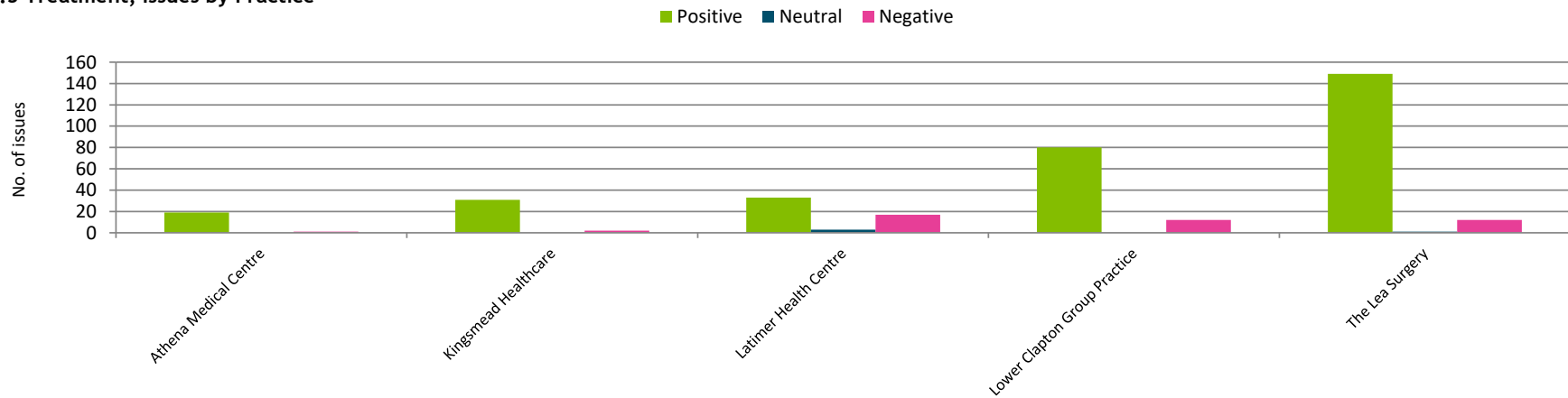
Y-axis: 0 to 120

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

PCN	Positive	Negative
Borough (All)	89%	10%
Clissold Park	81%	17%
Hackney Downs	79%	19%
Hackney Marshes	87%	12%
London Fields	94%	5%
Shoreditch Park	90%	10%
Springfield Park	95%	4%
Well Street Common	81%	18%
Woodberry Wetlands	88%	10%
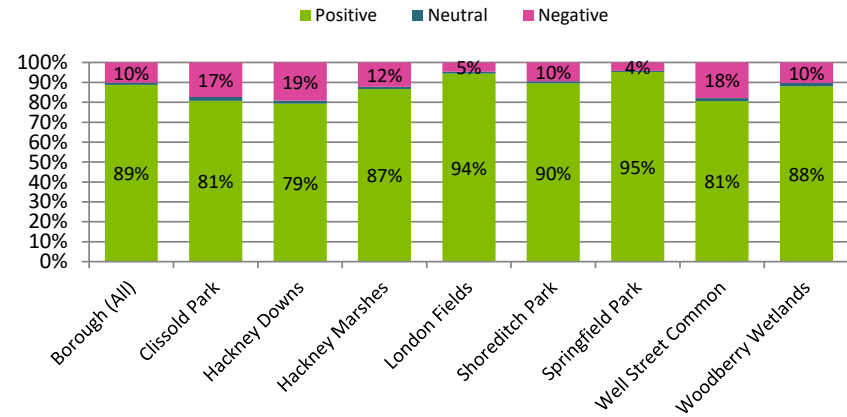
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Athena Medical Centre, Kingsmead Healthcare, Latimer Health Centre, Lower Clapton Group Practice, The Lea Surgery
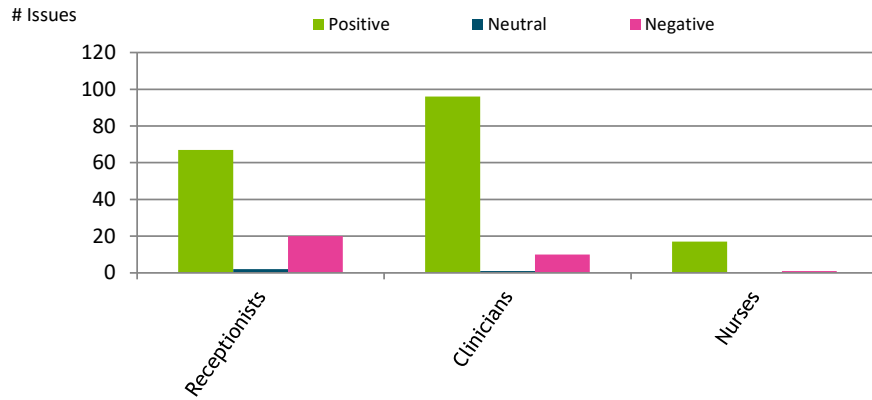
Y-axis: 0 to 160

