## The Experience of GP Services: Shoreditch Park

A trends analysis report by Healthwatch Hackney



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



### 1. Data Source and Conditions/Topics



#### 1.1 Source # Issues 1% Negative Positive Neutral Information & Signposting $1800 \\ 1600 \\ 1400 \\ 1200 \\ 1000 \\ 800 \\ 600 \\ 400 \\ 200 \\ 0$ 19% Outreach and the second second Social Media Contraction of the second Provider Website 76% Social Media Sources providing the most comments overall 1.2 Stated medical conditions/topics Alzheimers # Issues 3% Positive Neutral Negative Asthma 505450 4053250 1050 Cancer 3% 11% Cardiology 3% 4% Children's Health COVID-19 (Vaccine) 6% 6% Digital and Online 5% Foot Health leity and Olling Chine Shares and Share North Contraction of the second secon Cool Have Attendes Mental Health Set of the set Stil Health A NO NO NO Mental Health e sione ASKI ASKI College College 17% Mobility 13% Musculoskeletal Health Older People's Health 4% 11% Sexual Health 3% Skin Health Vaccination Medical conditions/topics receiving the most comments overall

### 2.1 Overall Themes and Sentiment



### 2.2 Service Access

#### 2.2.1 Service Access: 244 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 70 100% 90% 80% 60 80% 70% 60% 50% 40% 30% 20% 10% 0% 50 40 30 61% 74% 69% 62% 61% 61 56% 20 50% 10 clissold part woolbernwetards 0 BOLOUENIAM Solution of the second al at the the the the the store of the store Weiting List 800 1100 100 Solution Children Constant Peroposition of the second Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 120 100 No. of issues 80 60 40 20 0 The Hoxfor Surgery the lawson practice The Neartan Practice Shoredlein Park Sureen De Beauvoir S Practices receiving the most comments overall

### 2.3 Clinical Treatment and Care

#### 2.3.1 Treatment: 1025 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 350 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 189 300 250 89% 200 95% 94% 90% 88% 150 81% 81% 100 50 woodberrywettands 0 Borough (All) Dissold Part Hackney Down's London Field's Storeditch Part Hackney Down's London Field's Storeditch Part Ned Street Common 4000 March 1000 March Medi of of in the second Policies of the second Stoods rec. money Contraction of the second State uoie. Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 900 800 700 No. of issues 600 500 400 300 200 100 0 the Neartan Practice Storeated Part Sugery The Horton Surgery The Jawoon Practice De Beauno.

Practices receiving the most comments overall

### 2.4 Staff Attitude

### 2.4.1 Staff Attitude: 617 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 350 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 10% 12% 13% 14% 169 300 250 89% 200 95% 93% 88% 86% 150 85% 84% 83% 100 50 woodberrywettands 0 BoroughtAll isout tachen power has the tondon fields stored to be the softweet of the soft Postorio Site Citicon, Construction, Constru Miles Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 500 450 350 300 250 200 150 100 50 No. of issues Õ The Horton Surgery the Neartan Practice Storeditch Park Surgery The Jawoon Practice De Beaun Practices receiving the most comments overall

### 2.5 Administration

#### 2.5.1 Administration: 325 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 140 100% 90% 80% 120 339 80% 70% 60% 50% 40% 30% 20% 10% 0% 100 80 70% 60 80% 76% 66% 65% 40 20 Wellstreet conmon Strand Control of Cont clissold Park woolbernwetards 0 BoroughtAll id Part Hadrey Downs Hadrey Wasses London Heds Shore at Part Beinge and Part and and a second tealin & Ster in the second se and the second Addining the state est color Stobory . Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 200 180 160 140 120 100 80 60 40 20 No. of issues Ō Storeated Part Sugery The Horton Surgery The Jawoon Practice the Nearan Procise ion Surger De Beauno. Practices receiving the most comments overall

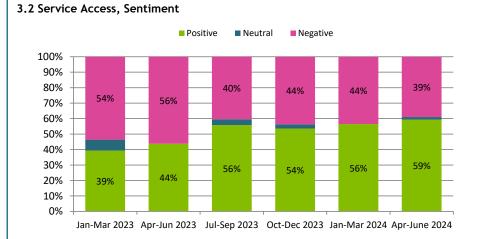
### 2.6 Communication

#### 2.6.1 Communication: 185 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 160 100% 90% 80% 14% 140 28% 339 120 70% 60% 50% 40% 30% 20% 10% 0% 100 80 899 85% 80% 74% 60 72% 71% 65% 40 20 0 BoroughtAll issoluteate, hether hashes tondon fields shore the part we have woodberry we have And the second s Autor Contraction of the second secon in the second se Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 120 100 No. of issues 80 60 40 20 0 storealterpartsurfert The Lawon Practice the Nearan Procise The Horton Suffer De Beauno. Practices receiving the most comments overall

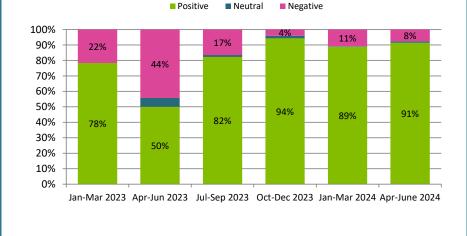
### 3. Timeline: 18 Month Tracker

#### Positive Neutral Negative 100% 17% 15% 90% 18% 24% 35% 80% 40% 70% 60% 50% 81% 81% 84% 40% 74% 30% 60% 58% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