Practices receiving the most comments overall

5

2.4 Staff Attitude

2.4.1 Staff Attitude: 214 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart (y-axis: 0 to 120) with categories: Receptionists, Clinicians, Nurses
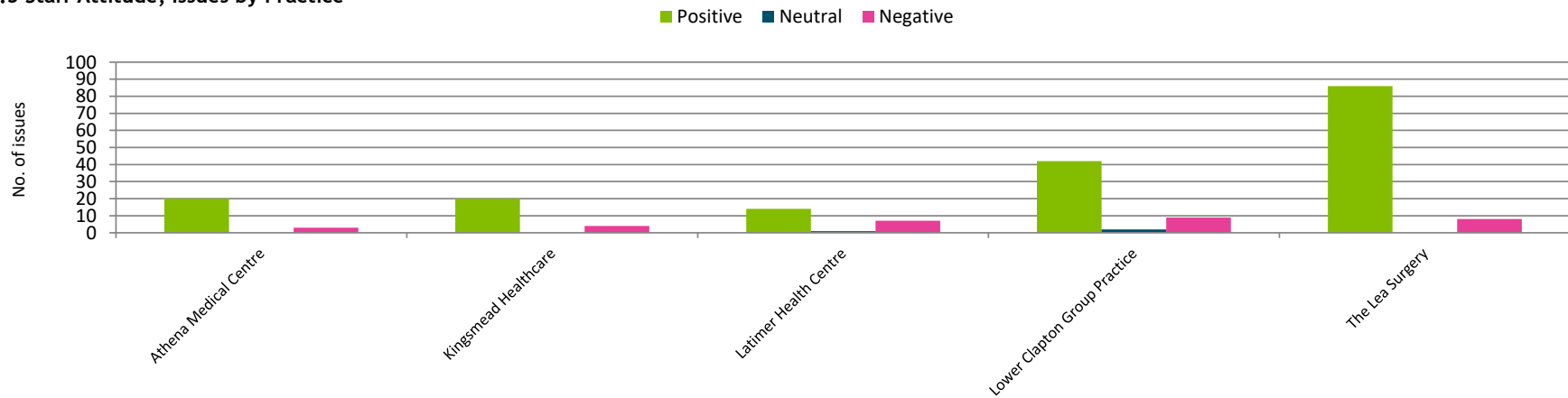
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Stacked bar chart (100% scale):

PCN	Positive	Negative
Borough (All)	89%	10%
Clissold Park	85%	12%
Hackney Downs	79%	19%
Hackney Marshes	84%	14%
London Fields	95%	4%
Shoreditch Park	88%	11%
Springfield Park	93%	6%
Well Street Common	86%	13%
Woodberry Wetlands	83%	16%
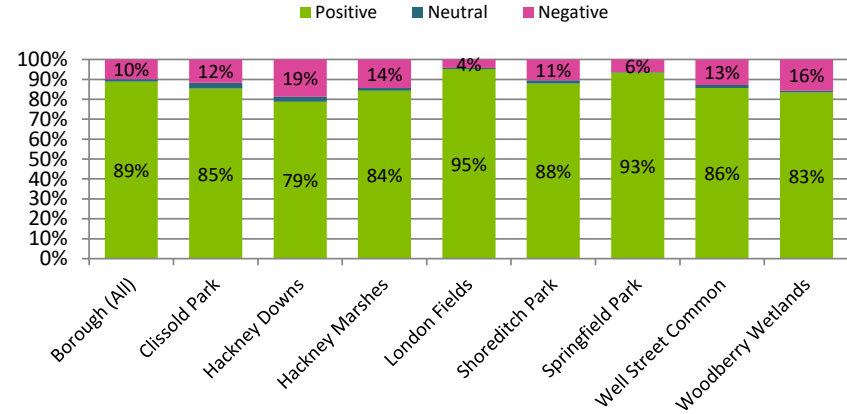
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Bar chart (y-axis: 0 to 100) with categories: Athena Medical Centre, Kingsmead Healthcare, Latimer Health Centre, Lower Clapton Group Practice, The Lea Surgery

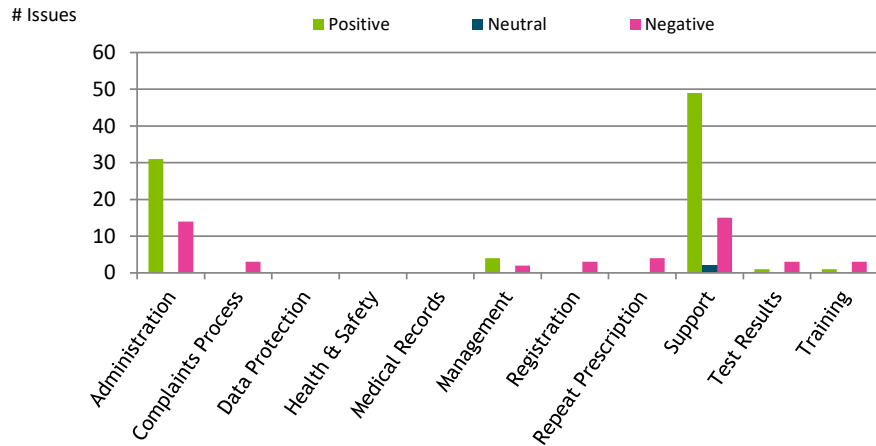*Practices receiving the most comments overall*