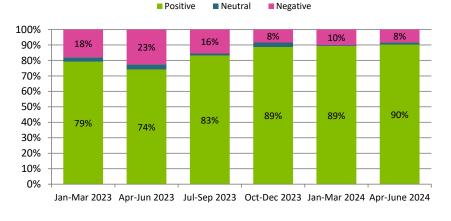
### 3.1 Overall Sentiment



### 3.3 Treatment and Care, Sentiment



### 3.4 Staff Attitude, Sentiment



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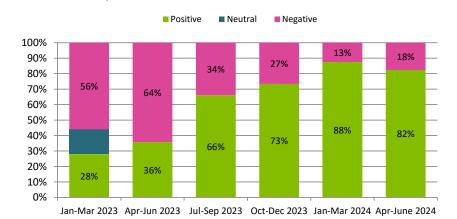


### 3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

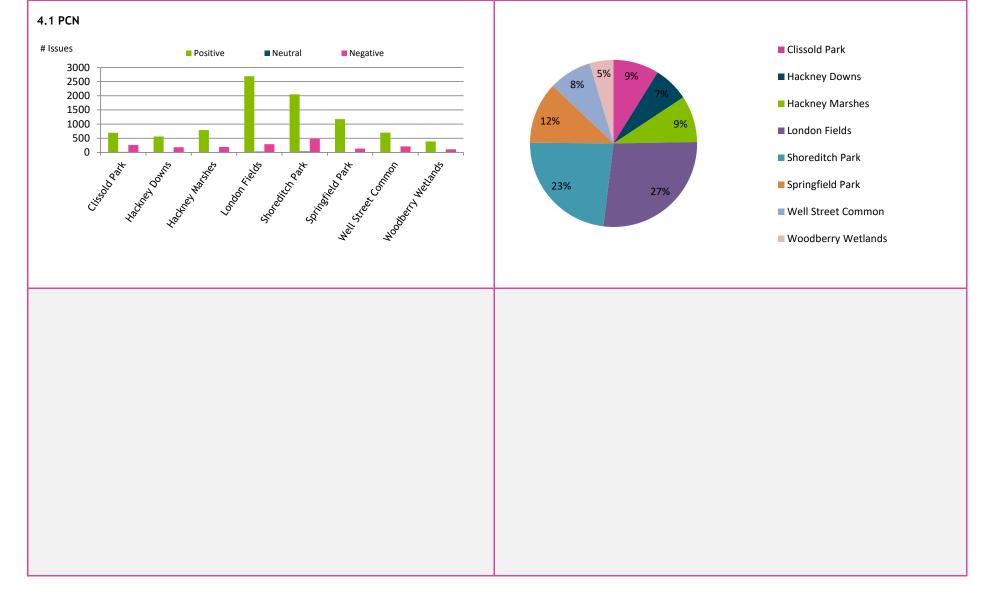
#### Positive Neutral Negative 100% 90% 23% 29% 31% 32% 80% 47% 49% 70% 60% 50% 40% 76% 71% 68% 67% 30% 52% 46% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

### 3.6 Communication, Sentiment



### 4. Volume by Primary Care Network





### 5. Data Table: Number of issues

Issue Name

Advice/Information

Carer Involvement

General Comment

User Involvement

Administration

Cancellations

Data Protection

Medical Records

**Opening Times** 

Booking

Referral

Medication

Planning

Support

Timing

Choice

Language

Nutrition

Privacy

Quality

Sensory

Stimulation

Cost

Registration

Telephone

Waiting List

# Issues							
Positive	Neutral	Negative	Total				
136	0	46	18				
5	0	1					
67	0	1	e				
206	3	30	23				
15	0	32	۷				
69	4	45	11				

0

0

0

0

1

0

0

0

6

0

3

1

1

0

0

0

0

4

0

0

0

0

16

0

10

2

16

6

7

48

61

5

0

1

0

1

0

5

407

403

....

182

6

68

239

47

118

4

0

23

3

20

2

18

11

469

21

68

102

13

1

3

1

3

0

5

459

4

0

7

3

9

0

2

5

60

14

17

40

7

1

2

1

2

48

0

0

Patients/Carers

12

Descriptor

Communication, including access to advice and information.

Involvement of carers, friends or family members.

Involvement of the service user.

Management of medical records.

Leadership and general organisation.

Ability to contact a service by telephone.

Physical timing (ie; length of wait at appointments).

General stimulation, including access to activities.

Opening times of a service.

Levels of support provided.

Length of wait while on a list.

Language, including terminology.

Privacy, personal space and property.

General quality of a service, or staff.

Deaf/blind or other sensory issues.

Provision of sustainance.

General choice.

General cost.

Ability to register for a service.

Referral to a service.

Administrative processes and delivery.

General data protection (including GDPR).

Prescription and management of medicines.

A generalised statement (ie; "The doctor was good.")

Ability to book, reschedule or cancel appointments.

Cancellation of appointment by the service provider.

## 5. Data Table: Number of issues

Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total	
Catchment/Distance	Distance to a service (and catchment area for eligability).		2	0	2	4	
Environment/Layout	Physical environment of a service.		7	0	3	10	
Equipment	General equipment issues.		2	0	3	5	
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	1	1	
Hygiene	Levels of hygiene and general cleanliness.		7	0	2	9	
Mobility	Physical mobility to, from and within services.		0	0	0	0	
Travel/Parking	Ability to travel or park.		0	0	0	0	
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	2	2	
Staff Attitude	Attitude, compassion and empathy of staff.		543	10	63	616	
Complaints	Ability to log and resolve a complaint.		0	0	9	9	
Staff Training	Training of staff.		1	1	11	13	
Staffing Levels	General availability of staff.		1	0	0	1	
		Total:	2049	34	480	2563	

### Disclaimer:

Environment

Staff

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