2.5 Administration

2.5.1 Administration: 135 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
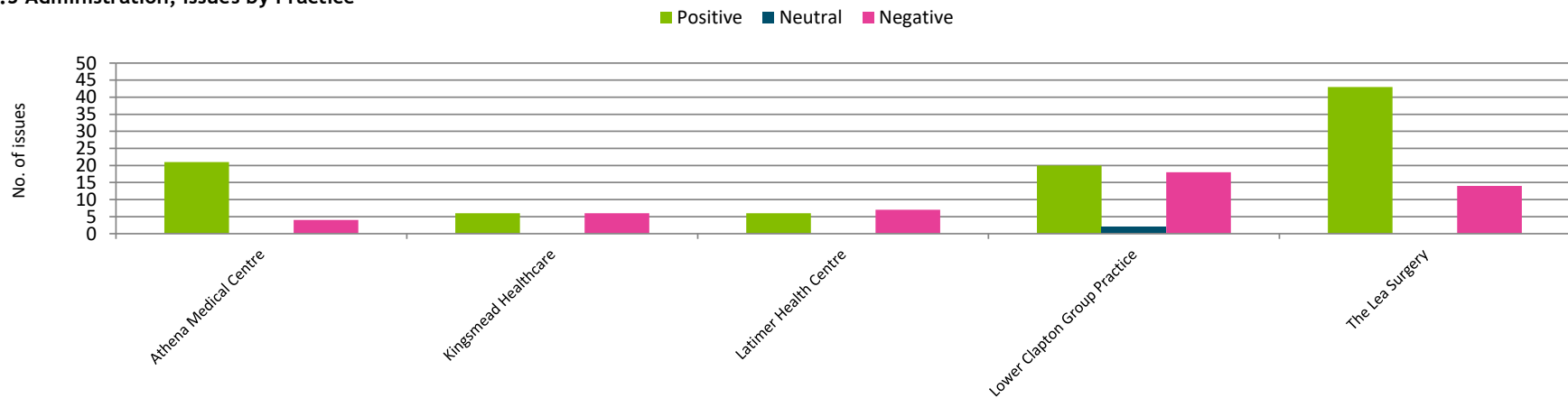
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	70%	29%
Clissold Park	59%	39%
Hackney Downs	76%	24%
Hackney Marshes	65%	33%
London Fields	82%	18%
Shoreditch Park	66%	33%
Springfield Park	80%	19%
Well Street Common	80%	20%
Woodberry Wetlands	61%	38%
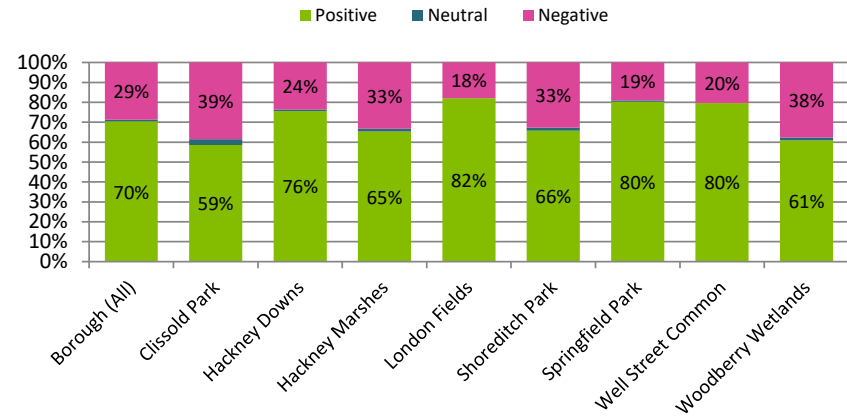
Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Athena Medical Centre, Kingsmead Healthcare, Latimer Health Centre, Lower Clapton Group Practice, The Lea Surgery
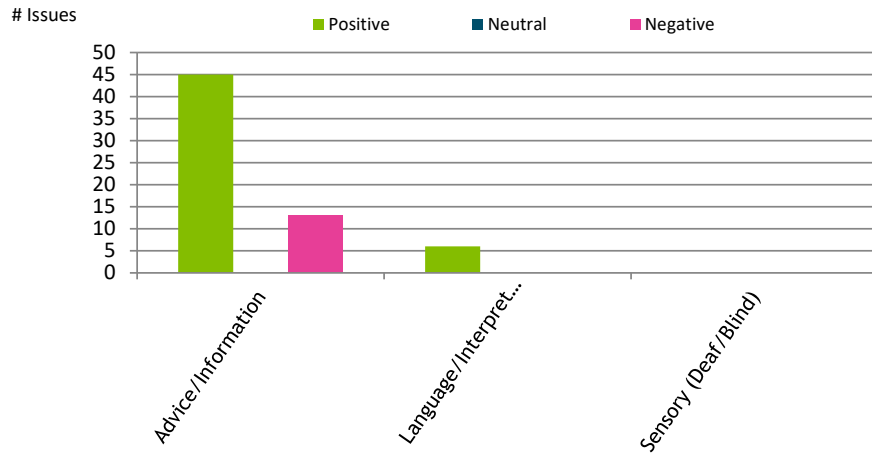
Practices receiving the most comments overall

7

2.6 Communication

2.6.1 Communication: 64 issues detected
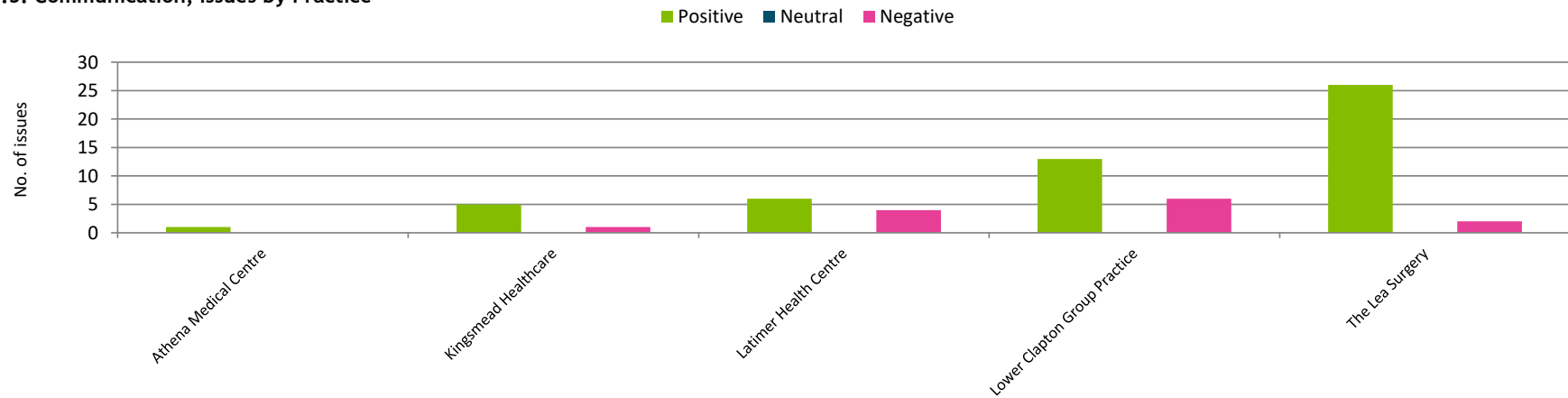
Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

	Positive	Negative
Borough (All)	76%	23%
Clissold Park	65%	33%
Hackney Downs	72%	28%
Hackney Marshes	80%	20%
London Fields	85%	14%
Shoreditch Park	74%	26%
Springfield Park	89%	10%
Well Street Common	71%	29%
Woodberry Wetlands	59%	38%
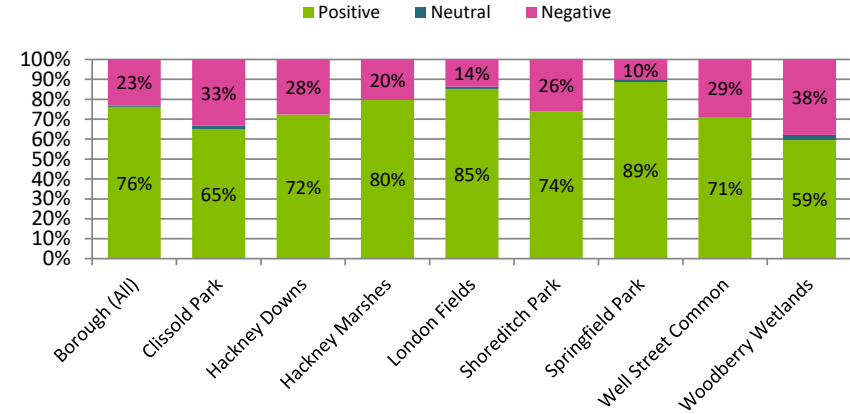
Sentiment by PCN

2.6.3: Communication, Issues by Practice

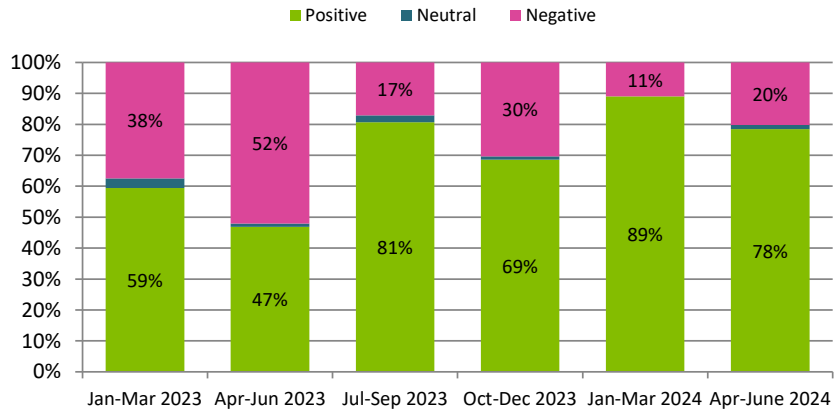Legend: ■ Positive ■ Neutral ■ Negative

No. of issues

Practices receiving the most comments overall

8

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024
Negative	38%	52%	17%	30%	11%	20%
Positive	59%	47%	81%	69%	89%	78%

3.2 Service Access, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024
Negative	55%	50%	6%	42%	22%	31%
Positive	45%	44%	94%	58%	78%	69%
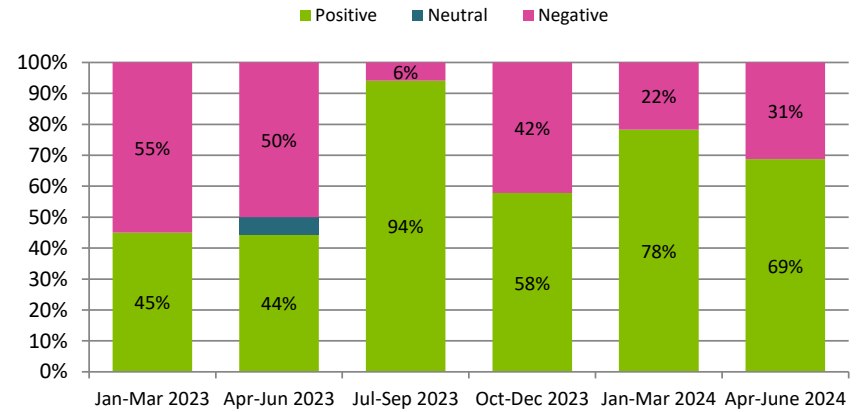
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024
Negative	20%	44%	16%	10%	10%	15%
Positive	80%	56%	79%	90%	90%	85%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024
Negative	14%	45%	19%	19%	8%	13%
Positive	86%	55%	79%	79%	92%	85%
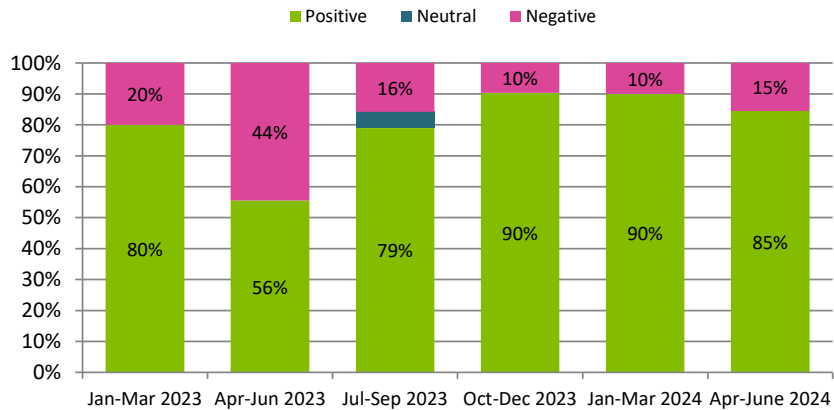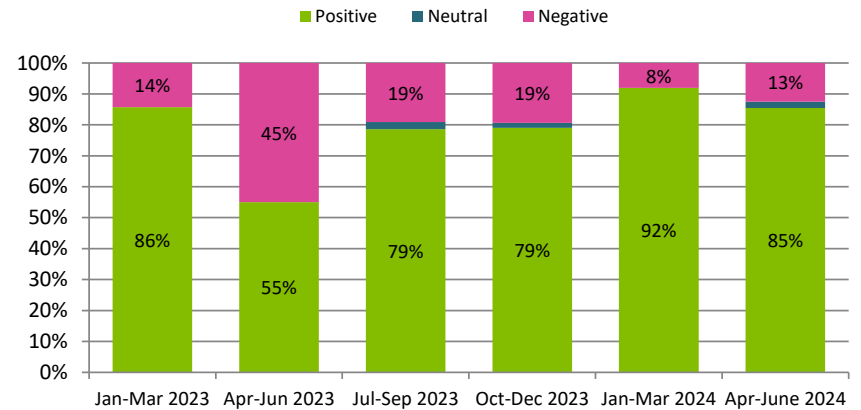
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	37%	63%
Apr-Jun 2023	33%	67%
Jul-Sep 2023	70%	30%
Oct-Dec 2023	32%	65%
Jan-Mar 2024	89%	11%
Apr-June 2024	65%	30%

3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Neutral	Negative
Jan-Mar 2023	17%		33%
Apr-Jun 2023	33%		67%
Jul-Sep 2023	85%		15%
Oct-Dec 2023	73%		27%
Jan-Mar 2024	94%		6%
Apr-June 2024	80%		20%

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

Categories: Clissold Park, Hackney Downs, Hackney Marshes, London Fields, Shoreditch Park, Springfield Park, Well Street Common, Woodberry Wetlands

Pie chart values:
- Clissold Park — 9%
- Hackney Downs — 7%
- Hackney Marshes — 9%
- London Fields — 27%
- Shoreditch Park — 23%
- Springfield Park — 12%
- Well Street Common — 8%
- Woodberry Wetlands — 5%

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.*	45	0	13	58
	Carer Involvement	*Involvement of carers, friends or family members.*	7	0	0	7
	General Comment	*A generalised statement (ie; "The doctor was good.")*	10	1	0	11
	User Involvement	*Involvement of the service user.*	81	1	13	95
Systems	Administration	*Administrative processes and delivery.*	5	0	11	16
	Booking	*Ability to book, reschedule or cancel appointments.*	54	0	18	72
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	6	0	6	12
	Medical Records	*Management of medical records.*	0	0	0	0
	Medication	*Prescription and management of medicines.*	7	0	7	14
	Opening Times	*Opening times of a service.*	3	0	0	3
	Planning	*Leadership and general organisation.*	4	0	2	6
	Registration	*Ability to register for a service.*	0	0	3	3
	Support	*Levels of support provided.*	142	3	25	170
	Telephone	*Ability to contact a service by telephone.*	9	0	9	18
	Timing	*Physical timing (ie; length of wait at appointments).*	19	1	7	27
	Waiting List	*Length of wait while on a list.*	50	0	14	64
Values	Choice	*General choice.*	6	0	1	7
	Cost	*General cost.*	0	0	2	2
	Language	*Language, including terminology.*	6	0	0	6
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	0	0	0	0
	Quality	*General quality of a service, or staff.*	145	1	21	167
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	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 eligability).*	2	0	1	3
	Environment/Layout	*Physical environment of a service.*	4	1	2	7
	Equipment	*General equipment issues.*	0	0	0	0
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	4	0	0	4
	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	3	3
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	2	2
	Staff Attitude	*Attitude, compassion and empathy of staff.*	182	3	29	214
	Complaints	*Ability to log and resolve a complaint.*	0	0	3	3
	Staff Training	*Training of staff.*	1	0	3	4
	Staffing Levels	*General availability of staff.*	0	0	0	0
	Total:		**792**	**11**	**195**	**998**

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.

CommunityInsight CRM